



Facilitator Guide

Description

“Heart to Serve our Community” focuses on two co-workers sharing their very personal stories and viewpoints in the aftermath of George Floyd's death. These stories describe the narrating coworkers' insights into the impact on our co-workers and their communities. Giving back to others and their communities, provided an opportunity to connect with people and positively impacted their viewpoints.

Objectives

Participants will be challenged to:

- Begin new dialogues on issues facing our co-workers and our community
- Learn how to be brave (*as we listen to Erik's and Brian's stories and others' sharing within their debrief discussions*) and lead from where you are
- Support Ameren's efforts to build a more inclusive workplace and community

Target Audience

This program is intended for groups, organizations and people interested in building inclusive communities through dialogue and discussion.

Tips for Facilitating

As a facilitator, your role is to encourage discussion. Considering the opinions and points of view presented in this presentation, focus discussion on those conversations and thoughts that affect inclusion, respect, and valuing others. To best facilitate the discussion, **carefully review the video and prepared materials in advance of presentation.**

Guidelines:

- Review all presentation materials and the video in advance of your session.
- As you begin the session, establish ground rules for sharing (**see *Ground Rules Samples***).
- Stress the need to be respectful of others.
- Set expectations for the session by sharing the objectives (**see *Objective Section above***) and agenda.
- Actively manage time to allow sufficient discussion of the topics highlighted in the video.
- You may encounter off topic comments in your session. Prepare to steer the conversation back on topic. An example of something you could say might be “***That is an interesting comment. Let’s discuss it further after the session to allow time to cover discussion items more directly related to the video.***”
- At the conclusion of the session, thank everyone for their participation.

Materials and Equipment Needed

Presentation: “Heart to Serve Our Community”

Click on link: [Heart to Serve Our Community](#)

Wi-Fi or data connection is needed to view video

Laptop with Video Screen for showing video via virtual platform (*i.e., Skype or Microsoft Teams Applications*)

Facilitator Guide

Participant Booklet

PowerPoint Presentation

Time Requirements

Skype or Teams Meeting Log-in Preparation: 5 - 10 minutes

Video: 11:45 minute runtime

Discussion Time: 30 - 40 minutes

Presentation

Introducing the Program

Welcome participants. Explain that the story they are to hear focuses on how people can make a difference in their communities. It features two Ameren co-workers. In the aftermath of George Floyd's death, each share his perspective and explain why dedicating time to help others teaches patience, understanding, courage, and resilience.

As a facilitator, your role is to encourage discussion. Considering the opinions and points of view presented in this presentation, focus discussion on those conversations and thoughts that affect inclusion, respect, and valuing others.

Tell the group that you will be asking questions following the video.

Provide Sample Ground Rules for StoryCast Discussion

Facilitators, encourage people to be involved as active listeners and participants. No one else knows another person's thoughts and personal experiences as well as that person. Suggested ground rules are below. The bracketed portions are optional, so, feel free to include or not.

- | | |
|-------------|---|
| Participate | I encourage you to participate. [You will find you will get more out of the program, likely, enjoy it more and hopefully, even have a little fun.] <i>Note to Facilitator: give advance notice that you will be calling on co-workers by name to ensure you have their attention and to avoid embarrassing co-workers.</i> |
| Respect | We expect everyone to be respectful. [Not everyone may agree with each other, but when we are respectful, we live up to our company's values. With respect, we establish, maintain and even improve the way we relate to one another.] |
| Open | We hope you will be open. |
| Educate | We're here to learn and to inform, but we are all students of diversity, equity and inclusion. [Some may not have any experience participating in discussions of this nature or on these topics. And some may not have done so in a work environment. So, we expect understanding as we learn and find ways to talk about these issues, because some of us may not feel we have the "right" words to share our thoughts.] |
| Share | Sharing our experiences, respectfully, can help us connect with each other. Doing so, also can help us build trust. |

As you ask questions, remember to allow people time to think before they respond. Do not jump in too quickly with your own answers. The role of the facilitator is to generate discussion. Ideally, you will be neutral and not share your perspective.

Group Discussion

For large audiences (more than 10-12 people), consider dividing into smaller groups to discuss questions. Key points from each small group can be shared with the larger group and captured on the flip chart at the conclusion of their discussion

Discussion Questions

1. What were some of the messages you heard in the video related to courage and inclusion?

Possible Answers:

- Courage asks us to take what is different and sometimes uncomfortable and make it a part of how we do business, a part of our culture and a part of who we trust and rely upon.
 - Inclusion involves being welcoming to others, as well as being open to learning different ways of doing things.
 - It takes courage for a mentor to step out of their comfort zone in the unknown and enter a mentoring relationship of someone that is different.
 - It takes courage to be true to who you are – may not fit in, but it doesn't mean you should give up/give in/compromise on who you are.
 - Courage includes the moral strength to persevere difficulty or fear.
 - Courage is the ability to do something that you know may be difficult; yet, you are open to learning different ways of doing things.
2. Erik did not have exposure to people who were different than him when growing up. Erik opted to move to a more diverse location when he was older. What are some ways we can increase our cultural awareness?

Possible Answers:

- I can invite someone who is different than me in some way to better understand their experience.
 - I can connect with community organizations that include opportunities to learn and serve.
 - I can read and/or watch movies (documentaries?) that increase my awareness of other cultures.
 - Build my cultural literacy and awareness by learning more about the holidays, festivals, food, and traditions of others.
3. Brian experienced a lot of mentors and role models over the years (former teachers and coaches) that have made a huge impact on his life and wanting to give back to the community. How many of you are a mentor or mentee? What do you like about your experience? Are you a mentor within your organization or in your community?

Possible Answers:

- It gives both an opportunity to build rapport and trust.
- It provides guidance and encouragement.
- It develops skills and competency.
- It improves confidence and communication.
- It can help both people/co-workers be even more effective.
- It can provide an opportunity to bridge the culture gap and learn about others.
- It gives a person a chance to get to know someone who may be different from you.

4. Erik said that one of his 'aha' moments was when he realized that "*when other people are grieving, he needs to grieve with them.*" Have you experienced a situation where you could empathize with someone's pain or misfortune? Why is empathy such an important skillset?

Possible Answers:

- It helps us understand how others are feeling so we can respond appropriately to the situation.
- It's an important ability for career success because it improves your capacity to communicate with others, to be part of a team, and to better your leadership skills.
- It readily allows you to identify with another person's situation so you can see things more clearly from their perspective. In other words, '*putting yourself in another's shoes*' and perhaps gain an appreciation not only '*what*' people are saying, but also '*why*' they are saying it.
- Agree that one of the greatest gifts we can offer another human being is to allow them to feel heard, seen and cared for.

Review Objectives

Participants will be challenged to:

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Closing Comments

Conclude the session by sharing your organization's or group's policy statement or position on diversity. Be sure to thank the participants for their contributions to discussions and for their time.

Survey

Please take a few minutes to complete a brief survey on *The Courage to Live Your Values in Uncertain Times* video series:

Click on link: <https://www.surveymonkey.com/r/2021DiscussionsAcrossDifferences>

Let's keep the dialogue going.