

The **Nominal Group Technique (NGT)** is a structured facilitation tool to help the change team brainstorm a list of ideas/changes and reach consensus on which change to test first.

BENEFITS:

- Promotes group participation in the decision-making process where all voices and ideas are equal.
- Engages both extroverted and introverted team members.
- Uses priorities of each group member to discover the overall priorities of the group.
- Use with small groups (5-10 people) to:
 - a. Develop solutions (changes) that can be tested using PDSA cycles.
 - b. Reach consensus on what change to test first.
 - c. Can also be used to identify the key problem.

A Prepare the NGT

1. Ready the room for your group:
 - Post It Notes
 - A flipchart or whiteboard to place Post It Notes
 - Two markers (black and red)
2. Write your **NGT question** at the top of the flipchart..
SAMPLE:
 - *How can we reduce no-shows to intake appointments?*



B Lead the NGT - 5 steps with time limits*

1. **Silent Idea Generation** (3 min)
 - Each team member silently records one idea per Post It note until they run out of ideas.
 - No talking
2. **Recording of Ideas** (5 min)
 - Go around the table asking one person to read one Post It note, then the next person, continue until all ideas are shared.
 - Change Leader places each Post It note on the flipchart after it is read.
 - Refrain from discussing each idea – read only.
3. **Idea discussion** (4 min)
 - Group can ask questions of each other to clarify the meaning of each idea.
 - Do not say things like “that will not work” or “we’ve tried that already.”
4. **Voting** (2 min)
 - Each group member gets to cast **3 votes**.
 - Using a marker, each person places a check mark by the **three ideas** they would like to test.
5. **Reaching Consensus** (2 min)
 - Total the votes. Which ideas rose to the top?
 - The idea with the most votes will be tested first. (PDSA cycle #1)
 - In the case of a tie vote, have team members cast one vote each to determine a winner.
 - Save all ideas for future reference and additional PDSA cycles.

*You can adjust the allotted time for each step as needed.