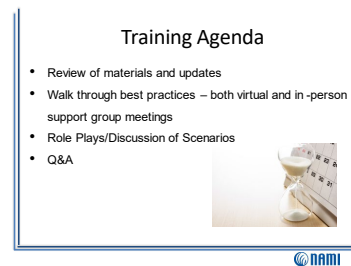


NAMI Support Group Facilitator Training Refresher Instructions

Pre-Training Notes

- Divide sections between leaders and review materials
- The fresher training can include both Connection and Family support group facilitators. If combining both support groups, make sure and split up during the role play/discussion session of the training.
- Ask participants to submit questions ahead of time
- Ask participants to bring 2-3 real-life scenarios for roleplays/discussion that they would like to practice (this will help it be relevant to them and answer some of the questions they likely have)
- If possible, add a thank you piece to this - if in person, having food or a small gift for everyone, if virtual, having an e-gift and verbal thank you

Explanation/Notes of slide deck:



Welcome and Introduction

- Welcome everyone and thank them for their continued service and for attending the training
- Let everyone know that the reason we are here is to refresh ourselves on the NAMI support group model and give everyone a chance to ask questions, practice scenarios they may want help with, and get to know each other better.
- Introduce the facilitators and have everyone introduce themselves (name, what affiliate/support group they are involved with, something interesting about yourself)
- Agenda – read through agenda

A capable facilitator

- Asks group members to agree to share responsibility for maintaining the Group Guidelines
- Sustains clear boundaries – not giving advice
- Uses the AID US Strategies as laid out in the Facilitator Guide
- Develops communication skills that encourage group participation




Role of the Facilitator

- Define “facilitator” - the role is to hold a safe space for everyone in the group to feel like they can be heard and share safely. The goal is not to fix, or problem solve, but to guide the group discussion.

Strategies, Structures, and Group Processes

NAMI Support Group model
Facilitator Guides

- 5 Strategies
 - AID US Strategies
- 4 Structures
 - Agenda
 - Group Guidelines
 - Principles of Support
 - Emotional Stages
- 3 Group Processes
 - Tough Topics
 - Group Wisdom
 - Problem Solving



Five strategies

Communication skills that AID US

- Affirm
- Inquire
- Direct
- Understand
- Support



- NAMI Support Group Model
 - Five strategies - The strategies help with intervening and then transitioning the individual or group for more productive participation.
 - AID-US (what does it look like to use each of these, give examples)
 1. Affirm...Empathize, That sounds hard...
 2. Inquire...Stay curious, remember the spirit of holding space and curiosity
 3. Direct...direct the group; make sure they are staying on the same page
 4. Understand...
 5. Support...

Four structures

- Agenda
- Group Guidelines
- Principles of Support
- Emotional Stages



- Four structures (what does it look like to use each of these, give examples)
 - 4 slides are available to use to discuss further, depending on time allowed
 - Notes: Remember to point out the Facilitator charts (either on the wall or highlighting the PPT used in a support group meeting) and where to find each structure in the Facilitator Guide.

Agenda

- Always start and stop on time
- Always start Check In with the facilitators to model the 1 to 2 minute time limit



Group Guidelines

- Don't scold; be directive
- Always model respect for the member being disrespectful
- Remember, it's normal for people to forget guidelines in support groups



Principles of Support

- Never lecture or instruct the group about principles
- Get the group talking about these universals



Emotional Stages

- Never tell a participant where they are
- Always ask them what stage they think they are in
- Direct the group's attention to what the participant needs in that stage and discuss how those needs can be met



Three group processes

- Tough Topics
- Group Wisdom
- Problem Solving



- Three group processes (what does it look like to use each of these, give examples)
 - 3 slides are available to use to discuss further, depending on time allowed
 - Notes: Remember to point out the Facilitator charts (either on the wall or highlighting the PPT used in a support group meeting) and where to find each structure in the Facilitator Guide.
 - Optional Slide deck: Emergency Response

Tough Topics

- Never avoid discussing a traumatic event when it comes up in a support group
- Traumatic events need to be detoxified
- Be familiar with the Emergency Procedures Flowchart – found in the Facilitator Guide
 - Be aware of your affiliate's Emergency Response Procedures



Group Wisdom

- Group Wisdom is a process through which participants share resources and knowledge gained from past experiences
- Always ask members what they know that is constructive, practical and helpful



Problem Solving

- When doing Problem Solving, you will shift to a directive leadership style
- Do not use the Problem-Solving Process for illness-related symptoms or non-responsiveness to medications
- Find the Problem-Solving Process on NAMInet



Fidelity

<p>Fidelity</p> <ul style="list-style-type: none">• By using the model, we can:<ul style="list-style-type: none">- Overcome negative group dynamics- Keep the group on task, steering participants toward solutions to their challenges rather than venting- Provide hope and practical tools- Ensure participants feel better than they did when they came to the group- Keep the group from becoming a 'club' for socializing	<p>Elements of Fidelity</p> <ul style="list-style-type: none">• Facilitators always use the Facilitator Guides• Facilitators pay close attention to the steps and cardinal rules on each guide• Attendees are 18 +• Utilize two facilitators<ul style="list-style-type: none">• If one trained as facilitator – co-facilitator can facilitate as a mentor• Embrace Diversity – be respectful	<p>Fidelity</p> <ul style="list-style-type: none">• What gets in the way of fidelity?<ul style="list-style-type: none">- Allow personal preference to influence whether they are faithful to the model- Do not have facilitator guides in hand and charts displayed- Drift away from use of the model over time- Don't understand parts of the model and decide to bypass those instead of learning to use them• When facilitators:<ul style="list-style-type: none">- Allow personal preference to influence whether they are faithful to the model- Do not have facilitator guides in hand and charts displayed- Drift away from use of the model over time- Don't understand parts of the model and decide to bypass those instead of learning to use them
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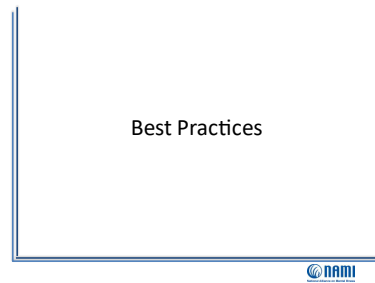
- Rules when using the NAMI support group model
- Fidelity to the model is important. Why?
 - No harm is being done to the attendees

Updates

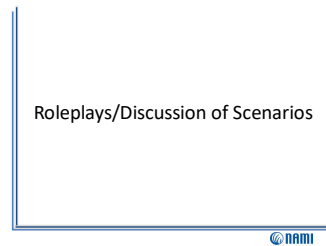
<p>Updates to share</p>	<p>Updates to Support Groups</p> <ul style="list-style-type: none">• <i>NOTE: You can find all recent updates to the support groups on NAMInet</i>• <i>(create your own slide highlighting each of the updates).</i>
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- Here you can create your own slide by using the most recent updates to the support groups.
- You can find the most recent updates on NAMInet under the support groups tab.
 - For example: policy updates, manual updates, facilitator guide updates, etc...

Best Practices

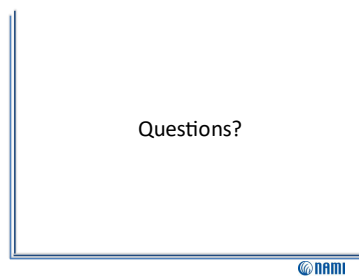


- Slides are available for best practices with both Virtual and In-person support groups.
- Resources that can be referenced when preparing: *(these can be found under the Help Desk page in NAMI.net)*
 - Emergency Response and Traumatic Loss in Online NAMI Programs
 - Guide for Offering NAMI Programs Online
 - Emergency Response and Traumatic Loss in NAMI Programs



Roleplays

- Have each person take a turn acting as participant and facilitator.
- Role play examples are available in the slide deck however you can use your own scenarios.



Questions

- Answer previously submitted questions and parking lot items first, then additional questions if there is time

Additional slides to use if time allows:

Diversity

- 3 slides are available to use.
- Please consider creating additional slides to highlight specific conversations around diversity.

Trauma

- Trauma webinar available to watch
- Please consider creating additional slides to highlight specific conversations around trauma and trauma informed language.

Emergency Response

- If your affiliate or state organization has an Emergency Response Procedure created, please consider creating additional slides to highlight your procedures.
 - Example Emergency Response Flow Charts are available upon request. Please reach out to the Support Group Program Manager at namieducation@nami.org
 - Emergency Response and Traumatic Loss in Online NAMI Programs handout is available for download on NAMI.net.

Self-Care

- Remind people to attend other support groups if they need support for themselves
- Fill your cup and let your cup overflow be the thing that fills others cups
- Self-care resources are available in NAMI.net