



Living The Potential Network

Maintaining Safety

Use the Structures

- ☐ Refer back to the agreements when necessary.
- ☐ Share and then follow the agenda.

GENERAL AGENDA

- ☐ **Check in with Participants and Progress**
How are you? What was your experience with the information/practice this week?
See specific prompts for specific programs.
- ☐ **Connect through Stories/Models**
- ☐ **Guide Conversations and Activities**
- ☐ **Offer 5-7-minute breaks Every 45-60 Minutes**
- ☐ **Close with an Invitation to share _____.**
Facilitator shares first.
- ☐ **Before you walk away from the meeting...**
 - ☐ Track attendance.
 - ☐ Write your reflections in the LIVE Training Progress Tracking to keep track of the participants' experience, progress, and possible need for support.

Doing and Being

- ☐ **Attend to your agenda and stay on time as much as possible.**
 - ☐ Every time you ask participants to share or do an activity, give them a specific amount of time and ask them to set their own time on their phone and watch it.

❑ **Put People *before* Plans.**

- ❑ Sometimes, it is obvious that the learners are not ready for the activities on the agenda. When this happens, ask for what is working well, and what will they need in order to feel successful?
- ❑ Let someone finish processing before moving on to the next item on the agenda, especially if there is high emotion and high empathy happening in the group.

❑ **Use your Unicorn Senses to stay connected to the energy of the participants and respond appropriately:**

- ❑ **When the Energy is Low:** Find the next best spot to take a quick break. You can offer a 5-minute bio break or invite them to ignite some energy with you: Does anyone want to stand and stretch?
- ❑ **When the Energy is Stressed:** Offer a non-judgmental that captures the essential theme and/or feel being expressed, or that asks for additional information about the situation to get a clear understanding before responding: Is there something unspoken that you would like to express?
- ❑ **Whenever the Energy Feels Heavy:** Offer an empathetic response and keep listening for the underlying meaning of what was said. This helps build understanding, trust, and rapport, allowing people to feel that they can talk without being criticized or judged. Can we all take three deep breaths to ground the collective energy?

❑ **Modeling**

- ❑ When you ask questions or begin activities, provide *your* example before turning it over to anyone in the group. Remember that you are modeling length, clarity, intention, and depth of the share you are requesting of them. So, don't tell a long story if you are only going to give them two minutes to share theirs.
- ❑ When you turn it over to the group, ask, "Who wants to go first?" and remind them to share at their level of comfort.
- ❑ When they are done, ask that person to pick the next person or pass the talking stick (baton).

Focus on Safety

☐ The Basics

- ☐ **Examine Your Listening Patterns:** What are your barriers, filters, and biases around listening? What do you tend to not hear and why?
- ☐ **Pay Attention to the Socialization Process:** Observe the behavior and interactions of others in the room in order to understand the power and other dynamics at play between participants and even with facilitators.
- ☐ **Refrain from Giving Advice:** Your job is NOT to give advice. It's to reflect and guide -- to believe they have the answers and help them unearth them.

In other words, DO NOT say things like...

- ☐ Here's what I would do if I were you...
- ☐ When you're in a situation like that, you really should...
- ☐ All you need to do is...
- ☐ The best way to solve that problem is...
- ☐ If you don't _____, _____ will happen...
- ☐ Insert YOUR favorite way of giving advice:

☐ When you share...

- ☐ Be interested in the listeners.
- ☐ Exude a spirit of inclusion and enthusiasm.
- ☐ Use a positive tone of voice.
- ☐ Encourage others to share about the concepts and ideas in discussion.

☐ When participants share...

- ☐ Listen actively. Be alert, attentive, and use nonverbal behavior appropriately.
- ☐ Try to understand the intention and feeling behind the words.
- ☐ Acknowledge/Thank each of the contributors.
- ☐ Select the comments of one or two people whose comments seemed to resonate with others in the group.
- ☐ Be gentle, patient, and quietly powerful. Hold the intention of the "guide on the side" instead of the "sage on the stage."

- ☐ Help the group move from one place to another place. Follow the energy of the conversation. If you notice something emerge that seems important to have them digest at another level or bring to the awareness of the rest of the group, ask to clarify the meaning for them.
 - ☐ Questions to Use:
 - ☐ Can you say that again, so I can make sure I grasped it?
 - ☐ What is your insight about this?
 - ☐ How do you feel about it?
 - ☐ Rules for Reflection:
 - ☐ Each voice in the circle is heard. Make sure that everyone has at least one opportunity to speak and that there are equal opportunities to speak during the experience.
 - ☐ Thank the person who spoke before you.
 - ☐ Conclude with: What did you learn that will help you be successful?
- ☐ **When no one is sharing...**
 - ☐ Identify challenging dynamics (including power dynamics).
 - ☐ Empower those feeling less-inclined to open-up/share. Gently encourage those who are quiet, being careful not to humiliate them. Address them with respect and don't push beyond their "no."
 - ☐ Pose a new question and break the group into smaller groups to answer it.
- ☐ **What to do when felt safety has been breached.**
 - ☐ Make sure that you have done your due diligence to communicate the rules of engagement and agreements as well as what to expect when there is a breach.
 - ☐ If you realized you have failed to communicate these, then gently let the room know that you forgot to address the agreements and realize now would be a good time to do so.
 - ☐ If you know you already have shared, then it's important to maintain the safety by following through on what you said you would do.

As facilitators, when we notice an upset or conflict we will approach it in the following way, ask the participants:

1. What is the situation?
2. How do you feel about the unresolved conflict?
3. What are your worst possible outcomes of confronting this conflict?
4. What are the best possible outcomes of resolving this conflict?
5. How will you feel when the best possible outcomes happen?
6. What are all the reasons this is impossible?
7. What new beliefs will you need about yourself to make your best possible outcomes happen?
8. What specific first step can you take to move forward toward resolving this issue?
9. How do you feel about doing this?
10. What did you learn about this that will make you successful?

There will be days when we miss the cue, and it's then that it becomes the individual's and/or the group's responsibility to bring it to light. An individual can do this really well if you coach them to do it beforehand:

Below you will find the script I've created for those I work with in an effort to give them a healthy and productive way to approach me when I've upset them. Please use it as a model to write your own.

Unicorns are magical and they also have these sharp horn things that can accidentally do some damage if the Unicorn is not 100% present. And Unicorns are like humans. They're not perfect. So, when this unicorn shows up imperfectly, because I will, here's how I would like you to approach me about your experience and feelings. This is how to resolve issues with unicorns. :)

1. *Arrange a one-on-one meeting time.*
2. *Authentically share your upset with me.*
3. *Tell me what happened.*
4. *Tell me how you feel about it.*
5. *Share what you would see as a solution.*
6. *Share what steps we can take for adaptive learning.*

Then, maintain your commitment to the safety of the group.

1. Be vulnerable.
2. Ask for compassion and empathetic listening.
3. Apologize if necessary.

If you are the one who feels stretched by a breach, ask for help from the guardian.

Report any red flags to Renee Beth and work with them to find a solution.

Red flags look like:

- ☐ Distracted behavior
- ☐ Side conversations w/o speaking directly to the people involved
- ☐ Nonverbal communication and negative behavior

When Team Challenges Arise

When You're Disappointed

When someone fails 1x, you say, "Ah, okay. When can you have it done by?"

When they fail 2x in a short amount of time, you could say, "Okay, when can you have that done by?" and then you make a note to follow up individually with that person if this happens again within # weeks.

When they fail 3x in a short amount of time, you could say, "Okay, when can you have that done by?" and then privately meet with them by phone/zoom and say, "I've noticed that you've been struggling to do the things you've agreed to do. This isn't like you and I know you're committed to this work/team. I just want to check on you and see if everything is okay. Is there anything going on that I can support you with? Or maybe we need to reduce your workload for this particular season you're in?"

When they continue to fail #x, privately reach out to them and let them know that you love them and want them to participate, but you will have to ask them to step away for a while because their inability to meet the standards already set up are beginning to impact the whole team/project.

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- 6. And what steps we can take for adaptive learning*