



# Recovery Roadmap

## What Makes a Good Facilitator?

### LISTENING SKILLS

- Listen to what people are “saying” (in overt verbal language as well as subtle body language); listen below the surface to what they are not saying
- Assist team members to listen to each other
- Use various tools and strategies to solicit the focus person’s story and preferences

### VISIONING SKILLS

- Think and assist others in thinking beyond the formal treatment system to include a network of natural supports
- Assist the person receiving services and the planning team members to think and dream big
- Work with the team to tap into integrated community supports and activities
- Solicit information from team members, such as how to access culturally responsive services
- Encourage the person receiving services to use gifts and skills to further their own recovery and to give back to team members or the community as a whole
- Assist the planning team to view and use upsets and disappointments as opportunities to be creative and try new strategies for goal attainment

### COMMUNICATION SKILLS

- Use and teach others to use person-first language
- Define and discuss all aspects of Person-Centered Recovery Planning
- Use common language in place of professional jargon
- Provide unconditional support to the person throughout the process; be a steady and strong advocate
- Help clarify and communicate the person’s ideas to members of the team

### TEAM PROCESS SKILLS

- Help team members adhere to PCRP principles throughout the meeting
- Encourage the person receiving services to be an active participant in the meeting and in the action steps of the plan itself
- Adjust the level of facilitation and support as needed based on the person’s preferences and current abilities
- Solicit all viewpoints and make sure all team members have an opportunity to provide input and be heard
- Build consensus among team members
- Deal with challenging team members and use conflict management skills to deal with conflict when needed
- Review and evaluate the process in partnership with the focus person and others as appropriate