

Flexibility, Skills and Strength: Personal Training in the Collaborative Gym
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FACILITATOR GUIDELINES

Goals for Facilitation

- 1. Allow participants to**
 - a. Practice reaching and working through impasse
 - b. Reflect on their actions
 - c. Think how to use “TEAM” more effectively
 - d. Get the chance to do over

- 2. Guide participants**
 - a. Get them started and help them stay in role
 - b. Ask questions to encourage reflection and insight regarding their own actions
 - c. Suggest or model other ways to work through tough moments
 - d. Invite participants to do it over trying a new idea or technique

- 3. Guideposts:**
 - a. Allow participants to make mistakes and struggle through
 - b. When you freeze frame, get in and get out quickly
 - c. Remind participants to use their TEAM to help them
 - d. There are LOTS of right ways to struggle through, and just a few wrong ones

How to facilitate

1. Control the clock. Get participants started, give time checks if needed.
2. Freeze frames. You may wait until the end of the role play to stop and reflect, or “freeze frame” as you go. (Limit freeze frames to 2 or 3 per session and jump in/out quickly to limit interruptions and allow participants maximum time to “do over.”)
3. Observe & Listen.
 - a. Observe the professionals’ and parties’ body language.
 - b. Listen to the professionals’ and parties’ language choice, tone of voice.
 - c. Observe the “clients” reactions and responses, both verbal and non-verbal.
 - d. Observe the dynamics forming – between the professionals, between client and professionals, between the clients.
4. Encourage participants to look to other team members (professionals and parties) for feedback before jumping in with your own thoughts. (See questions below.)
5. When you want to weigh in, ask questions rather than offering suggestions first. (See questions below.)
6. If time permits, allow “do-overs” so participants can practice.

Suggested Questions for Professionals

1. What is happening right now?
2. What worked? Why do you think it worked?
3. What didn't work? What felt off/bad/wrong about it?
4. Did you feel like a cohesive team? Feel any sub-alliances?
5. How could the mental health (or financial) professionals help at a moment of impasse?
6. Focus on a moment of impasse – would it have helped, at that moment to:
 - a. Affirm the parties' feelings before moving on?
 - b. Use paraphrasing or reframing? Or use it differently?
 - c. Frame the issue differently?
 - d. Define the impasse and brainstormed options?
 - e. Use a metaphor or trope?
 - f. Use silence?
 - g. Use looping? (a form of reflective listening that relies on paraphrasing, reframing and curious questioning to allow client to "go deep" in understanding their own interests and agenda)
 - h. Take a break?
 - i. Rely on a team member? E.g., ask the MH professional, "what is going on here?"
 - j. Ask a question rather than made a statement?
7. If you had it to do over, what would (will) you do next time?

Suggested Questions for Clients

1. How did you feel when
2. How do you feel about your spouses' professionals?
3. Did the process feel Collaborative? Cohesive? Adversarial? How so?
4. Did the professionals feel like a "team"?
5. What could the professionals have done/said to help you at a particular moment?