

Facilitating Support Groups

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Lesson Agenda

What facilitating is.

Learn your role.

Conflict resolution.

Tip's & tricks!

Three Basic Models of Support Groups.

**Curriculum
Based**

**Topic
Focused**

**Open
Forum**

First Things First

- Prepare yourself.
- Prepare the room.
- Greet every person individually.
- Start on-time or within 10 minutes.



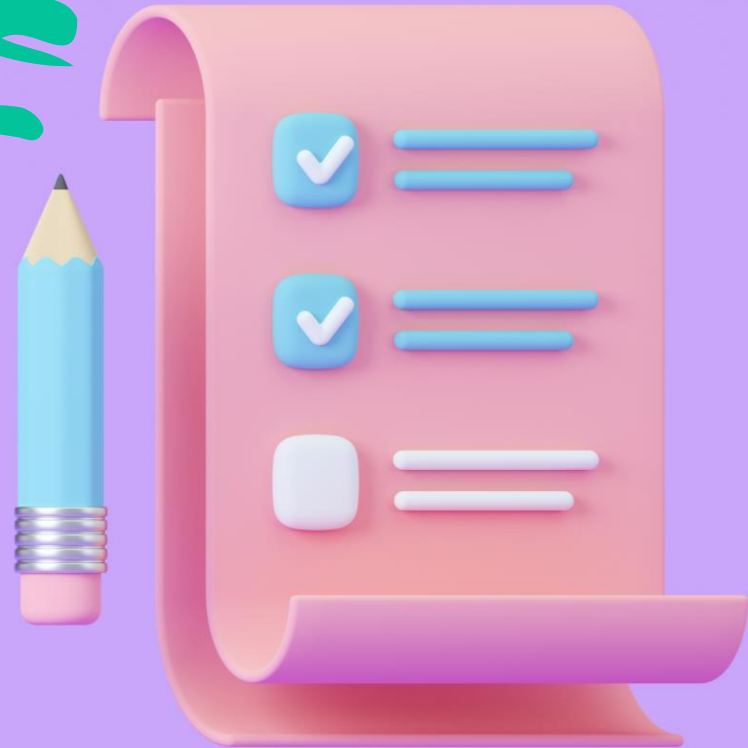
The Welcoming

- Introduce yourself.
 - Explain your role.
- House keeping details
 - Allow members to introduce themselves.



The Guidelines

- State group rules.
- Behavior expectations.
- Have a physical copy of rules.
- Explain group format (If any)





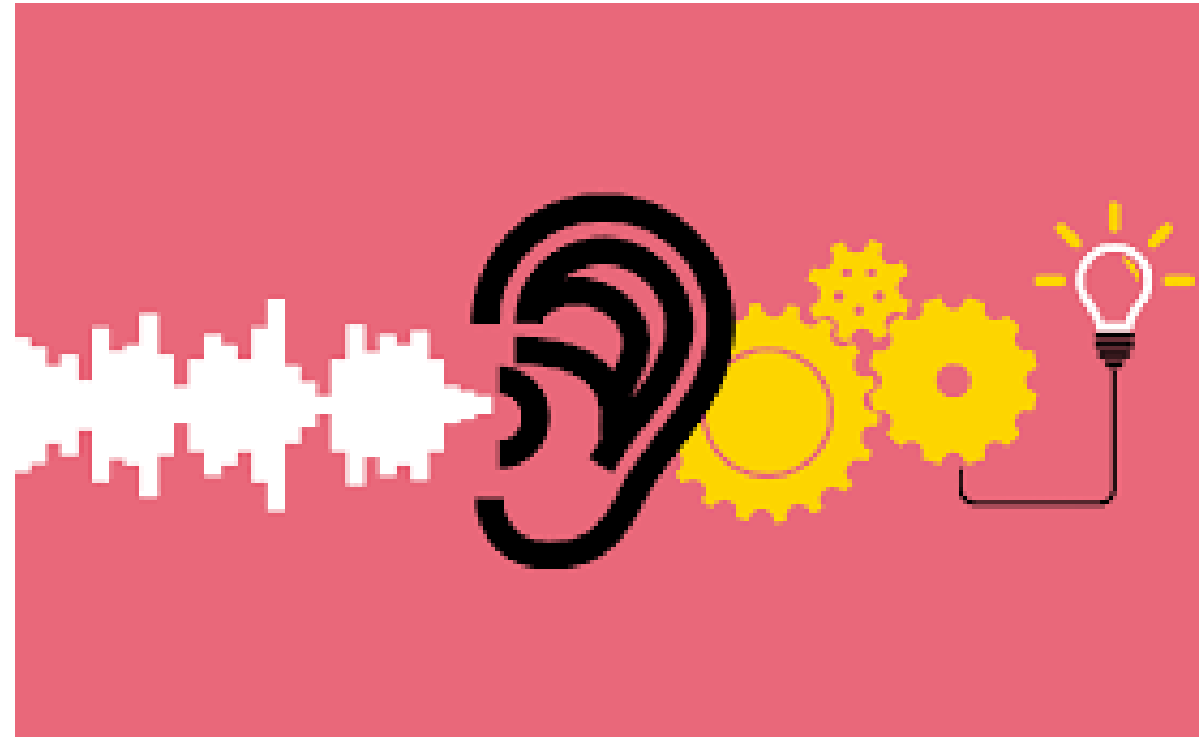
Break The Ice!

Group settings can be intimidating. It's important to start off on a light note.

Ice breakers get people comfortable and more willing to talk. They can be fun and interactive, or quick and easy.

Active Listening

- Listen to understand.
- Ask open ended questions.
- Encourage conversation.
- Pay attention to body language.





Be Creative

- Remember that there are different learning styles.
- Be open to hands-on actives and visual aids.
- Research different methods.
- Ask for suggestions.



How well do you handle conflict?



Assertive Caring



- Show that you understand the member's position or dilemma.
 - Set limits.
 - Suggest an alternative.
- Get the member's agreement on the alternative



Managing Disruptive Members

- When a member is often late to meetings?
- When a member interrupts others or brings up inappropriate or irrelevant subjects?
 - When a member rejects every suggestion that others make?
 - When triggering language is being used.
- When a member's problem doesn't match up with what the group is meant to address?



Closing Time

- **10–15-minute warning before discussion is scheduled to end.**
- **Having the group share how they feel the meeting has helped them.**
- **Briefly summarizing what the group discussed.**
- **Announcing the location, date and time of the next meeting.**

Do's & DON'TS OF FACILITATING

Do!

- Model the behavior you want.
- Create clarity.
- Be inclusive.
- Be encouraging.
- Have fun!

Don't!

- Be afraid to lead.
- Pretend to have all the answers.
- Do all the talking.
- Set expectations.
- Ignore negative behaviors.



Facilitating Support Groups - Phase II

Researching	Researching topics
Developing	Developing work-books
Creating	Creating a curriculum
Marketing	Marketing support group

RESOURCE

- [Oxford Language](#)
- [Webster Dictionary](#)
- [Session Lab.com](#)
- [Mural.com](#)
- [Mhanational.org](#)

Thank you

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