

CONSTRUCTIVE CONTROVERSY TRAINING

“S.U.I.T. up: Sharing, Understanding, Integrating, and Team Decision”

STEP 1: SHARE All Unique Information (*Develop & Express*) – fully develop and express multiple ideas and resources, especially in times of brainstorming.

- This is a critical step in success of teams. You can't make the best decision if you don't have all the information
- Create an open environment so people are not afraid to go against the majority
- Each perspective is unique, based on present information and personal experiences, and therefore valuable in contributing to the pooled knowledge of the team
- **ASK YOURSELF:** *Has everyone shared an idea? Have ideas against the majority been shared? Have all possible resources, ideas and options been explored?*
 - **TIP:** NEVER hold back a piece of information, no matter how small or insignificant it may seem.

STEP 2: UNDERSTAND All Presented Information (*Question & Understand*) – be sure to explore and question all options to make sure you fully understand other perspectives and ideas.

- You cannot make the best decision based on all possible information if you don't fully understand the information that has been shared
- Make sure you understand their unique perspective
- Question or criticize the idea, never the person
- **ASK YOURSELF:** *Do I fully understand their perspective or idea?*
 - **TIP:** RESTATE or SUMMARIZE what your teammates say in your own words to clarify your understanding

STEP 3: INTEGRATE All Perspectives For New Solutions (*Integrate & Create*) – Make an effort to integrate the new ideas together in order to create innovative solutions.

- In the search for understanding of all new and old information, ideas may have been strengthened, improved, or completely turned upside down
- It is NOT a competition to have your idea win; put aside your pride in order to integrate ideas for the best possible solution
- **ASK YOURSELF:** *Is there a way that we can incorporate the best of all these options?*
 - **TIP:** SUM UP all of the ideas you have with their pros and cons in order to see possible opportunities to create innovative solutions

STEP 4: TEAM Decision (*Agree & Implement*) – At this point, you need to make sure everyone is in agreement and ready to implement the decision.

- Just because you have created a new idea, does not mean everyone is ready to agree with it or that it is the best option
- You may have to revisit the 1st and 2nd step to make sure all possibilities and weaknesses are explored. This can create an endless cycle of improvements or a stalemate. You may need to all take a step back from the controversy and reconsider another time
- **ASK YOURSELF:** *Is everyone agreeing just because they are tired of discussing it?*
 - **TIP:** TAKE A BREAK from long discussions in order to process the information and develop ideas individually to share when the team regroups