



# Facilitator Guide

## Facilitation Overview

The facilitator plays an important role in creating a supportive and inclusive environment for all participants. While not being a content expert or responsible for answering questions, the facilitator's main focus is to ensure that everyone feels comfortable and empowered to actively engage in the group.

The facilitator guides group discussions to promote open dialogue, active listening, and mutual respect among participants. By fostering a sense of trust, the facilitator encourages a community where participants can learn from and support one another.

Additionally, the facilitator seeks to ensure that everyone has an opportunity to contribute and that no one dominates the conversation. This can involve encouraging quieter voices, and acknowledging the eagerness of louder voices while making way for others.

Overall, the facilitator's presence is vital in creating an environment where participants can actively participate, learn from each other, and make positive steps towards improving their health and well-being.

### Facilitators' need-to-know

You do not need to:

- be a content expert.
- teach the content.
- provide advice.
- be an expert.

You are encouraged to:

- create a welcoming and safe environment to facilitate people being able to share experiences.
- ask questions.
- provide the opportunity for all to share if they want to.
- listen and be curious.

### Participant Expectations

- Observe and respect the privacy of information shared in the group. Don't share it outside the group.
- Please share your own experience. Avoid giving advice to others in the group.
- Make space for others to contribute.
- Look for opportunities to celebrate someone else's progress!

## Session Guideline

| Time Allocation | Talking Points                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5 mins          | <p><b>Welcome</b><br/>Thank you for joining us today, I'm really glad you're here. This is a space I want you feel comfortable in sharing, and as such, privacy and confidentiality are very important. Anything shared in this room will remain here.</p> <p>For the first session: My name is .... and I'd love to get know all of you better over the course of our time together. So, to get started let's go around the group and just share your name to help us get acquainted. I'd love you also to share anything you've done in the last week, no matter how small, that's a step towards better health.</p> <p><b>For subsequent sessions:</b> Welcome back, my name is ... I'd love you to help refresh my memory on your names so let's go around the group again today and just share your name. (Repeat as necessary in any future sessions).</p> <p>Review group expectations:</p> <ul style="list-style-type: none"> <li>• Observe and respect the privacy of information shared in the group. Don't share it outside the group.</li> <li>• Please share your own experience. Avoid giving advice to others in the group.</li> <li>• Make space for others to contribute.</li> <li>• Look for opportunities to celebrate someone else's progress!</li> </ul> |
| 15 mins         | <p><b>Highlight from previous week &amp; reflections</b></p> <ul style="list-style-type: none"> <li>• What has gone well for you this week? It could be related to the lesson you have just gone through or even a prior lesson.</li> <li>• What is something that spoke to you from the material you looked at in the last week?</li> <li>• What impact has it had on you?</li> <li>• How did you apply that in your life?</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 15 mins         | <p><b>Learning material</b></p> <ul style="list-style-type: none"> <li>• Watch today's lesson video.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10-15 mins      | <p><b>Today's Takeaway</b></p> <ul style="list-style-type: none"> <li>• In 4-5 words can you share with us what your main takeaway is from this session?</li> <li>• How could these ideas be implemented this week?</li> <li>• Look at the 'experience' section under today's video for how it can be put into action. Encourage participants to watch the 'challenge' video and complete the quiz as a point of reflection during the coming week.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 5-10 mins       | <p><b>Looking forward</b></p> <ul style="list-style-type: none"> <li>• In the area/lesson we are engaging with this week, what is something about your health and wellbeing that you wish were true? For example, I wish I could sleep more soundly; I wish I could get to sleep quicker; I wish I could be more organised to plan healthy meals.</li> <li>• Encourage participants to write down their personal goal, based on their wish.</li> <li>• Thank everyone for participating, encourage them to make a goal for implementing this week's lesson and write it down somewhere to refer to.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |



# Facilitator Guide

## Approaching various group scenarios and dynamics

### 1. What do I do if no one responds and there is prolonged silence?

If no one says anything – normalise this, it's common early on in a group for people to be slow to warm up. Don't be afraid of silence, feel free to address it by saying, "It's ok if there is silence, I'm relaxed and comfortable with silence." Silence doesn't mean something is wrong. You may have something brief yourself to share if no one seems comfortable to share, but be careful not to create an expectation of the facilitator being first to share e.g. Use the sentence, "I have something I'd love to share with you about an experience I had, but I'd love to allow space for someone else to share first."

### 2. What do I do if someone is monopolising the time?

If one or more people tend to dominate the sharing, it can be helpful to acknowledge their engagement and commitment to the program and add something like: "Let me see who else might have something they'd like to share here". This can help to reset the interactions so that others in the group can see there is space being made for them.

### 3. How do I respond when someone starts to try and give advice to others?

Remind everyone of the group expectations, one of which is not to give advice.

### 4. Can I share advice if someone asks for it?

If someone asks, it's best to first acknowledge their desire to understand and learn more, then note that you are not a health or mental health professional (unless you are!), and then encourage them to follow up with their GP or another trusted professional. If you can, it would be great to check in with the person at a later meeting to explore how they were able to have their question answered.

### 5. What do I do if no one has much to share for one of the talking points?

Firstly, remember that silence is usual and does not mean that things aren't going well for people. It may be helpful to make your question a little more specific – for example: "I wonder who might have noticed a small achievement in this area last week?" or "What else is on your mind, even if it doesn't directly relate to this topic?"