THE NATIONAL SOCIETY OF LEADERSHIP & SUCCESS
Building Leaders Who Make a Better World

Success Networking
Team Facilitator
Role Overview

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# Table of Contents

- Why Be a Success Networking Team Facilitator? ................................................................. 3
- Purpose of this Document ........................................................................................................ 3
- Logistics .................................................................................................................................... 3
- Introduction .............................................................................................................................. 4
- Notes about Sharing Goals ....................................................................................................... 4
- Notes about Sharing Feedback ............................................................................................... 5
- Commitment to Action Steps ................................................................................................. 5
- Notes about Closing ............................................................................................................... 6
- The Space between Meetings ............................................................................................... 6
- Facilitation Scenarios ............................................................................................................. 7
Why Be a Success Networking Team Facilitator?

You are about to take a step that will profoundly impact both you and your Success Networking Team (SNT) members. With your commitment and dedication, the time you spend with your SNT will yield immeasurable benefits for the entire team.

In the coming weeks, you and your SNT will practice coaching and being coached, setting and achieving goals, and holding one another accountable for your commitments. These are real-world skills that employers prize. The leadership and team-building experience you will gain with your SNT can put you over the top in your quest for that first job, graduate admission, entrepreneurial opportunity or other milestones.

As a SNT facilitator, you carry on a rich tradition that originated in the early 20th century with personal-success pioneer and author Napoleon Hill, who developed the concept after working with some of America’s most successful people. Hill found that many of the top achievers of his time cultivated teams that met regularly to share ideas and support each other. Today, successful people everywhere participate in Success Networking Teams to promote and encourage great accomplishment. Best of luck to you as you inspire and motivate your team!

— The National Society of Leadership and Success

Purpose of this Document

Success Networking Team meetings follow a structure that, over time, builds trust and encourages sharing and accountability among team members. This document serves as a “best practices” guide, explaining your role and helping to maximize the SNT experience for both you and your team.

Logistics

As the facilitator, it is your responsibility to arrange the meeting facility, keep attendance, assign roles, and plan/schedule future meetings. Every meeting will require you to come prepared with the following items:

- Appropriate technology (i.e., laptop, tablet) to show the SNT videos provided by the Society, in the Members Area, at http://societyleadership.org/members/membership/snts/. Make sure to have speakers loud enough for the entire group to hear the video.
- The SNT videos downloaded ahead of time in case the Internet connection is not strong enough to play them in the meeting.
- A watch or cell phone, for keeping time (in case the meeting room doesn’t have a clock).
- Arrangements for a meeting spot conducive to a private meeting that will not be interrupted by people passing by.
- Means of taking attendance (i.e. Pen, paper)
Choosing Team Roles:

In the first meeting, the team will choose members to fill the following roles, rotating or sharing responsibilities to make sure each person is involved. The team roles are:

- **Facilitator:** Opens and closes meetings, outlines meeting goals for members, and acts as a mediator/leader of each step of the four-step meeting process.
- **Timekeeper:** Makes sure that everyone is clear on how much time is allotted, alerts everyone when thirty seconds remain in step three of the four step process, and provides gentle reminders if anyone begins to go over their time.
- **Recorder:** Documents goals and emails commitments to all members within twenty four hours and brings a copy to the next meeting.
- **Communications Coordinator:** Sends email reminders both one week and one day before each meeting and reaches out to any team member that has missed a meeting.
- **Logistics Coordinator:** Finds space if one is not already provided. Brings necessary materials such as pens/pencils, SNT Forms, and index cards.
- **Activities Coordinator:** Plans icebreakers or events outside team meetings.

Introduction

- Greet your team members as they arrive.
- Seat the group in a circle or semicircle, if possible, so that members can easily see each other.
- At every meeting, you or another team member should remind the group of the SNT’s purpose:
  - To find time to focus on what you want in life and create a strategy for achieving it.
  - To assemble a personal team dedicated to supporting and holding one another accountable.
- For your first four meetings, you will be launching with the SNT video provided by the Society. During these videos, there will be calls to action and, as the facilitator, you will be responsible for leading these conversations.
- Remind everyone about the confidentiality of the conversation shared during the SNT meeting.

Notes about Sharing Goals

Share a goal or desired outcome you would like to achieve. Examples include choosing a major, starting a career, finding an internship, improving physical health, overcoming challenges, implementing any topics covered in the videoconferences, improving a personality trait or habit, etc. Focus on what’s most important to you.
Think about what you learned on your Leadership Training Day to help you focus and choose, and always ask yourself: Is this a S.M.A.R.T. goal?

- Specific: Avoid generalities! Your goal should have specific details so you know what you are achieving.
- Measurable: Make sure you have solid criteria for establishing progress toward your goal.
- Achievable: It does not have to be simple or easy, but it should be within the realm of reality.
- Rewarding: Your goal must be something that is meaningful and worthwhile.
- Timely: Having specific dates for beginning and finishing goals keeps you on track.

**Notes about Sharing Feedback**

Best practices for sharing feedback that can be communicated to your team:

- Encourage people to “pass” if they have nothing to say.
- Limit feedback shares to one minute per person.
- Encourage members to share feedback with their peers offline, if they have extensive experience on a subject.
- Set a standard: at least two people should provide feedback. This ensures that there is a running dialogue and the person receiving feedback is getting the support he or she needs.

**Commitment to Action Steps**

Before launching this segment, it might be necessary to review with your team the difference between a goal and an action step. A goal is a desired outcome; an action step is a concrete activity that supports the achievement of a particular goal. Goals can and should be big, while action steps should be straightforward and achievable.

**Examples:**

<table>
<thead>
<tr>
<th>Goal</th>
<th>Action Step</th>
</tr>
</thead>
<tbody>
<tr>
<td>A finance job on Wall Street</td>
<td>Send out four resumes per week; interview others who have landed similar jobs</td>
</tr>
<tr>
<td>A Rhodes scholarship</td>
<td>Compare my qualifications with application selection criteria</td>
</tr>
<tr>
<td>Lose 20 pounds in the next 5 months</td>
<td>Begin daily workout</td>
</tr>
</tbody>
</table>

As you can see, action steps can be accomplished relatively quickly, and each step will suggest further steps that support the same goal.
Notes about Closing

Close the meeting by reminding everyone to:

- Complete the SNT Online Submission Form at home. Show members where this is located on the website, if needed.
- Attend the next meeting (provide the date, time and place).

The Space between Meetings

It is your job as facilitator to make sure meetings move smoothly from one to the next, and that each team member knows their roles:

- **Facilitator:** Opens and closes meetings, outlines meeting goals for members, and acts as a mediator/leader of each step of the four-step meeting process.
- **Timekeeper:** Makes sure that everyone is clear on how much time is allotted, alerts everyone when thirty seconds remain in step three of the four-step process, and provides gentle reminders if anyone begins to go over their time.
- **Recorder:** Documents goals and emails commitments to all members within twenty-four hours and brings a copy to the next meeting.
- **Communications Coordinator:** Sends email reminders both one week and one day before each meeting. and reaches out to any team member that has missed a meeting.
- **Logistics Coordinator:** Finds space if one is not already provided. Brings necessary materials such as pens/pencils, SNT Forms, and index cards.
- **Activities Coordinator:** Plans icebreakers or events outside team meetings.
Facilitation Scenarios

During your time as a SNT facilitator, you will work with a variety of people on your campus. Below are some scenarios that present learning opportunities for our facilitators, as well as best practices for working with your group.

**The scenario** 
Team member arrives late.

**The best practice** 
The first inclination might be to address the situation in front of the group. However, since you are still establishing trust with each group member, calling a person out in front of others might actually have a detrimental effect on that person’s engagement and participation. It is recommended to discuss the issue with the person individually to check in with them after the meeting.

To be proactive, at the start of the first meeting, you might want to bring up the idea of members being accountable for their arrival — and, if all members agree, to set up a “fee” for being late and then donating those funds to charity or for snacks for future meetings.

**The scenario** 
In group sharing, people talk beyond their allotted times.

**The best practice** 
As facilitator, it is your job to keep things moving and not let activities get bogged down. If meetings do not run smoothly and fairly, participants will lose their enthusiasm for attending.

Call out “30 seconds” to let a participant know he or she is approaching the time limit. At the conclusion of the last 30 seconds, calmly state “time” — do not shout over the individual speaking. It also works well if instead you set an alarm on your phone to signal the time is up. In cases when information being shared is very sensitive or important, you can make an exception, saying, “I'll allow us to go a bit over time for this.”

**The scenario** 
Driving members towards bigger goals.

**The best practice** 
If a participant shares a goal that is not very aggressive, encourage the participant to “think bigger.” What would be the next step up from the easy goal the member mentioned? Ask for team input. Always remind the team that while action steps must be accomplished in the short term, the goals they support can be more long term — achievable in a year, five years, etc.

It is not your place as facilitator to label a member’s goal as either “good” or “bad.” Instead, we encourage you to drive members toward asking themselves if they can aim higher with their goals.

**The scenario** 
A team member sets a goal that is not specific or measurable.

**The best practice** 
Ask follow-up questions to help the team member fill in the blanks: “And when
would you like to get this done? How will you know you are there?"

**The scenario** A team member sets action steps that are unrealistic for the time frame.

**The best practice** Remember, action steps should be constructed so they can be accomplished before the next meeting. You might ask, “Are you sure you’ll be able to deliver on that action step, with all the other commitments you’re keeping to?”

**The scenario** A team member comes to the meeting without having kept his or her commitments.

**The best practice** Life happens, and sometimes your members will not be able to accomplish their action steps. You do not have to call the person out for this. The first time this occurs, remind people at the end of the meeting to take action towards their goals and then follow up with individuals (separate from the group) to see if you can help with holding them accountable in a supportive and positive manner (i.e., check in with a text reminder or schedule a call a week before the next meeting to check in).

**The scenario** Driving members to go beyond “shallow sharing.”

**The best practice** Deep sharing can foster the strong bonds and friendships that make the SNT process worthwhile. You might try a number of approaches to make sharing deeper:

- Lead by example. Share things that make you vulnerable. Others will be likely to follow you and “share the risk.”
- Ask appropriate follow up questions to get more information.
- Encourage people to start by listening well and giving ideas, rather than adopting a “what can this person do for me” attitude.

**The scenario** Team members who try to do as little as possible to get by — for example, asking if they need to attend more than three meetings.

**The best practice** Let members know they need to attend three meetings in a row to earn their induction, but that’s just the basic minimum for induction. The expectation is that members will gain such value from participating that they will want to continue throughout the entire year. The team is there for members to receive value and support.

Let members know that they can earn The National Engaged Leader Award by doubling the steps to earning induction and serving five hours of community service.

Convey the value of participating in the SNT so they understand why they should keep coming back and feel good about their participation.
The scenario
A team member shares something of a serious or dangerous nature that he or she might need help with.

The best practice
Refer the team member to campus resources that can help. If a person is in physical danger or if they are putting someone else in physical danger; report the situation to a professional person who can help. It is a rare occurrence to break a team member’s confidentiality, but we encourage you to keep your groups safe.

The scenario
Several team members are trying to speak at the same time.

The best practice
If you find that members are eager to share their thoughts, you can use a system for assigning the next speaker. This can be as simple as using an item such as a marker or stick and giving it to the next person in line to share. Once the person finishes sharing, you can pass the marker along to the next member.

The scenario
A member or members are quiet and do not share.

The best practice
Allow a certain amount of silence, as people might be thinking. Then ask questions to restart the conversation. Show each team member that his or her experience is valuable to the entire group. Pose direct questions, such as, “(insert name), what past experiences of yours might relate to the challenge here?”

The scenario
A new member wants to be added to the group.

The best practice
This is controlled by your chapter leadership. If your team wants to add someone, please reach out to your chapter leaders before adding or removing any members of your SNT group.

The scenario
The group asks to exceed the membership level of eight.

The best practice
This is controlled by your chapter leadership. Please reach out to them before adding or removing any members of your SNT group.

The scenario
Group membership drops to fewer than five people.

The best practice
This is controlled by your chapter leadership. If the group gets too small, reach out to your chapter leadership to add more people to the group. If the group drops under five people, although it can still function, it is too small to be able to offer the maximum value of people’s perspective and help.

The scenario
You, as the facilitator, are unable to attend a meeting.

The best practice
You can either ask a team member to fill in your role for that particular meeting or you can work with the team to reschedule the date of the meeting. Your consistent participation is important to establish the importance of the meetings.
The scenario  A question arises in a meeting that you are unable to answer.

The best practice  You might receive questions about other parts of the Society’s programs with which you might not be familiar. You can reach out to your chapter SNT coordinator or other chapter leaders for assistance with these questions. Also, feel free to contact the national office for help through the Contact Us page at www.societyleadership.org.