

## **Facilitating Indigenous Decision Making and Managing Disputes**

- Many speakers at the Conference have emphasised the need for processes to emerge organically from local forms, for cultural match which is locally driven.
- But no one has actually spoken about how to facilitate the kinds of conversations that are needed between everyone to ensure that processes are locally owned and locally driven.
- We have too many meetings which cost a lot but where there has been little emphasis on making sure that decision-making processes and appropriate representational structures are in place.
- This workshop provided a snapshot into the kinds of procedural skills which might be required to achieve positive outcomes.
- The workshop used the 'satisfaction triangle' as a means of getting the message across that 'how' you get somewhere is far more important than the substantive outcome; that procedural and emotional needs are as important as the substantive outcome.
- If the process is right, the outcome will be fine.

- The workshop used a number of exercises to demonstrate the principles of the Triangle in everyday meetings and conflict resolution.
- Time is a critical factor in employing appropriate processes.
- The workshop discussed *the 'Talking Straight: Bringing Communities Together'* project at the Australian Institute of Aboriginal and Torres Strait Islander Studies.
- The Project is funded by ATSIIS. The National Native Title Tribunal is also funding a series of workshops in 2004 with Native Title Representative Bodies and practitioners.

### **Outcome**

- Participants were enthusiastic about the application of skills discussed in the workshop, and requested that training on these very important issues is made widely available.
- The research Project is aimed at trialing and developing training for Indigenous practitioners.