**Crossing to Success**

*A Full Facilitator Process Pack for Global Use*

**Introduction for Facilitators**

**Philosophy**:  
Crossing to Success is not only about external change, but about the **inner transition** (Bridges’ model: Endings, Neutral Zone, New Beginnings). Our role as facilitators is to create a safe, inspiring, and structured journey that helps managers move from uncertainty to clarity, from isolation to partnership, from confusion to committed action.

**Your Role as Facilitator**:

* Be a **mirror and anchor** – hold space, listen deeply, and name what is emerging.
* Use Points of You® tools (Faces, The Coaching Game, Speak Up, ClicKit) to bypass logic and invite intuition and emotion.
* Normalize resistance, doubts, and fatigue. They are part of the process.
* Balance structure (agenda, timing) with flexibility (follow the energy in the room).

**Tone & Presence**:

* Calm, respectful, and inspiring.
* Speak slowly, allow silence, and trust the process.
* Use storytelling and metaphors often.

**Program Logistics**

* **Number of workshops**: 8 × 4-hour sessions (one every 3 weeks).
* **Participants**: 15–25 managers.
* **Materials**:
  + Points of You® card sets (Faces, Coaching Game, ClicKit, Speak Up).
  + Music + speakers.
  + Journals & pens.
  + Flipcharts, markers, post-its.
  + Centerpiece (candles, natural elements, symbolic object).

**Room Setup**:

* Circle of chairs, no tables in the center.
* Centerpiece with cards spread around.
* Breakout areas for pairs and small groups.

**Workshop Flow Template (used in all 8 sessions)**

Each session follows the 4-step Points of You® method:

1. **Pause** – create space for reflection and presence.
2. **Expand** – explore multiple perspectives using cards and dialogue.
3. **Focus** – crystallize insights into a clear takeaway.
4. **Do** – transform insights into small, concrete action steps.

**Detailed Session Design**

**Session 1: Transition Compass**

**Objectives**: Build trust, explore personal experiences of transition, and set group foundation.

**Flow**:

1. **Welcome & Intention Setting (10 min)**
   * Facilitator script: “We are beginning a journey together, not just as individuals, but as a community of leaders who are crossing into a new way of working.”
   * Invite each to choose a **Speak Up card**: “With what energy do I arrive today?”
2. **Mini Input: Bridges’ Model (15 min)**
   * Share 3 stages: Endings – Neutral Zone – New Beginnings.
   * Ask: “Where do you feel you are today?”
3. **Card Activity – The Compass of Change (30 min)**
   * Cards on the floor (Faces or Coaching Game).
   * Choose 3 cards:
     + What am I leaving behind?
     + What is uncertain for me?
     + What new beginning do I sense?
   * Journal for 10 min.
   * Share in pairs, then in plenary.
4. **Group Harvest (20 min)**
   * Write common themes on flipchart.
   * Ask: “What is the gift hidden in this uncertainty?”
5. **Closing Round (10 min)**
   * One word that captures how I feel now.

**Facilitator Notes**:

* Expect emotions of grief, fear, and excitement. Hold space.
* Keep pace slow, let silence work.

**Session 2: My Role – Inside View**

**Objectives**: Self-reflection on current role clarity, strengths, and struggles.

**Activities**:

* **Silent Faces card choice**: “Who am I today as a leader?”
* Reflection prompts:
  + What do these eyes, mouth, posture say about me?
  + How do I feel looking at this face?
* **Reflection card**: “What quality am I most expressing?”
* Journaling: 3 strengths I use, 2 areas I avoid.
* Group dialogue: “What part of my role do I resist the most?”

**Facilitator Tips**:

* Encourage honesty, not “corporate answers.”
* Use storytelling from your own leadership.

**Session 3: My Role – Outside View**

**Preparation**: Before workshop, participants interview 2–3 key stakeholders.

**Activities**:

* Share insights on posters.
* Choose a **card that represents how others see me.**
* Dialogue: “Where is the gap between how I see myself and how others see me?”
* Pair coaching with guiding questions:
  + What gap do you most want to close?
  + What small action will start closing it?

**Session 4: Bridging the Gaps**

**Activities**:

* **ClicKit Visioning**: Build “My Updated Role Map.”
* Elements: Key responsibilities, values, interfaces, desired impact.
* Group feedback circle – each presents to 2 colleagues.

**Session 5: Check-In**

**Activities**:

* **Speak Up Check-In**: “Where am I today?”
* Group sharing of successes and failures.
* Adjust role maps.
* Invite reflection: “What have I discovered about myself as a leader in transition?”

**Session 6: Conversations that Build Partnerships**

**Activities**:

* Teach **Expectation Alignment Template**.
* Pair role-play with real case.
* Debrief: “What made the dialogue successful? What blocked it?”

**Session 7: Clearing Conversations**

**Activities**:

* Introduction: Clearing as a way to resolve tension.
* Faces card activity: “What makes conflict hard for me?”
* Pair practice with real workplace tension.

**Session 8: Closing & New Beginnings**

**Activities**:

* **Group Collage with ClicKit**: “Crossing to Success – Our Future.”
* Reflection circle: Each shares one commitment for next 90 days.
* Appreciation ritual: Each manager recognizes another.
* Closing script: “Crossing to Success is not an event, but a way of leading.”

**Follow-Up Anchoring**

* **Monthly Peer Circles (2 hrs)**:
  + Structure: Check-in → Case sharing → New tool → Commitment.
* **Digital Community**: Share reflections, cards, photos of collages.
* **Manager Toolkit**: Provide card-based conversation templates for use with their teams.

**Extra Materials for Facilitators**

* **Scripts for Opening/Closing Rituals** (meditations, music).
* **List of recommended songs** for Pause stages.
* **Checklists** for each session (materials, timing, setup).
* **Optional energizers** (movement, storytelling, humor).