



Facilitator Guide

Description

“Real-life for Caregivers” focuses on the experiences of two co-workers who recount personal experiences about caregiving for their parents, the difficulty balancing caregiving on top of meeting the demands of work and family, and the additional challenges of doing so during a pandemic. The story offers participants insights into understanding the challenges of caregiving and steps to create an "All-In" culture for co-workers, who serve as caregivers, to be successful.

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 Laura's and Anna'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: “*Real-Life For Caregivers*”

Click on link: [Real-Life For Caregivers](#)

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: 9:08 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 stages of caregiving while juggling work-life balance and elder care. It features two Ameren co-workers. Each share their stories about the challenges and the importance of managing caregiving and seeking support. Ask participants to be thinking about the messages shared and what it means to them.

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. Copyright 2021 Ameren Corporation. All Rights Reserved.

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 Laura and Anna shared related to courage and caregiving?

Possible Answers:

- Caregiving is demanding and stressful but can be rewarding when there is a good support system.
 - Recognizing your personal limitation and setting realistic goals about the amount of care you can give.
 - Through physical and mental challenges one may encounter, it's important to seek out a support system.
 - Self-care is essential: "*you need to put on your own oxygen mask first*"
2. In the video Anna stated, ". . . *the complexity and the challenge of being a caregiver is something that none of us were prepared to quickly adapt to. . .*" Sometimes adapting to change can be uncomfortable and take courage. How can we be courageous and face our fears to cope with new situations?

Possible Answers:

- Get comfortable with being uncomfortable – taking action can build confidence.
 - Get advice from a coach or a mentor.
 - Train your mind to expect the best outcome by making positive assumptions.
 - Ask co-workers/leader for encouragement and support.
 - Asking questions can be a form a courage: being courageous enough to admit that you don't know what do to next, and/or reaching out for guidance from others can be two ways to gain assistance.
3. Anna talked about the challenges she faced while caregiving. One of the most difficult decisions she made was to step away from her career to care for her mother. Can you share an example of how a past experience helped you courageously address a challenge?

Possible Answer:

- Speaking up for those who cannot speak for themselves.
- Expressing opinions respectfully, even when you hold the minority opinion.
- Stepping back from the situation and asking myself "*is this roadblock an opportunity to re-evaluate my plan and refine my approach?*"
- Surrounding yourself with people who will encourage you and help you have the strength and determination to keep going.

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.