

Facilitator Toolkit

Table of Contents



Section 1: Introduction to CREW

- 1.01 Welcome to CREW
- 1.02 Objectives of the CREW Initiative
- 1.03 CREW Approach
- 1.04 CREW Roles
- 1.05 Employee Role
- 1.06 Facilitator Role
- 1.07 Supervisor /Manager Role
- 1.08 Coordinator Role
- 1.09 Companion Role
- 1.10 Senior Leadership Role

Section 2: Getting Set Up

- 2.01 What is Facilitation?
- 2.02 Key Facilitation Skills
- 2.03 What the First Sessions Look Like
- 2.04 Active Listening
- 2.05 Creating Safety and Trust in the Group
- 2.06 Being Culturally Competent as a Listener
- 2.07 Facilitation Skills/Interventions
- 2.08 Important Things to Remember
- 2.09 Phases and Stages of Group Development
- 2.10 Dealing with Problem Behaviors in Group
- 2.11 Working with Emotions
- 2.12 Meeting Room Preparation Checklist
- 2.13 Finger Pointing
- 2.14 Two Heads are Better than One
- 2.15 Good Ideas from the CREW Front
- 2.16 CREW Resources

Facilitator Toolkit

Table of Contents



- 2.17 Dansie Four Step Model
- 2.18 Rewarding CREW Behavior
- 2.19 Facilitator Scenarios
- 2.20 Appreciative Inquiry
- 2.21 Facilitator Neutrality
- 2.22 CREW Barriers and Successes

Section 3: Skills and Tools

- 3.01 Active Listening
- 3.02 Handling Difficult Participants
- 3.03 Force Field Analysis
- 3.04 Group Decision Making Worksheet
- 3.05 Using Brainstorming to Develop an Action Plan
- 3.06 Using Storytelling to Spark Discussion
- 3.07 How to Present Survey Results in your CREW Sessions
- 3.08 Six Ways to Be Nice
- 3.09 Six Reasons to Be Nice
- 3.10 Ideas for Follow-Up: Keep the Energy Flowing
- 3.11 CREW In Action Award Instructions
- 3.12 Three Elements of Sustainability
- 3.13 Tips for Sustainability

Section 4: Facilitation Discussion Topics

- 4.01 Accountability
- 4.02 Attentiveness
- 4.03 Civil and Respectful Behaviors List
- 4.04 Cooperation
- 4.05 Conflict Resolution
- 4.06 How We Treat People

Facilitator Toolkit

Table of Contents



- 4.07 Professional Boundaries
- 4.08 Professional Camaraderie
- 4.09 Professional Disputes
- 4.10 Professional Regard
- 4.11 Rabbit or Duck?
- 4.12 Reliability
- 4.13 Respect
- 4.14 Respect Discussion Questions
- 4.15 Rudeness/Rudeness Rationales
- 4.16 Canada Geese Metaphor
- 4.17 Scenario Conversation Starters
- 4.18 Sentence Completion Discussion Starters
- 4.19 Conflict Styles
- 4.20 Civility Examples

Section 5: Facilitation Activities

- 5.01 Ice Breakers & Energizers
- 5.02 I Bet You Didn't Know (Ice Breaker)
- 5.03 Ideas for Responding to Disrespectful Behavior
- 5.04 Juicy Problem
- 5.05 Team Appreciation
- 5.06 Team Gutters
- 5.07 Common Bonds
- 5.08 Appreciating Diversity: One Word
- 5.09 Dear Diary Activity
- 5.10 Respect Exercise
- 5.11 Helium Stick
- 5.12 Who Should Survive Icebreaker

Facilitator Toolkit

Table of Contents



Section 6: Interpersonal Relationships

- 6.01 Authorizing Environment
- 6.02 Maslow's Hierarchy of Needs
- 6.03 Path of Dialogue
- 6.04 Eric Berne's Transactional Analysis Model

Section 7: Reports and Resources

- 7.01 CREW Daily Report
- 7.02 CREW Daily Weather Report
- 7.03 CREW Weather Map Instructions
- 7.04 CREW Facilitator Report
- 7.05 Opportunity for Change Action Plan Outline
- 7.06 Work Group Action Plan
- 7.07 Items Found on Toolkit Disk

Section 8: Items from Dr. Leiter's Blog

- 8.0.2 Introduction
- 8.1 Civility
 - 8.1.1 Four Points for Improving Workplace Civility
 - 8.1.2 Incivility
 - 8.1.3 Rudeness Rationales
 - 8.1.4 Three Ways Management Trust Reflects Improvements in Workplace Civility
 - 8.1.5 Wasting Resources
- 8.2 Communication
 - 8.2.1 Gossip
 - 8.2.2 Psychological Safety
 - 8.2.3 Speaking Up is Hard to Do
 - 8.2.4 Three Considerations When Saying No at Work

Facilitator Toolkit

Table of Contents



- 8.3 Difficulties in the Workplace
 - 8.3.1 Annoying Habits
 - 8.3.2 Cyberbullying
 - 8.3.3 Excluded from a Meeting
 - 8.3.4 Mistakes
 - 8.3.5 Mistrust
 - 8.3.6 Petty Tyrant
 - 8.3.7 Sidestepping Power trips
 - 8.3.8 Trial by Fire
- 8.4 Positive Initiatives
 - 8.4.1 Breaking Cycles
 - 8.4.2 Lessons Learned from Brockton High School
 - 8.4.3 Professional Development
 - 8.4.4 Reflection
 - 8.4.5 Showing Appreciation
 - 8.4.6 Two Stories
 - 8.4.7 Two Strategies for Bringing Respect into Working Relationships
- 8.5 Relationships
 - 8.5.1 Compassionate Working Relationships
 - 8.5.2 Keeping Working Relationships Positive
 - 8.5.3 The Working Wounded