



Consensus Playbook Training – Interactive Session for ICANN79 Fellows

2 March 2024

Agenda

- ⦿ **Greetings and Introduction – Siranush** **5 minutes**
- ⦿ **General Discussion - Melissa** **20 minutes**
 - Review of consensus building core principles
- ⦿ **Breakout Rooms** **45 minutes**
- ⦿ **Knowledge Share, Participants' Reflections and Q&A** **20 minutes**

Total Time: 90 min

Briefing – General Discussion



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Conflict Resolution Specialist

Consensus

General definition: broad-based agreement

Consensus is the result of deliberations about YOUR INTERESTS, understanding the INTERESTS OF OTHERS and crafting PROPOSED SOLUTIONS incorporating all points of view.

This the process of coalescing around a shared solution.

Step 1: Build Trust – Look to the Expected Standards of Behavior

ACT in a reasonable, objective and informed manner when participating in policy development and decision-making processes.

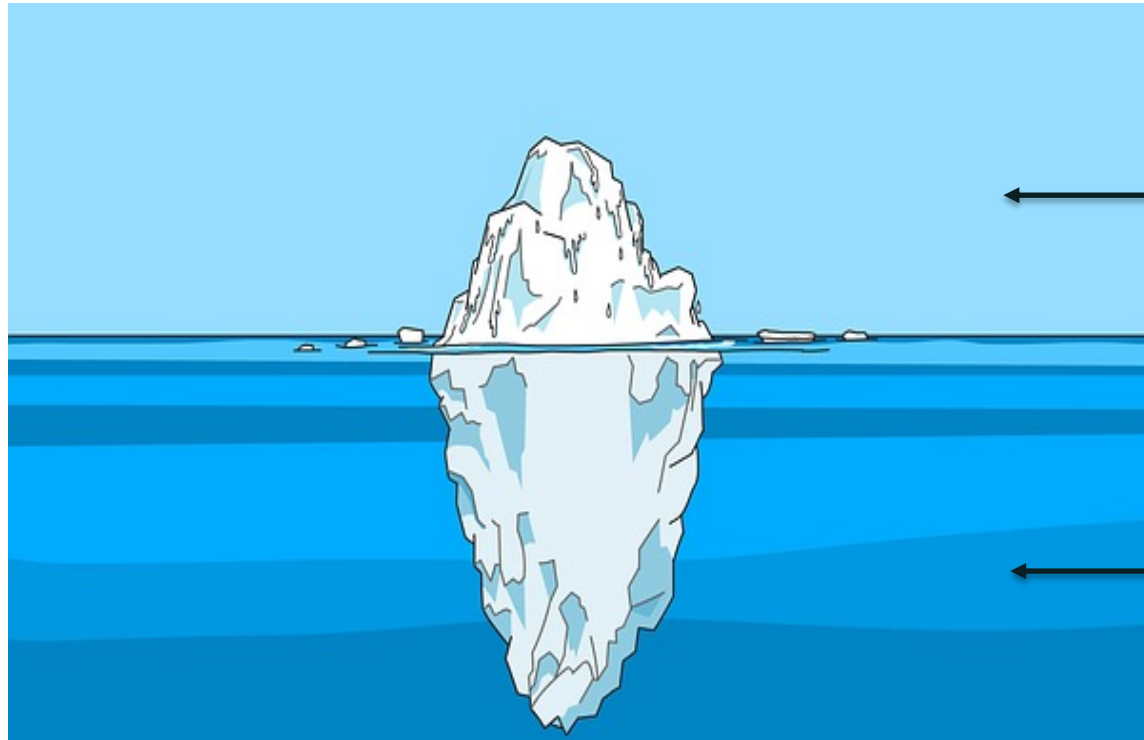
LISTEN to all. Those who take part in the multi-stakeholder process must acknowledge the importance of all stakeholders and seek to understand their points of view.

WORK to build consensus with other stakeholders to find solutions.

FACILITATE transparency and openness when participating in policy development and decision-making processes.

ACT fairly and in good faith with other participants in the ICANN process.

Step 2: Be Mindful of Positions vs. Interests



POSITIONS

- Conclusions

INTERESTS

- Needs
- Desires
- Concerns
- Questions
- Fears

POSITIONS VS. INTERESTS

- Positions and interests are **not** the same
- Positions are surface conclusions
- Interests are the underlying factors that contribute to a position including NEEDS, DESIRES, CONCERNS, QUESTIONS and FEARS

Step 3: Work Toward Effectively Hearing Each Other



Active Listening + Summarizing

Active Listening: ensure you identify ALL the speakers' relevant positions

Ask, ask, ask questions

BE MINDFUL AND DELIBERATE WITH LANGUAGE

Summarize: verbalizing your understanding of speaker's position

Use the speakers phrasing where possible & ensure speaker agrees with your summary

**Additional guidance on question framing –
*Appendix 2***

Step 4: Commit to Good Problem Solving

1. COMMUNICATE

- Share your interests
(needs, wants & concerns)
- Actively listen to others

2. ASK QUESTIONS

- Understand other points of view
- Don't assume
- Acknowledge the needs of others

3. WORK THROUGH DISAGREEMENTS

- Offer solutions based on your needs AND the needs of others
- Build upon areas of agreement

4. SEEK TO FIND SOLUTIONS THAT ALL CAN LIVE WITH

- Recognize that you won't get everything you seek – be flexible about where you compromise

*See Plays 6, 10
& 13*

Questions

Three Scenarios

Scenario 1: Getting a sense of consensus

A group of friends is trying to decide where to go for lunch. Oliver is allergic to gluten. Amelia loves seafood. Leon has a strong craving for dumplings while Catalina does not eat pork. Anna is on a tight budget and Simon's strong preference is anything Italian. How can this group reach consensus – broad-based agreement – on where to go for lunch? What types of questions should they ask? What possible solutions can be found?

Scenario 2: Disagreement in Working Group process

A Generic Names Supporting Organization (GNSO) Working Group is considering a specific issue. The Contracted Party members of the working group (Registries and Registrars) agree with the proposed solution, as do some members of the Business Constituency (BC). The Intellectual Property Constituency (IPC) and Internet Service Providers and Connectivity Providers Consistency (ISPCP) members have not stated a point of view. Most members of the Noncommercial Stakeholder Group (NCSG) adamantly disagree with the proposed solution. The At-Large Advisory Committee (ALAC) member participating also disagrees. The Government Advisory Committee (GAC) representative is neutral on the matter. Not every member of the working group has stated a position. Many members, regardless of their Stakeholder Group/Constituency, are silent on this issue. Under the GNSO definitions, is there consensus to proceed? What questions could be asked and/or steps taken in order to determine if there is consensus?

Scenario 3: Making your voice heard – IF YOU HAVE TIME

You are a member of a working group, discussing a narrowly tailored issue. Members of the Working Group have all stated their respective positions and it appears the Chair is narrowing the possible ways forward based on the group input. You have a different point of view, specifically one that has not been shared or considered by the group. You are unsure if your input will change the direction of the group. What do you do? Why?

Knowledge Share, Participants' Reflections and Q&A



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