




NOMINAL GROUP TECHNIQUE (NGT)

Technique to rank issues for consensus, also called "sticky dot" technique

	<p><i>What is it?</i></p>	<ul style="list-style-type: none"> • a technique that allows every team member to rank issues without being pressured by others • it builds commitment to the team's choice through equal participation • a visible process that shows consensus or lack of it 						
	<p><i>Why use it?</i></p>	<p>The NGT allows a team to quickly come to a consensus on the relative importance of issues, problems or solutions by including individual rankings into the team's final priorities</p>						
	<p><i>How do I do it?</i></p>	<ol style="list-style-type: none"> 1. Generate a list of issues, problems or solutions that need to be prioritized 2. Write statements on a flip chart 3. Eliminate duplicates and clarify meanings of any of the statements 4. Record the final list on a flip chart or board 5. Each team member individually ranks the list using a higher number as most important and 1 as least important 6. Combine rankings of all team members and tally <p>Variation: Use coloured dots</p> <p>Assign points:</p> <table> <tr> <td>Green</td> <td>3</td> </tr> <tr> <td>Yellow</td> <td>2</td> </tr> <tr> <td>Red</td> <td>1</td> </tr> </table> <p>Assign each team member 3 dots, 1 of each colour, and ask him or her to place their dots on their top 3 priorities.</p>	Green	3	Yellow	2	Red	1
Green	3							
Yellow	2							
Red	1							

Two examples are shown on the next page.

Source: The Memory Jogger II



Sample 1:

Why does the clinic have inconsistent practices? Resources include:

- A. Lack of training
- B. No documented processes
- C. Unclear quality standards
- D. Lack of co-operation with other departments
- E. High turnover






Using a scoring of 1 to 5, with 5 being the most important, staff members were asked to rank the issues they believed were most important.

Individual ranking	Robert	Helen	Jack	Jane	Chris	Total
A	4	5	2	2	1	14
B	5	4	5	3	5	22
C	3	1	3	4	4	15
D	1	2	1	5	2	11
E	2	3	4	1	3	13

B – “No documented processes” would be the highest priority. The team would work through this issue first and then move through the rest of the list as needed.

Sample 2: Using sticky dots

What are the reasons for missed appointments in Diagnostic Imaging?

	Dots	Score
A. Patient forgot		11
B. Weather		3
C. Patient sick/died		4
D. No parking available, patient left		8
E. Patient refused		4

Based on these 5 reasons, team members are each given 3 dots (1 green, 1 yellow, 1 red) and asked to identify the area they think is most critical to start working on.
Points: Green 3, Yellow 2, Red 1

A – “Patient forgot” is identified as the highest priority.