



Facilitator Guide

Description

“Following My Dream” focuses on the experiences of four co-workers who traveled to America seeking better opportunities and the challenges they encountered. This story offers participants insights into individuals making decisions to leave their country of birth and the immigration process to follow their dreams. Participants will discuss steps to help foreign born professionals succeed and the impact it can have to our organization and community.

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 Belejit's, Frank's, Victor's, and Waheed'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: “*Following My Dream*”

Click on link: [Following My Dream](#)

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: 10:55 minute runtime

Discussion Time: 30 - 40 minutes

Presentation

Introducing the Program

Welcome participants. Explain that the story they are about to hear focuses on the journey of foreign born co-workers. It features four Ameren co-workers. Each share their story about traveling from their country of birth to America, including the challenges and opportunities they experienced in the workplace and community.

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

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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:

- Inclusion is created when everyone feels seen, heard and valued.
 - Inclusion 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.
 - Fellow co-workers can make others feel included.
2. We have just heard four powerful stories of Ameren co-workers leaving their countries of birth and moving to the USA. How have you helped others entering a new experience (*e.g., new role, new job, new company, new country*)?

Possible Answers:

- Open discussion
3. Belejit, Frank, Victor and Waheed mentioned that various accents can make it difficult for people to understand each other. What steps can be taken to increase understanding when speaking with someone who has a different accent?

Possible Answers

- Demonstrate patience and be courteous if you find it necessary to ask for clarification by asking the person to repeat what was said.
- To confirm your understanding, consider repeating what you heard using your own words. Examples to check for understanding include:
 - Let me see if I understood correctly...
 - So what you are saying is...
 - Do I understand you to mean...
- Make a point of talking with this person more! The more frequently you converse, the more familiar you will become with each other's speech patterns, and may increase the likelihood of understanding each other.

4. At his first storm duty, Waheed could not eat the lunch that was provided because, due to his religious restrictions, it was non-Kosher meat. Waheed's leader quickly rectified the situation by providing him an alternative by suggesting he go to the restaurant and get food that he could eat. How can we show compassion and concern for others in the workplace?

Possible answers

- Ask everyone if they have any restrictions/special dietary needs before ordering food for a meeting or an event.
- Beyond food options, ask if anyone has any accessibility accommodations before planning an event to ensure the team is setup for success.
- Be attentive to verbal communication and non-verbal cues of others.

Review Objectives

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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.