

# *helping-Brands*



## Leader/Facilitator Handbook

12.29.16

To All NhN Leaders/Facilitators:

We want to thank you for volunteering your time and paying it forward. You play a vital role in the successful job search for many of our fellow job seekers at NhN.

This handbook was compiled to provide you with a guide to aid in your success on behalf of NhN. It is not meant to contain all the information you need to conduct a successful job search or to provide you with everything you need to know to be a successful facilitator. Both are an ongoing process of trial and error. There are numerous other resources available on the NhN web site, the NhN LinkedIn groups and a variety of other web sites.

This guide will lay the foundation to your success as an NhN facilitator.

Thank you for your service.

Regards,

John Fugazzie  
*NhN* Founder

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## **NhN Mission**

Mission - New Jersey nonprofit Neighbors-helping-Neighbors USA, Inc. "Neighbors-helping-Neighbors, USA facilitates self-help networks for adult job seekers within communities where members share advice, exchange information and provide motivational support to help each other find employment. We do this through regular, structured meetings and providing opportunities for the development of job seeking skills."

## **Goals**

- Provide compassionate, nonjudgmental support to members through networking, coaching, leadership experience, and camaraderie
- Partner with community business leaders to match members with job openings, volunteer and/or paid consulting opportunities
- Expand network reach throughout local communities where there is a need and interest in the New York-New Jersey metro area, with eventual expansion into other states

## **Core Behaviors**

- Be positive in approach and encourage others to remain positive when facing the inherent challenges of the job search
- Be compassionate and firm, as needed, to maintain productive meeting atmosphere and consistent results orientation
- Be active in respective home towns by developing the group and its role in each community
- Take the extra step to help members by sharing personal network and job leads
- Report your success story to help others stay motivated as they helped you too



### **Meeting and Member Policies for Neighbors-helping-Neighbors USA, Inc. – Weekly meetings**

Applies to all NhN meetings in all venues – Workforce Agencies, Libraries, Colleges and other partner hosts.

**NhN** group functions as a support group for all our members who assist each other in techniques and suggestions to improve their job search efforts, offer support, and help with personal and professional networking to find a position.

Our meetings are private and personal and provide extreme value to our out of work members. They are **not** a source for Career Professionals and other types of product and service business people to find clients! Anyone with the intent of prospecting or selling their services at our meetings is strictly prohibited and non-members are not welcome to attend our weekly meetings. In addition, conducting business is prohibited at all of the venues where we hold our meetings. This includes any type of financial services, multi-level-marketing of any kind, energy sales or any product or service that is commission-based sales.

We are a support group and want to be able to continue the wonderful nurturing meeting environment that we have delivered from the first meetings held. The limited time the members have (90 minutes) to conduct our weekly meetings is too valuable to have any non-agenda conversation or time taken away from the meeting format. This includes any form of discussion or solicitation even by other networking group members. Our local facilitators are not authorized to allow anyone who is not a qualifying member (categories spelled out on flyer) to attend our meetings.

We are greatly appreciative when career coaches and other helpful professionals express interest in providing their expertise on a pro bono basis. However, to adhere to the mission of the group, membership and attendance is only open to job seekers and former members who have obtained employment. Approval by the founder is required for all presentations to our weekly meeting groups.

Job search advisors are more than welcome to contact the founder to schedule attendance at a meeting, but are required to provide a specific agenda for the founder/president to approve in advance. The local facilitators are authorized to politely decline inappropriate material which is not aligned with our mission statement, and any members contacted by a non-approved person should notify the founder immediately.

#### **For members only:**

We do ask when you land a position you report it to your local leaders and to the founder as it is important that we track our progress. Member landings give hope to all the other members which is important.

All NhN materials and other member's email addresses are confidential and used for the sole purpose of assisting our members with their job search. Information may not be distributed to anyone outside of the group – especially phone numbers and email addresses – without express permission from the NhN founder/president and group leader.

Any further questions must be directly addressed to John R. Fugazzie the Founder/President and Group Leader. Visit our Web site [www.nhnusa.org](http://www.nhnusa.org)



## Job Description:

### FACILITATOR / CO-FACILITATOR, Neighbors-helping-Neighbors USA, Inc.

#### POSITION SUMMARY

Neighbors-helping-Neighbors (NhN) is a network of volunteer peer led job search networking and support groups that follow a community-based approach to help under-employed and unemployed residents get back to work. The **Facilitator** of a regular NhN meeting is responsible for the agenda, tone and flow of the activities involved during the gathering of attendees at whatever venue the meeting is conducted. The **Facilitator** should be familiar with the Mission of Neighbors-helping-Neighbors, the community where the meeting is conducted, maintain a positive attitude and ensure that all attendees are aware that respect for each other as well as the meeting space is required. The role of **Facilitator** is voluntary, no monetary compensation will be derived from participation. The **Facilitator** is responsible for being present at each regularly scheduled meeting or doing whatever is necessary to arrange for a **Co-Facilitator** or substitute to be present to lead the regularly scheduled meeting.

The role of **Facilitator** and **Co-Facilitator** is the same. The distinction between the two titles is as follows. A **Facilitator** is the only person at a regular meeting who is responsible for conducting the meeting. A **Co-Facilitator** is one of a group of individuals who share the responsibility for conducting the regular meeting at a specific location. When possible, it is preferable to have **Co-Facilitators** at a location to share the responsibilities.

#### ESSENTIAL FUNCTIONS

- Follow the established agenda for a regular NhN meeting as best as able, depending on the number of individuals in attendance.
- Open the meeting with a statement of purpose, mission and welcome to any new attendees. Explain how the meeting will be conducted, including describing the 'elevator pitch', a statement which briefly conveys an individual's occupational area and current career goal.
- Have regular members introduce themselves with their 'elevator pitch' and update the group on their current state or activities of previous week, and engage in group discussion about questions or requests they may have for specific support from the group. Have new members observe and then introduce themselves in a similar way later in the meeting.
- Be conscious of time flow, with the goal of having everyone share the speaking time equitably.
- Actively discourage any side conversation, disrespectful or contentious behavior. If someone comes to the meeting to solicit members in any way, politely tell them that they may not attend NhN meetings for that purpose.
- Inform group of any local career events and request similar announcements from attendees.
- Encourage regular members to take turns facilitating meeting and become **Co-Facilitators**.
- Take head count, ask new members to provide contact information and email to NhN leadership after the meeting. Provide head count numbers to venue sponsor if required.
- Organize efforts to engage all the members in building new membership and connecting with community organizations who will offer networking opportunities and increase awareness of NhN in the community.

## **PREFERRED EXPERIENCE/REQUIREMENTS**

- Strong communication skills
- Leading a group and speaking in public
- Familiarity with process of seeking and obtaining employment
- Ability to commit to regular and reliable attendance
- Positive attitude and demeanor

### **Goals for our Volunteer Facilitator leaders**

#### **Membership Recruitment its everyone's job**

- Healthy attendance is good for all
- We need 10-12 attendees at weekly meetings

#### **Member Motivation and Engagement**

- We all need to demonstrate Positive approach and Pay-it- forward!

#### **Community Engagement – Win-Win**

- Helps group while helping yourself with personal networking

#### **Local Fund Raising -Sponsored NhN Business Cards**

- Minimum ask and good networking

#### **Delivering the Program each week**

- We need to consistently deliver high quality
- We are program focused on elite job search education - support model.

#### **Member Engagement and Active participation**

- Keeping the meetings positive and interesting
- Keep them coming back – more benefits for regular members



## Weekly Meeting Agenda

(Agenda To be followed each and every week)

- Upon arrival at meeting all new members please fill in contact information list
- Any host and leader announcements if appropriate Open with Group Mission- Pay it forward
- Facilitator announce up front that we keep the meeting on a very positive note
- And each week we ask a different member to lead the meeting.

### Facilitator – brief statement of group mission

- Brief Introduction (basically 30 second version of elevator pitch) by each attendee to include:
  - Name
  - Background/Previous Employer
  - Expertise & Role you are looking for
  - Companies you are targeting
  - Name ( slow and clear )
- Return to New Members for some additional time
- All members, must update the group on week's progress for job search and leads
- Job Leads/Opportunities (from all)
  - Request for contacts
  - Hot companies
  - Upcoming Networking Events
  - Lessons Learned this week
  - Volunteering opportunities
- Group open discussion & specific calls for help (from all)
- 15 minutes from representatives of company guests when invited to attend.
- Encourage all members to post job leads into LinkedIn NhN group
- Encourage all to visit web site at : [www.nhnusa.org](http://www.nhnusa.org)
- Help each other each week with different areas of job search: interviewing, peer resume reviews, work with buddies in between meetings.
- Other Business (from all)

Prepared by: John R. Fugazzie Founder/President of Neighbors-*helping*-Neighbors USA, Inc.





## Resources

NhN Web site – Facilitators Center page

<http://nhnusa.org/facilitator-center.html>

LinkedIn Group NhN Facilitators – closed group, invitation only

[https://www.linkedin.com/groups?home=&gid=4344247&trk=my\\_groups-tile-grp](https://www.linkedin.com/groups?home=&gid=4344247&trk=my_groups-tile-grp)

LinkedIn Group NhN Members – open group

[https://www.linkedin.com/groups?mostRecent=&gid=3892534&trk=my\\_groups-tile-flipgrp](https://www.linkedin.com/groups?mostRecent=&gid=3892534&trk=my_groups-tile-flipgrp)

NJ Self Help Group Clearinghouse

[www.NJgroups.org](http://www.NJgroups.org)

John Fugazzie

[john@nhnusa.org](mailto:john@nhnusa.org)

## **TEN TIPS FOR GROUP FACILITATORS**

1. **UPHOLD THE MISSION OF YOUR GROUP:** What are the goals of your group? What do members hope to accomplish? What are the benefits of the group?
2. **MEET THE NEEDS OF YOUR MEMBERS:** Remember why people come to group. The more the group meets their needs, the more the member will contribute and stay longer.
3. **USE GROUND RULES—AND FOLLOW THEM:** They are a terrific way to keep the group running smoothly.
4. **KEEP YOUR GROUP SAFE BY BUILDING TRUST AND A SENSE OF COMMUNITY.** Members will share more and give more.
5. **LISTEN TO THE NEGATIVE BUT FOCUS ON THE POSITIVE.** Encourage the sharing of solutions and coping skills.
6. **SHARE THE POWER.** To help your members to grow.
7. **LISTEN. LISTEN. LISTEN.** Use your ears, body and mind.
8. **REMEMBER THE ROLE OF A FACILITATOR.** Be a guide on the side—not a sage on the stage.
9. **DEAL WITH PROBLEMS AS THEY ARISE** They won't go away on their own.
10. **BE YOURSELF. BE HUMAN. HAVE FUN!**