

COLLECTIVE INTELLIGENCE



GENTEX[®]

TRAINING CENTER



Introduction

Collective Intelligence explains how teams produce better thinking than individuals working alone. Groups that share knowledge, combine diverse views, and decide together solve harder problems and adapt faster. This Collective Intelligence Training Course shows participants how to design the conditions that make group intelligence emerge, and how to remove the biases and dynamics that suppress it. Participants explore facilitation methods, consensus and estimation techniques, structured dialogue, and collaborative problem-solving. Furthermore, the course covers diversity of thought, psychological safety, and the tools that support distributed collaboration. As a result, leaders and teams leave with practical ways to raise the quality of collective judgement at work.

Collective Intelligence Course Objectives

- Apply collective intelligence principles to real team problem-solving and decision-making.
- Build psychological safety so members contribute ideas, questions, and dissent freely.
- Facilitate group thinking using structured methods such as Delphi, nominal group technique, and World Caf.
- Reduce cognitive and social biases using techniques like pre-mortems, red teams, and devil's advocacy.
- Combine diverse perspectives through brainstorming variants such as brainwriting and silent brainstorming.
- Estimate and forecast group judgements using the wisdom-of-crowds method and weighted averaging.
- Run consensus-building processes such as fist-of-five and dot voting.
- Design collaborative knowledge-sharing spaces using wikis and shared digital workspaces.
- Measure group intelligence using participation and decision-quality indicators.
- Build a personal plan for applying collective intelligence in daily team work.



Course Methodology

The course uses interactive, practice-based methods:

- Facilitated group simulations and structured dialogue sessions.
- Live exercises in brainstorming, voting, and prioritisation.
- Case studies of group successes and group failures.
- Self-assessment of cognitive bias and contribution styles.
- Peer feedback and guided reflection.
- Action planning that turns each method into a workplace commitment.

Who Should Take This Course

- Team leaders, supervisors, and managers.
- Facilitators and workshop moderators.
- Project and program managers.
- HR, learning, and organizational development professionals.
- Product, innovation, and strategy team members.
- Professionals working in cross-functional or virtual teams.

Collective Intelligence Course Outlines

Day 1: Foundations of Collective Intelligence

- Defining collective intelligence and how groups outperform individuals.
- Reviewing key research from Woolley's collective intelligence studies.
- Understanding diversity of thought as a performance driver.
- Mapping group dynamics that help or block shared thinking.

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- Building psychological safety using Edmondson's framework.
- Setting group norms and a shared working agreement.
- Assessing your team's current collective intelligence baseline.

Day 2: Facilitation and Structured Dialogue

- Facilitating groups with the nominal group technique.
- Running large-group dialogue using the World Caf method.
- Applying the Delphi method for expert judgement.
- Using round-robin and silent brainwriting to reduce dominance.
- Managing airtime, silence, and dominant voices.
- Recording and synthesising group output accurately.
- Practicing facilitation in live group exercises.

Day 3: Idea Generation and Creative Combination

- Running brainstorming and brainwriting sessions that work.
- Applying SCAMPER and random-word techniques.
- Using affinity mapping to cluster and theme ideas.
- Prioritising options with dot voting and impact/effort grids.
- Averaging independent estimates using the wisdom-of-crowds method.
- Using weighted scoring models for group choice.
- Documenting ideas in shared digital idea boards.

Day 4: Decision-Making and Bias Reduction

- Choosing decision modes: consensus, consent, and consultative.
- Running consensus checks with fist-of-five and thumbs voting.



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- Reducing groupthink and conformity pressure.
- Applying pre-mortems, red teams, and devil's advocacy.
- Using de Bono's Six Thinking Hats for balanced discussion.
- Separating fact, opinion, and assumption in group debate.
- Recording decisions with owners and review dates.

Day 5: Scaling Collective Intelligence Across Teams

- Designing shared knowledge spaces with wikis and Microsoft Teams.
- Enabling asynchronous collaboration with Miro and shared documents.
- Connecting networks of teams using Communities of Practice.
- Measuring participation, decision quality, and group outcomes.
- Sustaining collective intelligence through routines and rituals.
- Leading hybrid group work across locations and time zones.
- Finalizing a personal collective intelligence action plan.

Conclusion

By successfully completing Collective Intelligence, participants will have acquired practical methods for raising the quality of group thinking, from facilitation and structured dialogue to bias reduction and consensus decisions. They will have gained skills in knowledge sharing, idea combination, group estimation, and inclusive participation, plus a personal plan for continuous improvement. Gentex Training Center designed this program to help teams think together and decide better.

FAQs





Q1 What is the "Collective Intelligence" course about?

It explains how groups can think and decide better than individuals alone. Participants learn to build psychological safety, facilitate structured dialogue, combine diverse ideas, and reduce bias so teams reach higher-quality decisions.

Q2 What are the key benefits of the "Collective Intelligence" course?

Participants gain stronger team problem-solving, higher-quality group decisions, wider idea generation, and less bias-driven agreement. Teams also share knowledge faster, use diverse expertise better, and spend less time in unproductive debate.

Q3 What skills will I gain from the "Collective Intelligence" course?

You will develop four core skills: structured group facilitation and dialogue, idea generation and creative combination, group decision-making and consensus building, and bias reduction in team judgement.

Q4 What tools, methods, or standards are covered in the "Collective Intelligence" course?

The course covers the nominal group technique, the Delphi method, World Caf, brainwriting, SCAMPER, affinity mapping, dot voting, fist-of-five consensus, de Bono's Six Thinking Hats, pre-mortems and red teams, wisdom-of-crowds estimation, and platforms such as Miro, wikis, and Microsoft Teams.



Q5 How is the "Collective Intelligence" course applied in real-world practice?

Participants apply the methods to live group tasks, such as facilitating team workshops, running idea and prioritisation sessions, guiding consensus decisions, and supporting hybrid collaboration. Each module ends with an action commitment, so learning moves directly into daily team work.