



FIVE PERSONAS

Discovering Your Unique Facilitation Style
A Self-Reflection & Coaching Guide

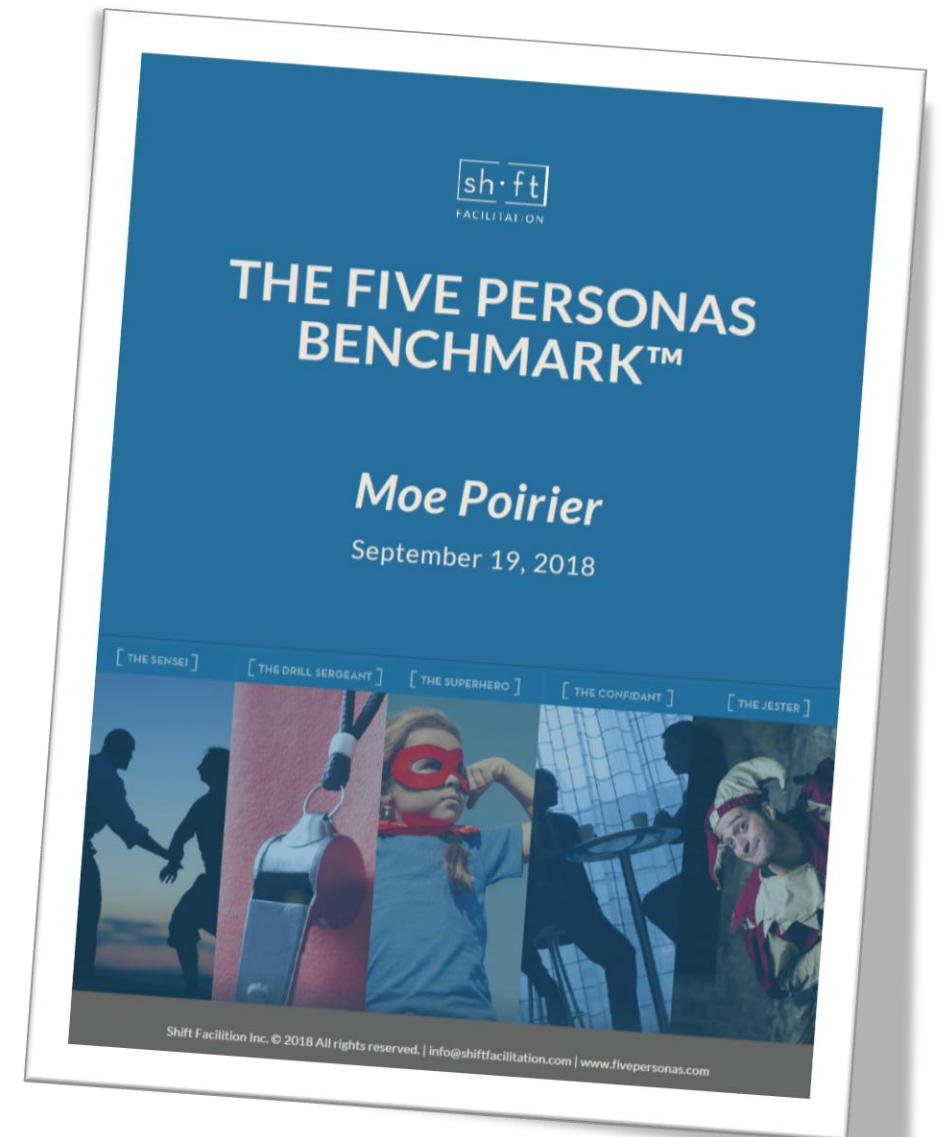
Congratulations!

You've completed the scoring online. You've downloaded a copy of your report. Nice work.

To get the most from the investment you've made, we encourage you to go beyond the top-line scores.

Knowing your aggregate scores is a great start. And it's time to dig deeper into the individual **Attitudes** and **Actions** (ex. "I expect participants to practice until they get it right") to help you reveal more meaningful insights about your strengths and your style.

The steps in this guide have been tested by hundreds of facilitators who care deeply about their work. Following in their foot-steps you're on the path to maximizing your professional growth and development.



Reading Through Your REPORT

Here's how the Benchmark report is structured.

- Introduction (p. 1-2)
- Ranked Persona Scores (p. 3)
- Overview – 2 Highest, and Lowest (p. 4)
- 2 Natural Strengths (p. 5-8)
- 1 Potential Hazard (p. 9-10)
- Action Plan (p. 11)
- Detailed Persona Scores (p. 12-16)



Part 1 – Warm Up

Have a read through the Introduction, Cornerstone Principles, and definitions on pages 1-2.

Review your ranked Persona scores on page 3.



Interesting Patterns... Scores from 900+ Facilitators

Natural Strengths



Potential Hazards



Theories/Conclusions...

- ❖ Natural helping, supporting, caring - humanistic styles
- ❖ Discomfort/bias may lead to avoidance of playful behaviours

Other Interesting Trends...

- ❖ The Jester (9%) and Sensei (11%) are the least reported strengths
- ❖ Least reported hazards are Confidant (4%) and Superhero (7%)

Part 2 – A Closer Look

Understanding your top 2 scores and your lowest score in greater detail.

Seeking understanding and agreement with the report results overall.



A Deep Dive Into Your Scores

STEPS

- a) Read pages 4-10.
- b) As you read, add checkmarks (✓) for descriptions you agree with. And add question marks (?) that don't quite fit or you're not sure about.

YOUR PERSONAS OVERVIEW

How The Personas Come To Life For Moe

THE DRILL SERGEANT WAS YOUR HIGHEST SCORING PERSONA:
You arrive prepared and facilitate with precision. Your activities have real-world applications and you expect participants to practice until they get it right. You praise skill and effort. Participants always know exactly what's expected of them. Your take-charge attitude allows you to regain control confidently if a session seems to be going off-track. You value efficiency and keep transitions between activities swift and seamless. People see you as both confident and competent. **124 / 140**

THE SUPERHERO WAS YOUR SECOND HIGHEST SCORING PERSONA:
You're hopeful and optimistic. You believe people have an infinite capacity to learn and grow. You strive to motivate participants to be their very best, boldly inviting them to make commitments and hold themselves accountable. You highlight others' strengths and successes, and also celebrate failure as part of the growth process. You tell stories that are built on themes of opportunity and possibility. People leave your sessions feeling both inspired and challenged. **10/10 ✓**

THE JESTER WAS YOUR LOWEST SCORING PERSONA:
Having fun is not a priority for you and participants may perceive you as inflexible. Without permission to play, participants may be disengaged or dealing with uncomfortable situations. You tend to avoid experimentation in your sessions and may be quick to shut down. Lacking enough variety or animation in your delivery, your sessions may feel routine or predictable. **9/10 ✓**

NATURAL STRENGTHS FOR MOE

THE DRILL SERGEANT = 124 / 140

Top 3 highest scoring ATTITUDE Statements = mindsets

- Connecting drills to real world application is essential. **= 10/10 ✓**
- A well-designed activity is both efficient and effective in achieving its objective. **= 10/10 ✓**
- Practice drills must be purposefully designed to target specific skills and applications. **= 10/10 ✓**

Top 3 highest scoring ACTION Statements = behaviour

- During drills, I praise both effort and technique to increase engagement. **= 10/10 ✓**
- I challenge participants to use real situations for practice drills rather than fictional scenarios. **= 10/10 ✓**
- My instructions are confidently given as commands and I confirm understanding. **= 9/10 ✓**

POTENTIAL HAZARDS FOR MOE

How the HAZARDS of this Persona are Expressed

Of all the personas, The Jester was your lowest ranked. The strongest potential hazard for you to consider is a perceived lack of playfulness and spontaneity in your style. You may come across as overly serious or inflexible. Being open to unexpected tangents during a session may be challenging for you. Participants may also find that you rarely let down your guard to go off script or share a laugh during a session. With a lower Jester score, it may not be natural for you to use humour to bring levity to sensitive topics or diffuse awkward situations. Another hazard you face is a tendency to avoid improvisation or experimentation in your sessions. As a result, your participants may feel cautious and limit taking the risks necessary to propel their learning forward. Using less variety in the way material is delivered, you may be at risk of your participants losing interest, disengaging, or simply getting bored.

INCREASE YOUR EFFECTIVENESS BY ADDING MORE JESTER TO YOUR STYLE

- Work on being more spontaneous; consider studying the art of improvisation. **✓**
- Challenge your participants - mix up the groups, change the pace, add some variety to your activities and delivery. **✓**
- Let your guard down a little - be yourself, add some humour, have some fun. **✓**
- Take a small risk - experiment with something brand new. **✓**
- Be bold - don't be afraid to expose awkward truths. **✓**

Some Quick Reassurance

It's impossible for an assessment to be 100% accurate. But using your ✓✓ and your ??, let's at least be reassured there's value for you in the report.

Total # of checkmarks (✓) = _____

Total # of question marks (?) = _____

ADD total (✓) _____ + total (?) _____ = _____ **GRAND Total**

Total (✓) _____ ÷ _____ **GRAND Total**
= **RELIABILITY x100 = _____ %**

EXAMPLE:

Here's how our Founding Partner, Moe Poirier, completed his calculations.

Checkmarks (✓) = 43
Question marks (?) = 9
GRAND Total = 52

(✓) ÷ GRAND Total x 100
= 43 ÷ 52 x 100
= 82.7%

So based on reading the first few pages of the report, his reliability score was approx. 83%.

Part 3 – Going Deeper

Examining the individual statement scores for all Personas.

Searching for deeper insights. Uncovering richer layers of meaning and significance.

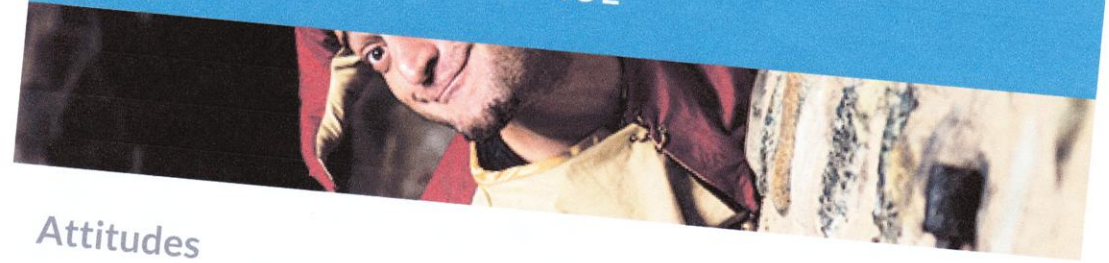


A Deep Dive Into Your Scores

STEPS

- Review individual statement scores on pages 12-16.
- Where to look for deeper layers of insight...
 - Low scores (for Strengths)
 - High scores (for Hazards)
 - Total Attitude vs. Total Action

THE JESTER SCORES FOR MOE



Attitudes

- I take risks by testing fresh approaches to teaching content and running activities = 6/10
- "Play" is an essential part of learning = 5/10
- I believe participants can learn and have fun at the same time = 9/10
- Challenging authority (often in a lighthearted way) is an important part of my role = 3/10
- I like spontaneity and enjoy facilitating without slides or a script = 9/10
- I enjoy laughing and having fun with participants during a session = 10/10
- Not taking ourselves too seriously invites conversation and stimulates critical thinking = 6/10

ATTITUDES 48

Actions

- My classrooms are like a lab and I am always experimenting with new ideas = 5/10
- I make time for unexpected conversations and tangents that move the learning forward = 4/10
- I am constantly in tune with, and adapt to, the mood and energy level of the group = 7/10
- Humorously and respectfully, I encourage participants to question their own assumptions = 7/10
- I let down my guard to be playful and have fun with participants = 6/10
- I stir up controversy by asking questions about uncomfortable or difficult topics = 3/10
- I create variety and sustain interest by adapting activities, mixing groups, and managing the pace = 9/10

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Maximum score for each persona = 140

Natural Strengths

INDIVIDUAL REFLECTION (or GROUP WORK)

Focus on the Persona scored highest. If you have a tie, choose the Persona you identify with most strongly.

Part 1 – What makes this Persona easy or natural for you?

Part 2 – Specific examples of how this Persona comes to life in your facilitation practice.

Potential Hazards

INDIVIDUAL REFLECTION (or GROUP WORK)

Focus on the Persona that scored lowest in your report. If you have a tie, choose the Persona you identify with the least.

Part 1 – What makes this Persona challenging or difficult for you?

Part 2 – How might you strengthen this Persona in your facilitation practice?

Impact on Participants

INDIVIDUAL REFLECTION (or GROUP WORK)

Think of the Personas from the “Participant” perspective. What impact does each Persona have on the experience in the training room?

Focus – For your higher scores... what impact might “Too Much” of a Persona have on your participants? For your lower scores... what impact might “Not Enough” of a Persona have on your participants?

Part 4 – Insights? Actions?

Pause. Take a breath. Scan the scribbles and notes you've captured from reading through the report.

What stands out? What are your biggest growth opportunities?

Focus. Prioritize. Build your Action Plan.

Identifying Your Growth & Development Opportunities

STEPS

- a) Identify individual Persona statements that you see as opportunities for development.
 - Note the specific Attitudes and **Actions** that you might consider as part of your “Action Plan” commitments (pages 12-16).
- b) Complete “Action Plan” template on page 11 of your report.

THE CONFIDANT SCORES FOR MOE



Attitudes

1. On a touchy subject, you have to be courageous and find out what people are thinking = 4/10
2. Insights are richer when multiple perspectives are valued and shared in a classroom = 5/10
3. Creating an open space for dialogue is essential to support learning = 7/10
4. Building trusting relationships is important to me = 6/10
5. I care deeply about the well-being of others and believe in the power of empathy = 4/10
6. A thoughtful question, combined with a pregnant pause, is a powerful way to engage the participants = 9/10
7. Disagreements and conflicting viewpoints are an opportunity to broaden and deepen understanding = 3/10

Actions

1. I respectfully challenge assumptions and invite participants to look at things from a different perspective = 9/10
2. I seek common ground when there are different viewpoints or conflicts need to be resolved = 6/10
3. I reflect back, link, and build on comments that the participants have shared = 9/10
4. I learn about the world of the participants and adapt based on their language and culture = 8/10
5. I ask questions curiously and respond without judgment = 7/10
6. I ask questions that clarify, probe and redirect the conversation as needed = 7/10
7. I remind participants that they control their destiny by the choices they make = 6/10

For my
ACTION PLAN
Confidant
□ Attitudes #1, #7
□ Actions #1, #2

Maximum score for each persona = 140



Nice work. Thank you.