

Facilitator's Guide



Developed by Pauktuutit Inuit Women of Canada



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GETTING STARTED

SET A REGULAR SCHEDULE

Setting a regular time, date and duration for a meeting will be more effective than trying to establish one on a more flexible basis particularly for group mentorship meetings. All members of the group should have input as to what schedule they prefer. The method of meeting should also be determined, for example Skype, Facetime, email, phone, etc. If the meetings will be in-person it is best to book the same location regularly for consistency.

SET LENGTH FOR MEETINGS

The meetings shouldn't be any longer than they need to be. All group members should have input in determining how long each meeting should be. Setting fixed dates, times and length is a very good practice for operating businesses so it is a good chance for everyone to practice their time management skills.

PLAN SESSIONS IN ADVANCE

Group meetings will be most useful if people prepare for them and bring their questions, concerns and information for discussion. It is useful to keep track of ideas and questions that come up during the meetings. Having materials such as pens, paper, and flipcharts can help keep track of the discussions.

SET GOALS, MANAGE EXPECTATIONS AND BUILD TRUST

To support the mentorship process, it is important that everyone has a clear understanding of the goals of the group and individuals and everyone's expectations. A clear and open discussion at the first meeting is a good way for people to identify these issues and start to build trust. Good communication is the foundation of a successful mentorship program.

The following questions should be discussed:

- What are members' short-term and long-term business goals?
- Where are members now and where would they like to be in six months?
- What are their strengths and weaknesses?
- What do people expect to gain from their participation in the group

APPRECIATION

People are participating in the group because they want to help other people and benefit from their experience and knowledge. A sincere expression of gratitude, for example at the end of the meeting, is often the only thing people need to hear to make them feel their efforts are welcomed.



SETTING AN AGENDA

The agenda lays out the activities and timelines for a specific meeting. Having an agenda not only lets people know the order topics will be discussed, but also gives them an idea of how long each item will take. This provides participants with an idea of how long they have to ask questions, give updates, etc. A suggested agenda is as follows.

WELCOME AND REVIEW (10 MINUTES)

The leading group member introduces the meeting and welcomes everyone. A review of the previous meeting is done along with a short discussion about any follow-up questions that were asked or additions that were made to the previous meeting's conversation.

ICEBREAKER EXERCISE (20 MINUTES)

These exercises help relax everyone and helps build trust. They should be fun but also tie to team building, decision-making, etc.

ACTIVITY: BLIND DRAW

Purpose: This is an exercise that focuses on communication and language. It lets participants see how different the interpretation of instructions can be even when they are talking about the same thing.

How: Divide your team into groups of two each. Have each person sit with their back to the other. One person will have a picture. The other person will have a blank sheet of paper and a pen. The team member with the picture must not show the other person the image. Instead, they are to describe the image without using words that give it away, while the other team member is to draw what is being described.

For example, the picture might be of an elephant standing on a ball. The description cannot be "draw an elephant on the ball" but instead must use other adjectives and directions. After a set time limit, the drawing time ends and both team members view the original picture and the drawing.

DESCRIBING BUSINESSES (10 MINUTES EACH PERSON)

Group members take turns sharing their business successes and challenges with the group. After each person speaks, the group is given five minutes to respond and provide feedback to the person directly.

Some basic questions to start the discussion are:

- Full name
- Name of business and what it does



- Something positive that has happened since the last meeting (business related or personal)
- A challenge encountered since the last meeting (business related or personal)

After five minutes of group discussion, the group moves onto the next person. This continues until every person has spoken and received feedback.

DISCUSSION (20-30 MINUTES)

After the individual discussions, there is a broader open group discussion. The topics covered can be flexible and focus on what the members want to discuss. Some suggestions are:

- Updates on a business support program
- Upcoming meetings that may be of interest
- Discussion on an issue of interest tax preparation, software for business accounting and bookkeeping, business licensing, etc.
- Sharing stories about business experiences, role models, case studies, etc.
- Suggestions for future discussion by the group

FREQUENCY OF MENTORSHIP MEETINGS

Traditional mentorship programs often suggest regular meetings be held between mentor and mentees to provide consistency to the process and help people to plan and prepare for the meetings.

For Pauktuutit's group mentorship model it was determined that the group should meet every month for approximately 1.5 - 3 hours depending in part on the number of participants. Although groups can always change this schedule to suit their own needs, one month intervals are considered sufficient time for people to work on their businesses without being too demanding of their time.

TRACKING YOUR PROGRESS

It is recommended that the group keep track of the meetings including the time and date of each meeting, the location, who participated and a list of what was discussed during each meeting. One person can be responsible for taking notes during the meeting and the position can be rotated each month. Keeping track of the meetings will provide a clear picture of the progress that the group makes over time in addition to highlighting areas of struggle which need more time and attention.



GOAL SETTING

Developing good goals will help ensure participants move steadily forward to achieving their ambitions and help other members meet theirs. **SMART goals are Specific, Measurable, Accountable, Realistic and Timetabled.**

Specific: (simple, sensible, significant) – Goals need to be clear and specific to enable people to focus their efforts and be motivated. Vague undefined goals hinder people's enthusiasm and can lead to early frustration.

Questions to ask include: What do I want to accomplish? Why is this goal important? Who is involved? Where is it located? Which resources or limits are involved?

Measurable: Goals need to be measurable to enable people to determine if they are making progress towards achieving them. Seeing progress helps keep people motivated and focused. It also helps people realize when progress is not being made so they can identify problems and figure out solutions.

Questions to ask include: How long should it take to accomplish a particular goal? What steps do I need to undertake to achieve a goal? What does it look like when the goal is accomplished?

Achievable: Goals need to be achievable. They can be long term or short term, but unless goals can be achieved, people will get frustrated and have their confidence damaged.

Questions to ask: How can this goal be accomplished? What are the most important goals to accomplish? Do I have what I need to achieve these goals? If I don't have what I need, how do I go about getting it?

Relevant: Goals must be part of an overall plan for success. Goals that are not focused on working towards a relevant end will drain energy and result in frustration.

Questions to ask: Does this goal seem worthwhile? Does it take me in the same direction as other goals and my ultimate dream? Is this the right time? Does the goal match my needs? Am I the right person to reach this goal? Is it achievable in my community?

Timely: Goals must be measured and must have a date for achievement. A goal without an end date can limit enthusiasm, be vulnerable to procrastination and make it more challenging to measure progress.

Questions to ask: When should this goal be achieved? What can be done in six months from now? Six weeks from now? What can be done today?

The chart on the following pages helps to create a roadmap for your goals and timelines.



Challenge	Goal	Action Steps	Deadline

