Suggestion for responding to and resolving Survey concerns

1. Group Facilitator follows rules the Guidelines.
   Read contract Facilitator Guide pg 3

2. Group is safe
   Identify who, and /or what, makes the group unsafe. Use the rules and standards to redirect solutions, don’t attack the person, resolve the problem. See “Problem Members” below.

3. Group completes home work
   **Homework**- If a member does not complete their homework or skips a question, they are only allowed to listen, not share. They may ask clarifying questions as the group works.
   Their commitment for the following week is to have accountability to complete the past work, review it with someone in the group, and complete next week’s process. They may need on going support to keep consistent in completing their homework

4. Group has an effective time keeper.
   **Time management**- each week map out the questions you will focus on. You will not have time to review every question. When skipping a question you might ask, “is there anyone who was really impacted and wants to briefly share?” Sections that have several questions can be addressed with, “you may share on one or two questions that were most important to you”
   Time management makes the group safe to work, if individuals are allowed to dominate, then it is not safe for the others to share.
   Always go around the group, not who wants to share? That’s OK to start, but then go all the way around; no one “sits out” except those who haven’t done the work.

5. Group shares time equally
   Use a timer, takes courage, use hand signal
   **The Weekly Time Sheet**- will help you determine how many minutes each member is allowed to respond to the question you decide to work on. Make a copy each week for the Time Keeper to follow.

6. Discussions follow the workbook questions well
   **Group Management**- Problem people come to change groups to change. It takes firm, consistent application of the rules and standards for the group safe and focused. *See problem members

7. Group asks good self-discovery questions, uses “I” statements
   **This is not a Therapy process**, the growth comes through self discovery, and form activating outside recourses. The main job of the group is to hold each other accountable to take risk outside of group with people or resources that will move
them toward their goals. The group meeting is only a part of the process. The focus is on doing the homework; both in the book and reaching out to their contacts and community. **Let the process progress.** Stay in the current process, it is usually more than enough.

8. Group members come prepared with a clear “challenge/commitment goal”

**Commitment**- Each member is to have a specific Commitment, and contact time, prepared for the last 25 minutes of group. The people who have one written out can ask for specific support and calling. Those that don’t, can have someone call them the next day and tell them what it is. Do not use group time to start from scratch; this time is to help members refine theirs.

**Refining the Commitment**- Change always involves risk. Setting a commitment that involves others, being vulnerable, is the hardest part of responding to this part of the process. After they have done all the work in that process, they will ask; what stood out most to challenge me? What made me uncomfortable? How would I set myself up to take risk in the area? Especially who will be involved in this with me?

9. Group does a good job at follow up calling for accountability

**Calling**. Members are held accountable to call each other each week. Being pursued (being called) heals the heart. Again, “I will do what I commit to you”

**Calling**- is also encouraged when a member is stuck on a question or needs help planning their upcoming commitment. Coming to group with “I just don’t understand it?” means they don’t participate in that question. Ask, “Who could you have called to help you do the work.”

10. Overall satisfaction with group experience

**Unwilling or Unable?**- If the standards are implemented consistently, the member who is unwilling to do the work, in and out of group time, will become increasingly uncomfortable often choosing to leave. The member who is unable, because of overwhelming fear or mental and emotionally issues needs to be supported at the level they can work. This group may be the 1st step they have ever taken to work on their issues.

11. **Facilitator satisfaction rate:** Prepared and Management of Group

**Genesis is always a Counselor or Facilitator lead process.** You can’t let individuals run it, or it will run away. Come prepared, stick to the time sheet, appoint a timekeeper, and hold each member to their commitments and accountability. If not, it can become a process group without integrity or focus.

Concerns/
Questions/Suggestions_____________________________________________________________
Problem Members

   Strategy: Make them keep it personal.

2. The Narcissist: Can't apologize, blames, self-justified.
   Strategy: Getting them to own the problem.

3. The Teacher: Has an agenda, can't make ideas personal.
   Strategy: Make it personal, I statements and in the now.

4. Poor Me: Takes up much of the time. Always in crisis, thrives on attention.
   Strategy: Ask them what they are willing to do about it?

5. Invisible: doesn't want to talk, difficulty with eye contact.
   Strategy: Always go around the group like left to right, equal time.

6. Story Teller: Brings down the energy of the group by avoiding the now.
   Strategy: Bring them back into the now.

7. Emotional: cathartic can't stop breaking down, crying.
   Strategy: No rescuing: hugging, praying, etc.

8. Drama Queen / King: Caught up in the crises of those around them, gossip, constant crisis.
   Strategy: Keep them focused on reality, what they can / want to do.

9. Coda Queen / King: Relationship addicted, can't identify own feelings, problem or needs. Wants to rescue others, can't stand conflict.
   Strategy: Accountably for their problem & or personal decisions.
   Whose problem is it?
10. **Victim:** It’s always my fault. Things will never get better.  
**Strategy:** Take risks, Action, commitment, homework.

11. **The Borderline Personality:** bonds, shares too much, then attacks the group and leader. **Strategy:** Don’t let them take over the group. May need Professional help.

* **Asking Self Discovery Questions**  
The goal of Self Discovery Questions is not to get more information or details. They are to challenge the person to look at themselves, or the problem form a different perspective. The group’s insight helps them see themselves and their problems in a new way. The answers are in them. The goal is to ask them questions that lead them to those answerers.