



Programme Evaluation of Healing of Memories Facilitators

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1.0. Introduction

The Healing of Memories workshop methodology has been developed in the context of post-apartheid South Africa, and was conceived at the time of South Africa's Truth and Reconciliation Commission hearings (1996 - 1998). The workshop model was initially developed to help people overcome the trauma and violence of apartheid oppression and struggle against it. The methodology has since also been found helpful in healing trauma relating to gender violence, Aids, ethnic conflict and to general conditions of poverty and social disease.

The heart of our work consists of weekend-long workshops that give participants of varied racial, political, and cultural backgrounds an opportunity to come together and tell their stories in an atmosphere of deep listening and mutual respect. The caring group environment promotes healing. Although the emphasis is on individuals, mutual understanding and reconciliation arise from the opportunity to listen to others who have had quite different experiences. Workshops are led by a number of trained facilitators who are recruited through the evaluation form handed out at the end of every workshop. Facilitators come from different professional, economic, ethnic, and religious backgrounds. Attending two workshops as a participant is required in order to begin training as a facilitator.

1.1. Description of the facilitator training

Members of the organizations, particularly those with similar goals as Healing of Memories are often invited to encourage potential facilitators to attend Healing of Memories workshops. Different categories are recommended such as psychologists, teacher counsellors, psychiatric nurses and social workers. All potential facilitators have to attend a Healing of Memories workshop as a first step. Those interested are then invited to volunteer as facilitators on the evaluation form. Thereafter a small group, consisting of those responsible for training facilitators and the facilitator in whose small group the volunteer was, will discuss the person who volunteered. This process is important as not everybody has the ability to become a facilitator in the Healing of Memories.

Those who have been accepted are invited to attend a training workshop. Facilitators are required to learn more about the progressive or sequential nature of the workshop as the journey. The workshop is like a building process; the one step leads to the next step.

Part two of the training consisting of a series of role-plays. These role-plays are based on real life situations. Participants vary their roles from being the facilitator, to the person telling his/her story, to being an observer. After these training sessions, the potential facilitator or volunteer has to attend a Healing of Memories workshop as a co-facilitator. The co-facilitator gains confidence to facilitate with an experienced facilitator.

1.2. Assumptions and objectives

Almost everyone who decides to become a Healing of Memories facilitator does so as a result of having had a favorable experience as a participant at a workshop. Most people come to workshops through our outreach programme to different community

and religious organizations, refugee centres; AIDS help organizations, and the like. A few people come because they are friends, neighbors, or family members of previous workshop attendees. Facilitators come from different professional, economic, ethnic, and religious backgrounds. Attending two workshops as a participant is required in order to become a facilitator.

Attrition of already trained facilitators is one of the challenges the Institute is facing. In the last two years, the total of 8 out of 16 new facilitators dropped out after receiving the training and 11 out of 29 old facilitators did not continue facilitating. Unless the Institute is able to retain the facilitators it trains, it will be impossible to meet the needs of our existing programmes and to meet the increasing demands for our services. At present we have little or no idea why this attrition occurs and therefore we are unable to take steps to prevent it. The purpose of the study is to investigate why some trained facilitators do not continue facilitating Healing of Memories workshops and why others do not complete the training.

The objectives of our interviews with facilitators were to learn from them:

- how these individuals experienced their initial training as well as the ongoing trainings that the Institute offers to trained facilitators.
- how they experienced the relationship with the Institute's staff and among their fellow trainees and existed facilitators.
- whether they felt motivated and given enough support by the institute through the training and whether they felt confident when they began facilitating workshops.
- what were the most discouraging experiences that they encountered
- what are their recommendations to the institute, in order to improve the training, work environment, and the workshop process.
- what are the important steps that the Institute needs to take in order to motivate and keeping the committed.

2.0. Methodology

2.1. Instrument: Structured interviews

Data was collected through private individual interviews. Proposed interview questions were examined by local and international experts on the research methodology, staff and senior facilitators and revised after feedback.

The interview protocol was structured around four sections as detailed below.

Confidentiality agreement: This section expressed appreciation to the respondent, provided with detailed information about the aims of the interview and how the Institute for Healing of Memories might use the respondent's comments. Based on this, facilitators were asked to sign the confidentiality agreement form. The interviews were recorded if the interviewee gave permission.

Facilitators demographic data: The section included information relating to facilitators' name, gender and race.

Facilitators narrative: The section included a range of open-ended questions that explore details of facilitator's experiences with Healing of Memories, assessment of the training attended, facilitation process, experience in listening to participants stories, life changes as result of being a facilitator, sense of connection to the Institute, whether the facilitator feels motivated, honorarium, reasons for dropping out and recommendations/suggestions to improve the facilitation work.

Suggestions/recommendations: Facilitators were asked to highlight what needs to change for them to come back and to offer recommendations on how the facilitation work might be improved.

2.2. Interview sampling criteria

Ten trained facilitators (seven women and three men) were interviewed. The sample comprises both those who have been involved in the healing of memories work but ultimately did not continue facilitating in the last two years, and those who were not involved in facilitating work after receiving the training.

2.3. Challenges in the interview methodology

- Initially the researcher planned to interview between ten to fifteen facilitators from the list of twenty facilitators who dropped out. It was very difficult to trace some of facilitators as they changed their contact details.
- Because of transportation problem, interviewees preferred the researcher to come to them, even though it was difficult finding a quiet place for the interview.
- Interviewees cancelled appointments that made it difficult to set up another date of the interview.
- Violence and strikes in townships where the facilitators reside resulted in postponing dates and places for the interview.

2.4. Data analysis

Each interview was summarized in a written form through a careful listening to the recorded sessions. After the completion of the individual interview summaries, the researcher studied the outcome in order to identify important themes, which were illustrated with quotations taken directly from the audio recordings. The report provides a thoughtful commentary on the interpretation of results.

3.0 Analysis of interviews: Facilitators who have been involved in healing of memories facilitation work but ultimately did not continue facilitating in the last two years.

The sample consisted five facilitators; three men and two women ranging in age from 35 to 55 years old. Respondents' races were one black, two colored and two whites.

A representative sample from the five interviewees is discussed below reflecting the topics that the questions addressed

3.1.Motivation for becoming a facilitator

Question: What attracted you to begin facilitation training?

- a) *recommended by a friend*
- b) *recommended by a counselor*
- c) *recommended by a pastor or priest*
- d) *interested because of my own experience*
- e) *other*

It is important to note that all facilitators reported that they had been attracted by their first personal workshop experience and realized the need of healing to themselves, to their families and to communities. One respondent expressed the following, “What attracted me to join a facilitation team is the personal impact the first workshop had to my life. During and after the workshop, I was able to reflect upon my past experiences, including my feelings such as anger and hatred that I have been carrying for many years. I decided to commit myself to the process because it helped me.” Another facilitator said, “Facilitation work is part of my personal journey as it gives me an opportunity to deal with my feelings.”

All facilitators were attracted by what they saw as the need for healing among South Africans and other people living in South Africa. At the same time, they were also attracted by the need for reconciliation and forgiveness for themselves and to South African as a whole. Example, “I realized that South Africans have been carrying feelings such as anger, hatred, frustration and unable to forgive for such long time without having a space to reflect upon them and move forward. Crime, racism, abuse and violence that South Africa is currently facing are the results of what they have in their hearts. I felt that I have to be involved in order to reach to many people in South Africa.”

3.2.Assessment of the facilitator training

Question: Was the training helpful? Did you feel prepared and confident on how to facilitate a workshop? If yes... How was it helpful? No... How was it not helpful?

Facilitator’s training is one of the most important functions that the Institute undertakes. Training is segmented into several modules and each develops critical skills that make a decisive and lasting impact on the facilitator trainee and on workshop participants.

Although facilitators indicated that they already had facilitation skills before attending the Healing of Memories facilitator training, they found the training useful, especially the listening skills, which is the central part of the training and the facilitation process. One facilitator said, “Although I had general facilitation skills, I found the training useful with clear steps on how workshops are conducted and ways to deal with participants feelings. It helped me to be aware of how I can deal with my feelings. Without the training, it could be very difficult for me to cope with painful stories in a workshop.”

All facilitators indicated the importance of undergoing a journey on how to deal with their feelings before being involved in facilitation work. For example “The training was part of the beginning of my journey towards healing before I go out to help other participants in their journey.”

Suggestions were made on how to improve the trainings; all suggested the need of ongoing facilitator training in listening skills, counseling skills and conflict management skills. One respondent said, “More listening skills, conflict management and knowledge on counseling should be included in future facilitator training.”

3.3. Facilitation process

Questions:

- **A new facilitator begins by facilitating with a more experienced facilitator. Was the more experienced facilitator helpful and whether he/she was available to discuss questions with the new facilitator afterwards?**
- **Did you feel competent once you began facilitating by yourself?**
- **What were the most discouraging experiences that you encountered?**

New facilitators begin by facilitating at least two to three workshops with an experienced facilitator. One facilitator said, “It was helpful to be with an experienced facilitator at the first workshop. I learnt from him on how to create a safe space where participants are able to open up through asking questions without pushing them. I learnt to listen their stories carefully at the same time watch their body language in order to help them to be in touch with their feelings. It helped me to deal with my feelings.”

Several facilitators reported that they felt confident once they began facilitating by themselves because of the combination of their previous facilitation skills and the Healing of Memories facilitator training. One respondent reported, “I felt confident by facilitating myself in a small group because of the whole combination skills from the Healing of Memories facilitator training, previous facilitation skills and facilitating as co facilitator. It could take me longer to feel competent if I was not trained.”

All facilitators agreed that they became more comfortable in their role as facilitators by facilitating more workshops. For example, “ After facilitating two workshops, I became more comfortable because of learning and experiences from different workshops. Each workshop is unique with different people, challenges and new learning. I realized that in order to become a good facilitator, I have to facilitate more workshops.”

Asking the most discouraging experiences, two respondents spoke of listening to participants painful stories. One facilitator said, “It was very discouraging for me at the beginning to listen painful stories especially when a participant is deeply crying. I had no idea on what to do. It was difficult to comfort her and continue the process. As I facilitated many workshops, I found a way to deal with it with a help from an experienced facilitator.”

One facilitator raised the issue of food as discouraging experience in some workshops. He said, “Sometimes the quality of food was very poor even not being enough for all participants and facilitators especially at Schoenstatt and Christian Brothers Centre.”

3.4. Experience of listening to participants stories

Question: Being a facilitator can be an emotionally upsetting experience. Was that true for you? If not, how were you able to balance and control your feelings? If yes, were you able to make yourself feel better, or seek out help from someone else? If you did get upset and weren't able to feel better, what do you think you could have done to make it better for yourself? What would you do differently now?

Healing of Memories workshops emphasize the emotional and spiritual, rather than intellectual, understanding and interpretation of the past. Through an exploration of their personal experiences, participants find emotional release and as group gain insight and empathy for the experiences of others. All facilitators agreed that being a facilitator could be an emotionally upsetting experience, though they do not let these affect their normal life styles after a workshop. One facilitator said, “There was a time participants stories moved me so much and I felt emotional. I can handle painful stories but not every time in a workshop. In most cases, painful stories brought back my old memories. It was difficult for me in many workshops to balance my emotions at the same time still facilitating the workshop.”

Several facilitators reported that although it is emotionally upsetting experience to listen to participant's stories inspired them in their own journey towards healing and wholeness. For example, “I am able to deal with my feelings such as anger, hatred, depression and frustration because of what I learnt from other participants' stories. I learnt to be gentle to myself and to accept other race different from myself. I managed also to reconcile with some members in my family that I had problems with them. It helped me a lot because it changed me.”

Asking if they were able to make themselves better, one facilitator said, “I used to speak to other facilitators as a way of debriefing from an emotional burden after a workshop. The other way was to go out with friends, have regular massage and going regularly to the beach. Another facilitator advocated meeting with a counselor on a regular basis. He said, “I realized that painful stories do not go away quickly or easily from my memory after a workshop. I decided to get a counselor whom we met once a week. It helped me not to be affected by participants' burdens.”

Asking what they can do differently, all facilitators mentioned that individual self-care is very important including debriefing after a workshop. Everybody that was interviewed highlighted strongly that the Institute needs to do more by organizing regular debriefing sessions to all facilitators.

3.5. Life changes as result of being a facilitator

Question: Since you became a facilitator, what are changes in your life?

All respondents reported that there were individual changes in many ways as the result of being involved in facilitation work. One facilitator said, “ Being involved in facilitation work helped me as person to move forward in my daily life. I became strong to face my daily challenges. It changed my attitudes towards other people different from myself that resulted in my being able to commit myself to work with communities.” Another facilitator said, “Since I became a facilitator, I have developed human kindness inside in me. I am more compassionate around diversity. I could not be able to do the type of work that I am doing in communities effectively if I was not a facilitator.”

It is very important to note that being involved in facilitation work has contributed to facilitators life in many ways including the opportunity to see him or herself more clearly, and get more in touch with themselves physically, mentally, emotionally and spiritually. For example, “ The drawing exercise helped me deeply to reflect upon my past experience and I felt responsible for my healing experience. It provided me an opportunity and the space for dialogue and possible healing. The process becomes for my personal healing, for my environment and for the community and nation.”

Three facilitators spoke about changing the negative perceptions towards refugees. For example, “ When I facilitated a group of refugees, it was my first time to listen stories from refugees group. I was touched by what they went through in their countries and in South Africa. I changed my negatives perceptions towards refugees in South Africa. I realized that we all suffered and we do not need to fight with one another. We are all Africans. Since then, I do encourage other fellow South Africans as well to change their negative perceptions towards refugees.”

Question: From your own experience, did the Institute do enough to motivate you and provide you with enough support to feel confident when you began facilitating in workshops?

All facilitator indicated that the Institute could do more to motivate them and provide enough support to feel confident in their facilitation work. One facilitator said, “At the time I was an active facilitator, there could be more connection probably facilitators workshop at least once in a three months period, more ongoing trainings, regular debriefing meeting, and also a weekend away as team building to share and discuss lessons and challenges in facilitation work.”

3.6. Honorarium

Question: Taking into considerations the amount of service that you gave to the Institute; did you think the honorarium we offered was fair compensation for the work?

Four facilitators felt that honorarium the Institute offered to facilitators was not reasonable compensation for the work done. One facilitator said, “The money is not

enough. I use my time, commitment and energy to make sure that the objectives of the Institute are reached. With the money I get, I feel that the Institute does not value my contribution and appreciate what I am offering to its work.” Further more, two facilitators said, “There was no honorarium at that time I was involved in facilitation work. The cost of petrol started to go up in practical respective way. It became very difficult for me to continue my facilitation work. My motivation went down and nobody followed me up to ask what happened. I feel that the honorarium should not be ignored as way for motivating the facilitators. ”

3.7. Reasons for dropping out

Question: Which of these reasons below influenced you to drop out? Please give details and be specific:

- a) Stories I heard brought back unpleasant feelings and memories which makes me uncomfortable in continuing my facilitation work.**
- b) Financial problems.**
- c) Relationship with the Institute Staff or other fellow facilitators.**
- d) Other (specify)**

It is important to note that facilitators dropped out for varied factors. In most cases, one factor was influenced by the other. Several facilitators that I interviewed reported that the honorarium is one of the factors that influenced them to drop out in the last two years. One facilitator said, “ I dropped out because the honorarium that the Institute offered to me was little compared to my energy, time out from my family and for sacrificing my weekend away. I would rather go somewhere else and be rewarded.”

Four facilitators spoke about being overloaded at their work places due to some being promoted which brought more responsibilities during weekdays and left only weekends for them to focus on their families. For example, “Two reasons influenced me to drop out from facilitation work; firstly I have many responsibilities to carry on at my work place. Secondly weekends are only time that I have to be with my family. It became very difficult for me to have extra time to be involved in facilitation work. Due to the above reasons I decided to drop out.”

In addition two facilitators reported personal challenges in their life in the past two years such as illness, lost loved ones and other family challenges that caused them to drop out. One respondent said, “I was ill and also facing family challenges since 2007. I was depressed and stressed-out and I was receiving counseling on weekly basis. By the end of 2008, I felt better but I could not facilitate because I was still fragile. Currently, I am afraid of pushing myself to come back because listening to painful stories might cause my life to go down again. I decided to drop up until I feel ready to facilitate.”

A facilitator mentioned the lack of facilitator’s supervision and the facilitator’s follow up by the Institute influenced her to drop out. She said, “ I realized that the development of facilitators became complex. There was lack of supervision of facilitators meaning lack of proper follow up of facilitators. There was no facilitators meeting to discuss issues relating to the facilitation work, sometimes not being informed on time about workshops schedule. There was no ongoing facilitator’s

training to empower us in our facilitation work. There was no growing in terms of Healing of Memories facilitation work. I then decided to leave because I was not motivated enough to continue with the facilitation work.’’

During the initial Healing of Memories workshops, there was a need in the first night of the workshops, for a special plan to kick-start the process. Participants are understandably inhibited in the first session, and are likely to adopt a rather cerebral approach to issues being raised. The questions were how to transcend that and get to the “heart” issues as to why participants were there and to look at some of their questions and concerns. It was decided to initiate a play, which would be used for this purpose as an educational tool about the Truth and Reconciliation Commission and the issues that surround it. Asking reasons for dropping out, one of facilitator made reference to a peace of play that has been used in a Healing of Memories workshop. He said, “After facilitating several workshops, as a white person I was disturbed by the same drama being used in all the workshops. The drama focuses on apartheid and leaving out other issues such as crime, violence, xenophobia and HIV/Aids which many people are facing daily. I felt frustrated and uncomfortable as a facilitator to continue to be part of the process then I decided to drop out. The drama needs to be updated to fit with current situations in communities. I am very happy for this evaluation.”

Asking if they are still working with the Institute in some way even though they are not facilitating, three facilitators indicated that they often recommend participants from their organizations and communities to the workshops.

4.0. Analysis interviews: Facilitators who have never been involved in facilitation work after receiving the training

A representative sample from the five interviewees is discussed below reflecting the topics that the questions addressed.

4.1. Motivation for becoming a facilitator

Question: What attracted you to begin facilitation training?

- f) recommended by a friend*
- g) recommended by a counselor*
- h) recommended by a pastor or priest*
- i) interested because of my own experience*
- j) other*

All facilitators highlighted the impact from the first workshop and realizing the need of healing in South Africa’s communities. This has motivated them to be part of the facilitation process. One facilitator said, “The drawing exercise was very helpful for me. It helped me to share my feelings that I have never shared with any body before the workshop. It helped me to reflect on forgiveness and reconciliation as a must in my life. It changed me then I decided to commit myself to the process in order to reach to other people who need healing in South Africa.”

4.2. Assessment of training

Questions:

- **Was the training helpful? If so was it clear to you on how a facilitator should facilitate a workshop? What were the most highlight points of the training and what were your dislikes.**
- **Were your expectations met at the end of the training?**
- **What were the challenges you came across during the training?**

It is important to note that all new facilitators considered the training as an opportunity for them to learn new skills on how to facilitate a trauma-healing workshop. They also mentioned that they found the methodology unique and very useful in their journey towards healing and wholeness. For example “The training helped me to realize that as a facilitator I have to put myself into someone’s shoes in order to help him/her to deal with his/her feelings without being judgmental. At the same time the facilitation process was my opportunity to deal with my feelings as well. I learned new skills, I felt that the more I get involved in the process of facilitation, the more confident I will become.”

Two facilitators spoke of fear in listening to painful stories as one of the challenge. “I have a fear that I will not be able to cope with listening to painful stories in a workshop and at the same time continuing with the facilitation process.”

When asked if they felt prepared on how facilitator should facilitate a workshop after the training, three respondents felt confident to facilitate a workshop after receiving the training due to combination of their previous facilitation skills and the facilitator’s training. Other two facilitators felt to have more ongoing facilitator’s training to equip them with the confidence and prepare them on how a facilitator should facilitate a workshop. For example, “The training was not enough as it was only one weekend. At the end of the training, I felt not confident enough to be able to facilitate a workshop. I need more ongoing facilitator’s training to have a deep understanding on how to facilitate a workshop.”

4.3. Reason for not being involved in facilitation work

Questions:

- **How many workshops have you facilitated as co-facilitator after receiving the training?**

The new facilitators of the Institute begin facilitating with the assistance from a more experienced facilitator. All new facilitators have to facilitate at least three to four workshops as co- facilitator before facilitating on their own. It is important to say that four respondents have never been involved in facilitation work as co facilitator after receiving the training. They mentioned lack of follow up by the Institute after the training. For example, “Lack of follow up was the problem. I was not contacted to facilitate as co facilitator as it was promised at the end of the training. My motivation went down.” Other facilitator said,“ At the end of the training, we were asked to leave our contact numbers and email address. The Institute promised to call us and give us dates of workshops to be facilitated as co-facilitator. Until present I have never

received a call or email from the office for asking me to facilitate. I was expected for the Institute to create a platform for me to be involved in its facilitation work. The Institute spent money to facilitate me, I was expecting the Institute to do follow up.”

Recommendations

Facilitators made some suggestions and recommendations that they depict as areas that need to be improved:

- **Honorarium:** Several facilitators suggested an increase of honorarium. Two facilitators suggested R 1500-00, one facilitator suggested R 2000-00, another facilitator suggested R 1000-00 then other two facilitators suggested R 700-00. Average is R 867.00

With respect to training and ongoing training, they recommended,

- written contract between the Institute and its facilitators on specific period.
- follow up training: The training to take place when all new facilitators have already involved in facilitation work as co-facilitator to share lessons and challenges encountered through facilitation work.
- more ongoing facilitators ‘workshops on different skills that are relevant to the Healing of Memories facilitation work. Most facilitators suggested conflict management skills, counseling skills, presentation skills, time management skills, and listening skills.
- team building workshop for new and senior facilitators. The workshop will assist those who lack motivation to commit themselves to the Healing of Memories facilitation work.

With respect to facilitators’ meeting, they recommended,

- quarterly facilitators’ meeting for both senior and new facilitators.

With respect to facilitator self care, they recommended

- more regular debriefing session after a workshop organized by the Institute.

With respect to a play or a drama, the researcher recommended a new drama for Healing of Memories workshops.

Conclusion

The Institute for Healing of Memories creates a safe, supportive space in which participants are encouraged to tell their stories, guided by trained facilitators. The outcome of a workshop depends on the quality of facilitation process. This study attempted to investigate why some trained facilitators do not continue facilitating the institute’s workshops and reasons for some trainees do not complete the training.

Adequacy of the stipend is another issue that was mentioned by most facilitators as a one of pre-requisites in order for the Institute to keep and to retain its facilitators.

The study has shown that facilitator’s training alone is not enough to produce qualified facilitators. It is essential for a follow up system through ongoing facilitation workshops, evaluation and monitoring of their performances and regular debriefing sessions.

It is further depicted that facilitators face different challenges in their personal lives such as financial and other various family challenges, which had also influenced some of the facilitator's decision for dropping.

It would be fair to conclude that the Institute is providing an important contribution in the healing of today's South Africa and other parts of the world. In order for the Institute to continue its services in South Africa's communities, it is essential to develop and retain its facilitators in order to meet the high demand of its services in the communities.

Interview protocol for facilitators

A. Facilitators who have been involved in healing of memories facilitation work but ultimately did not continue facilitating in the last two years.

- 1) Name, gender and race.
- 2) How many workshops have you attended as a participant before you become a facilitator?
- 3) What attracted you to begin facilitation training?
 - a) *recommended by a friend*
 - b) *recommended by a counselor*
 - c) *recommended by a pastor or priest*
 - d) *interested because of my own experience, etc*
- 4) Was the training helpful so that you felt prepared on how a facilitator should facilitate a workshop? Yes... How was it helpful? No...How was it not helpful?
- 5) A new facilitator begins by facilitating with a more experienced facilitator. Was the more experienced facilitator helpful and whether he/ she was available to discuss questions with the new facilitator afterwards?

Yes.. he/she was helpful. No... he/she was not helpful.

How was he/she helpful or not helpful?

Was he/she available afterwards? Yes/no

Why do you think he/she was/was not available?

Did you get the supervision that you needed? Yes/no

How could the supervision has been better?

- 6) Did you feel competent once you began facilitating by yourself?

Yes/no...

Why did you feel competent?

Why did you not feel competent?

Could you have been prepared better?

- 7) What were the most discouraging experiences that you encountered?

Why was each of these experiences discouraging to you?

How do you think you could have been better prepared to handle each experience?

If you could do this experience over again, what would you do?

- 8) Did you notice that you became more comfortable in your role as a facilitator during the second or third workshop? What made it easier/ harder for you?

- 9) Being a facilitator can be an emotionally upsetting experience. Was that true for you? If not, how were you able to not be upset? If so, were you able to make yourself feel better, or seek out help from someone else? If you did get upset and weren't able to feel better, what do you think you could have done to help yourself? What would you do differently now?
- 10) Since you became a facilitator, what are changes in your life? *Please be specific:*
Stronger? More confident? More aware of the needs of others? More religious or spiritual? Less able to cope or function? More angry? etc
- 11) Did you ever consult someone with regard to problems that you may have experienced in your facilitation work? *What type of person was that? (therapist, priest, friend, family member?). What sort of problem were you having?*
- 12) From your own experience, did the Institute do enough to motivate you and provide you with enough support to feel confident when you began facilitating in workshops?(*how could the Institute have made the facilitation experience better for you? Please be specific*). Please give details.
- 13) Taking into consideration the amount of service that you gave to the Institute; did you think the honorarium we offered was fair compensation for the work?
- 14) Which of these reasons below influenced you to drop out? Please, give details and be specific:
- a) Stories I heard brought back unpleasant feelings and memories which makes me uncomfortable in continuing my facilitation work.
 - b) Financial problems
 - c) Relationship with the Institute Staff or other fellow facilitators
 - d) Other (Specify)
- 15) What will it take for you to come back (Meaning, what needs to change for you to come back?)
- 16) Are you still working with the Institute in some way even though you are not facilitating?
- 17) If the answer is "no" to 16. Would you want to be involved in some way? If so, have you thought about how?

B. Facilitators who did not involved in facilitation work after receiving the training

- 1) Name, gender and race.
- 2) How many workshops did you attend as a participant before you commit yourself to be trained as a facilitator?
- 3) What attracted you to begin facilitation training?
 - e) recommended by a friend*
 - f) recommended by a counselor*
 - g) recommended by a pastor or priest*
 - h) interested because of my own experience, etc*
- 4) Was the training helpful so that you felt prepared on how a facilitator should facilitate a workshop? Yes... How was it helpful? No...How was it not helpful?
- 5) What were your expectations? Was your expectations met at the end of the training?
- 6) What challenged you during the training?
- 7) Was the training helpful so that you felt prepared on how a facilitator should facilitate a workshop?
- 8) How many workshops have you facilitated as co-facilitator after receiving the training?
- 9) Why did you decide not to continue facilitating? Please give details and be specific.
- 10) Have you ever consulted someone with regard to problems that you may have experienced in your co-facilitation work or training?
- 11) Did your relationship with the Institute staff or fellow facilitators influenced your decision for dropping out?
- 12) What will take for you to come back (Meaning, what needs to change for you to come back?)
- 13) Are you still working with the Institute in some way even though you are not facilitating?
- 14) If the answer is “no” to 13. Would you want to be involved in some way? If so, have you thought about how?

Confidentiality Agreement: Interviews with Facilitators

Thank you very much for agreeing to be interviewed. We will be asking you some questions about how you experienced your facilitation work and why some trained facilitators do not continue facilitating Healing of Memories workshops and why others do not begin facilitating after they have completed the training. Be as specific as you can about what was helpful and what was not. If you have ideas about what needs to change for you to come back, we'd like to know those too. Your honesty helps us improve.

Why we are interviewing you. This information is very important because what we learn from you helps us do a better job. We will take your comments very seriously. Other people, especially funders, ask us about what we have learned from these interviews. Occasionally we may want to describe or even quote comments you make and we sometimes like to include them in our newsletter.

How we will use your comments. We will not use your name without asking your permission. We may, however, describe what you have told us in a general way or even quote something you have said without giving your name. If this is agreeable to you, please read the statement and sign below.

I have read the confidentiality agreement above and consent to having my comments used in the way it describes.

Name (print) _____ Date _____

Signature _____