



IM&M+ Facilitator Competency and Experience Profile

The facilitator role is critical to the success of IM&M+. Those who have facilitated the program come from various educational levels (some high school to Ph.D.), human services work experiences and life experiences. Fundamentally, those that choose to facilitate the program must, at their core, believe whole-heartedly in the following guiding principles of the program:

- **No One Chooses Poverty:** Poverty is degrading, humiliating and no one chooses to be poor. In the modules, we explicitly address the blame and judgement often associated with poverty.
- **Participants are Able:** It seems simple, but everything changes if we don't fundamentally see participants as capable of success. IM&M+ participants are resilient, adaptable, creative, flexible, courageous, innovative and skilled. They have a wealth of life experience, skill and wisdom. They are the experts on their own life and the architects of their future. They have an enormous amount to teach each other and teach us. IM&M+ facilitators are guides, supporters, encouragers, challengers and co-learners.
- **Building Positively on Strengths and Challenges:** IM&M+ is strengths and solutions-focused. It builds on Newton's laws of physics which suggest that it's easier to redirect existing motion than to get motion started. We recognize that participants are all already in motion – they are living lives, making decisions and moving in a direction already. The modules' strategy is to help redirect it if it's going in a direction they don't want.
- **Trust, Control & Risk are Shared:** Trust is a precious gift earned through respect, consistency, appropriate disclosure and risk-taking (including by the facilitator), providing a safe and accepting environment where expectations are clear and control is shared equitably. The space is co-owned and co-created.
- **A Holistic Approach to Health:** Integration of a holistic view of health is an essential thread throughout the program through activities that cultivate physical movement, the sharing of meals and facilitating discussions that center around healthy habits.
- **Change is a Process:** The program is underpinned by Prochaska's Change Theory, recognizing that personal transformation doesn't happen overnight or at the same pace for different people. IM&M+ and its facilitators normalize the change process – acknowledging that starting is hard and setbacks can happen. The program and facilitators set out to nurture the seeds of hope in everyone, reinforcing that everyone is always working on something and there is no perfect endpoint.



- **It Takes a Community:** Finally, such transformation is fostered when everyone is coming together – all seeking to move positively. This means the active collaboration and contributions of the facilitators, their organizations, community partners and participants.

Delivering IM&M+ is *big work*. It has transformed people's lives who have felt stuck and unworthy for some time. We have trained and worked with almost 200 facilitators since IM&M+'s inception. Other than a deep agreement and belief in the guiding principles, there has been no consistent ingredient in the facilitators' secret sauce. We provide the following as a guide to describe a compilation of the experience, learning and competency background supporting those in the IM&M+ team. We hope this will help organizations and their staff see whether IM&M+ fits them.

Those who facilitate IM&M+ have had the following competency and experience profile:

- A demonstrated understanding of the career development process and at least 2 years of experience working in human services.
- Experience facilitating groups
- Facilitators should demonstrate respect for diversity and inclusion and have experience working with people living in poverty.
- An extensive referral network across their local community resources and services as the key to IM&M+ is to support people in transitioning to something that fits with the next step of their journey, which may be something other than employment-based training or a job.

It is considered a strong asset if facilitators have taken courses focused on mental health support (e.g., ASIST and Mental Health First Aid, non-violent crisis intervention, trauma-informed practice) as well as the following competencies:

- An awareness of facilitating engaging and effective group programs using experiential learning techniques.
- A demonstrated ability to identify, analyze, and solve problems (e.g., need for wrap-around support for a group member, group dynamic issues, participant requests that go beyond the scope of the program and their practice) promptly and effectively.
- An ability to adapt to changing circumstances and priorities while maintaining focus and achieving goals.
- A strong understanding of digital technologies and an ability to effectively use them to communicate and deliver group programs.
- An ability to effectively mediate conflicts and facilitate positive outcomes.
- Strong verbal and written communication skills, including the ability to communicate effectively with diverse groups of participants.