



- | Services | Capacity |
|---|---|
| <ul style="list-style-type: none"> • Pre-session consensus planning • Pre-session data collection • Meeting coordination • Group facilitation • Web-based teamwork • Web-based surveys • Post-session teamwork | <ul style="list-style-type: none"> • Multiple, simultaneous groups • Multiple sub-teams • Software accessible from any location with Internet access • Networked breakout rooms • Remote participation • Any time, any place meetings |



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Collaborative Problem Solving at the Defense Acquisition University



**Facilitated, Web-Based Teamwork for
Planning and Problem Solving with
Large Groups**



Got a “Wicked” Challenge?

- Multiple stakeholders?
- A tangled complex of problem roots?
- No problem precedent (essentially a unique challenge)?
- Any action on one part of the problem affects other parts?
- Countless options for addressing the challenge (no right or wrong approach)?
- Constantly changing challenges?

If this describes your challenge, you may have a wicked problem! Getting consensus on wicked problems can be difficult. Problem “owners” will often assign the parts of large complex problems to diverse stakeholders with little thought of the different strategies of collaboration — which makes it very difficult to achieve strong consensus in the end. Come to us first, and together we’ll develop the strategy for a workshop that includes a clear consensus on the detailed challenges, the development of action plans, and the integration of the plans.

For Consensus Teamwork of all Types

- Strategic planning and acquisition strategy
- Program analysis with stakeholder participation
- Team decision making and consensus building
- Collaboration using diverge/converge methods
- AT&L Tiger Team problem analysis and action planning
- Quick response group problem solving
- Programmatic documentation and plans
- Climate surveys with follow-up facilitated sessions



Strategic Planning

Planning is hard, but motivating the organization is harder! Our methods will motivate your team and set them up to motivate your organization. We typically suggest variations of three basic approaches:

- **Match your headquarters approach:** If your senior HQ has an active planning process, use the same method — whether TQM, Hoshin, Balanced Scorecard, GPRA, or some other method — we’ll guide your team through the planning.
- **Hybrid, best-features approach:** If you have no active senior HQ plan, we’ll guide you through a tailored hybrid approach, using the best features of various methods.
- **Remedial and follow-on approach:** If you’d like to salvage previous efforts, we’ll guide your team through a participatory diagnostics process that will get you back on track — and then we’ll guide you around the old pitfalls.

Strategic Plan Paired with a Communications Plan

At the end of the session, you’ll leave with an action-oriented strategic plan, a “mini-plan” for each goal, OPRs specified, “success” and schedules identified, and a corresponding communications plan that will focus your follow-on efforts.

Benefits of Using Technology

- **Diverge/converge:** Gets the most from diverge/converge group processes and the development of consensus.
- **Anonymity:** Harnesses anonymity, so the best ideas rise to the top, and “pet rocks” fall by the wayside.
- **Parallel, simultaneous work:** When tasks are daunting, the technology enables team members and sub-teams to work in parallel, followed by large group review and critique. What might take weeks to accomplish is done in hours.
- **Buy-in:** Maximizes participation, collaboration, and buy in.
- **Remote use:** Enables remote use by individuals and teams.
- **Many-to-many inputting:** Allows any time, any place meetings with effective many-to-many participation.



Our Customers Notice that:

- They get more accomplished in less time, with greater consensus, and all efforts are documented and accessible for future meetings.
- We involve all stakeholders to maximize buy-in.
- We provide a non-threatening environment that uses anonymity — ideas are used based on merit.
- We support our groups with DAU subject matter experts.
- We organize teamwork, share information electronically, and ensure that everyone contributes to the group product.
- We equip the team with the plan, the structure, and the motivation and buy-in to follow through.

