CTG Facilitator Guide

Requirements, Training, and Support for Change The Game Facilitators

---

I. What Is a CTG Facilitator?

A CTG facilitator is not a therapist, counselor, or teacher in the traditional sense. You are a guide who creates the conditions for participants to examine their own thinking, interrupt their own patterns, and construct their own transformation.

Your role is to hold space, ask questions, and maintain the structure that allows honest self-examination to occur. You do not fix participants. You do not provide answers. You do not rescue them from discomfort.

You facilitate the process. The participants do the work.

CTG is built on a clear instructional framework.

CTG operates using the SHIFT Method™, a structured framework for personal transformation. The SHIFT Method™ is delivered through CTG's four-module curriculum, which guides participants through mindset development, behavioral change, leadership growth, and long-term impact.

As a facilitator, your role is to guide participants through this sequence with fidelity. You are not creating your own curriculum or adapting based on preference. You are implementing a proven framework designed to work in a specific order.

What Facilitators Do

Create psychological safety

- Establish trust through consistency and confidentiality
- Model appropriate vulnerability without making it about you
- Respond to honesty with curiosity, not judgment
- Separate CTG participation from disciplinary consequences

Hold the structure

- Ensure participants move through all four modules in sequence
- Maintain the 12-week timeline without shortcuts
- Guide group discussions that deepen rather than deflect
- Monitor platform engagement and intervene when needed

Ask questions that deepen thinking

- Help participants examine assumptions they've never questioned
- Point out patterns they don't yet see
- Invite reflection without demanding specific answers
- Challenge surface-level responses with respect

Track progress without surveillance

- Monitor platform engagement and writing completion
- Identify participants struggling or disengaging
- Provide individual support when group work isn't enough
- Document growth for institutional reporting without exposing private content

Support continuity beyond the program

- Help participants see CTG as infrastructure, not just curriculum
- Connect framework to real-life decisions and challenges
- Advocate for post-program platform access
- Integrate CTG language into ongoing case management or mentorship

What Facilitators Do NOT Do

You are not a therapist

- You do not diagnose mental health conditions
- You do not provide clinical treatment
- You do not process trauma in depth
- You refer participants to clinical support when needed

You are not a lecturer

- You do not deliver information and expect participants to absorb it
- You do not tell participants what to think or believe
- You do not give motivational speeches
- You facilitate discovery, not instruction

You are not a savior

- You do not rescue participants from their own choices
- You do not take responsibility for their transformation
- You do not solve their problems for them
- You trust their capacity to do the work

You are not an investigator

- You do not gather evidence for institutional use
- You do not report on private reflections unless safety is at risk
- You do not use CTG disclosures in case files without consent
- You protect confidentiality except where legally required to break it

---

II. Facilitator Requirements

CTG does not require advanced degrees, clinical licenses, or specialized certifications. It requires the right mindset, skillset, and commitment.

Essential Qualifications

Experience working with the population

- Minimum 2 years working with youth, justice-involved individuals, or adults in transition
- Comfort navigating difficult conversations
- Understanding of trauma without being paralyzed by it
- Cultural competency and respect for diverse backgrounds

Belief in participants' capacity

- You genuinely believe people can change
- You see participants as thinkers, not problems
- You trust the process even when progress feels slow
- You don't confuse struggle with inability

Comfort with honesty and discomfort

- You can sit with difficult emotions without rushing to fix them
- You don't need participants to like you or validate you
- You can hold boundaries without being punitive
- You're willing to name what you see, even when it's uncomfortable

Group facilitation skills

- You can manage group dynamics (dominators, silent participants, side conversations)

- You know when to intervene and when to let the group self-correct
- You can create space for multiple voices
- You're comfortable with silence

Consistency and reliability

- You can commit to 12 consecutive weeks without interruption
- You show up prepared and present
- You follow through on commitments to participants
- You model the accountability you expect from them

Preferred (But Not Required) Qualifications

- Background in education, social work, youth development, or case management
- Trauma-informed care training
- Experience with restorative justice or cognitive-behavioral approaches
- Lived experience with systems (incarceration, foster care, alternative education)
- Comfort with technology and digital platforms

Disqualifying Factors

You should NOT facilitate CTG if:

- You believe participants are fundamentally broken and need to be fixed
- You cannot separate your role from law enforcement or punitive systems
- You struggle with boundaries and over-involvement
- You need to be the center of attention or authority
- You cannot commit to the full 12 weeks
- You view this as "just another program" rather than foundational work

---

III. Facilitator Training

All CTG facilitators complete a **4-hour training** before launching their first cohort. Training can be delivered in-person (preferred) or virtually.

Training Modules

Module 1: Understanding the CTG Framework (60 minutes)

What You'll Learn:

- The philosophy behind CTG: mindset before method, education as infrastructure
- How CTG is different from traditional programs

- The four modules (Foundation, Transformation, Leadership, Legacy)
- Why sequence matters and cannot be altered
- How writing functions as cognitive tool, not expression

Key Takeaway: You must deeply understand the framework to facilitate it effectively. This is not a script to follow—it's a logic to embody.

Module 2: Facilitation Best Practices (90 minutes)

What You'll Learn:

- How to create psychological safety
- Facilitating without fixing: asking questions vs. giving answers
- Navigating resistance (overt and covert)
- Managing group dynamics (dominators, silent participants, side conversations)
- Using writing as the core tool
- When to intervene and when to trust the process

Key Exercises:

- Role-play facilitation scenarios
- Practice responding to participant resistance
- Develop your facilitation stance (guide, not guru)

Key Takeaway: Your presence matters more than your words. Participants will test you, push back, and resist. Your job is to hold the container without controlling the content.

Module 3: Platform Navigation and Progress Monitoring (45 minutes)

What You'll Learn:

- How to set up participant accounts
- How to navigate the admin dashboard
- How to monitor engagement without invading privacy
- How to review written reflections and provide feedback
- How to troubleshoot common platform issues

Key Exercises:

- Walk through platform as both participant and facilitator
- Practice monitoring engagement data

- Review sample participant writing

Key Takeaway: The platform does much of the instructional work. Your job is to monitor engagement, flag issues early, and connect digital work to group discussions.

Module 4: Week-by-Week Implementation Guide (45 minutes)

What You'll Learn:

- What to expect in each module (weeks 1-3, 4-6, 7-9, 10-12)
- Common challenges at each stage
- Milestones to watch for
- How to close out the program and support continuity

Key Resources Provided:

- Weekly facilitation guides with discussion prompts
- Sample session agendas
- Troubleshooting guide for common issues
- Pre/post assessment tools

Key Takeaway: You are not alone. You have a roadmap for every week and support available when challenges arise.

Training Formats

Option A: In-Person Training (Preferred)

- 4-hour session at your facility or CTG training site
- Interactive, hands-on practice
- Opportunity to ask questions in real-time
- Includes all materials and platform setup

Option B: Virtual Training

- 2x 2-hour sessions via video conference
- Same content as in-person training
- Digital materials provided in advance
- Follow-up support call after Week 1

Option C: Self-Paced + Coaching

- Access to recorded training modules
- Complete at your own pace over 2 weeks
- 90-minute live coaching call with CTG trainer
- Best for experienced facilitators in remote locations

Post-Training Certification

To Be Certified as a CTG Facilitator:

- Complete all 4 training modules
- Pass facilitator knowledge check (open-book, 10 questions)
- Demonstrate platform proficiency
- Complete pre-launch checklist (cohort enrolled, schedule confirmed, assessments ready)

Certification Includes:

- Official CTG Facilitator Certificate
- Access to facilitator-only resources portal
- Monthly facilitator support calls
- Direct email/phone support from CTG team

IV. Week-by-Week Facilitation Guide

This section provides specific guidance for what to focus on during each phase of the program.

Weeks 1-3: Foundation (Change Your Mindset)

Your Primary Goals:

- Build trust and psychological safety
- Normalize discomfort that comes with honest self-examination
- Encourage writing even when it feels awkward
- Help participants identify at least one pattern they weren't aware of

What Participants Are Doing:

- Examining how they think and where their beliefs originated
- Writing about identity, limitation, control, and inherited narratives
- Beginning to distinguish between what they were told and what they choose to believe

Discussion Prompts to Use:

- "What did you notice when you wrote about [topic]?"
- "Where do you think that belief came from?"
- "What would it mean if that belief wasn't true?"
- "What patterns are you starting to see?"

Common Challenges:

Resistance: "This is too personal" or "I already know myself"

- **Response:** "You might. But have you ever written it down and examined it? That's different than just thinking about it."

Surface-level answers: Participants write what they think you want to hear

- **Response:** "I'm not grading this. I'm asking you to be honest with yourself. If that answer feels true, keep it. If it feels like what you're supposed to say, try again."

Literacy concerns: Participants struggle with writing

- **Response:** "Start with three sentences. Write like you talk. Grammar doesn't matter here—honesty does."

Week 3 Milestone: By the end of Foundation, participants should be able to articulate at least one pattern in their thinking or decision-making that they were previously unaware of. If they can't, spend more time in Foundation before moving to Transformation.

Weeks 4-6: Transformation (Change Your Moves)

Your Primary Goals:

- Shift from awareness to application
- Help participants see where they actually have control
- Discuss real-life scenarios where they can practice new responses
- Normalize setbacks as part of the process

What Participants Are Doing:

- Mapping their decision-making patterns
- Identifying triggers and automatic responses
- Practicing pausing between stimulus and reaction
- Testing new behaviors in low-stakes situations

Discussion Prompts to Use:

- "Where did you have a choice this week that you didn't see before?"
- "What happened when you paused instead of reacting?"
- "What made it hard to choose differently?"
- "What would you do differently next time?"

Common Challenges:

Impatience: "I understand it now, why do I keep writing about it?"

- **Response:** "Understanding and doing are different. You're building a new habit. That takes repetition."

Overconfidence: "I've got this, I don't need to keep doing the work"

- **Response:** "That's exactly when people slip back into old patterns. Keep writing. Let's see if your actions match your understanding."

Reversion: Participants revert to old patterns under stress

- **Response:** "That's normal. Change doesn't happen in a straight line. What did you learn from that moment?"

Week 6 Milestone: By the end of Transformation, participants should be able to describe a specific situation where they chose differently because they paused and assessed first. If they can't, they're still operating on autopilot.

Weeks 7-9: Leadership (Change Your Influence)

Your Primary Goals:

- Expand participants' sense of responsibility beyond themselves
- Redefine leadership as internal coherence, not external authority
- Explore how they're already influencing others (family, peers, younger youth)
- Connect personal transformation to community impact

What Participants Are Doing:

- Examining how their actions affect others
- Defining their personal brand (alignment between values and behavior)
- Developing communication and self-regulation skills
- Seeing themselves as contributors, not just reactors

Discussion Prompts to Use:

- "Who's watching you? Who's learning from how you move?"
- "What do you want to be known for?"
- "Where's the gap between what you say you value and what you actually do?"
- "What does leadership look like when you don't have a title?"

Common Challenges:

Dismissiveness: "I'm not a leader" or "No one listens to me"

- **Response:** "Leadership isn't about authority. It's about consistency. Do people know what to expect from you? That's leadership."

Confusion: Participants think leadership requires charisma or being loud

- **Response:** "The loudest person in the room isn't always leading. The most consistent person is."

Fear: Concern that being visible means being a target

- **Response:** "That's a real concern in your environment. How do you lead without making yourself a target? That's strategic leadership."

Week 9 Milestone: By the end of Leadership, participants should be able to articulate their personal brand (how they want to be known) and identify one behavior that undermines or supports it.

Weeks 10-12: Legacy (Change Your Impact)

Your Primary Goals:

- Help participants think long-term without being overwhelmed
- Ground legacy in practical terms (financial stability, relationships, contribution)
- Discuss how to structure life for sustainability, not just survival
- Prepare participants for post-program continuity

What Participants Are Doing:

- Learning basic financial literacy as a tool for agency
- Examining how daily decisions compound over time
- Defining what they want to build, protect, and leave behind
- Creating a 6-month action plan

Discussion Prompts to Use:

- "What does stability look like for you?"
- "What do you want to protect in your life?"
- "What are you building that will outlast this program?"
- "What's one financial decision you can make this week that moves you forward?"

Common Challenges:

Hopelessness: "I don" have a future" or "Planning doesn't matter"

- **Response:** "I hear that it feels impossible right now. Let's start small. What's one thing you can control in the next 30 days?"

Overwhelm: Long-term thinking feels impossible when survival is the priority

- **Response:** "Legacy isn't about getting rich. It's about building something stable so you're not always in crisis mode. What's the first step?"

Cynicism: "Money isn't for people like me"

- **Response:** "That's exactly the narrative we're examining. Where did that belief come from? What if it's not true?"

Week 12 Milestone: By the end of Legacy, participants should have a written 6-month action plan with specific, measurable goals tied to Foundation, Transformation, Leadership, and Legacy.

V. Facilitator Support and Resources

You are not alone. CTG provides ongoing support throughout implementation and beyond.

Resources Provided to All Facilitators

Week-by-Week Facilitation Guides

- Detailed session plans for all 12 weeks
- Discussion prompts and reflection questions
- What to watch for and how to respond
- Milestone checklists

Troubleshooting Guide

- Common challenges and solutions

- How to handle resistance, disengagement, and conflict
- When to refer participants for additional support
- Emergency protocols for safety concerns

Sample Materials

- Pre/post assessment tools
- Participant consent forms
- Progress tracking templates
- Writing rubrics (optional)

Platform Access

- Admin dashboard to monitor engagement
- Sample participant view to understand their experience
- Offline lesson downloads for low-connectivity environments

Facilitator Portal

- Access to recorded training modules
- Downloadable templates and resources
- FAQ database
- Video tutorials for common challenges

Ongoing Support Options

Monthly Facilitator Calls (Included)

- 60-minute group coaching calls with CTG trainers
- Share challenges and learn from other facilitators
- Q&A and troubleshooting
- Held first Tuesday of every month

Direct Support (Included)

- Email support: info@ctgpro.org (response within 24 hours)
- Phone support: (914) 563-8014 (for urgent issues)
- Platform technical support available 24/7

Mid-Program Check-In (Included)

- 30-minute coaching call with CTG trainer at Week 6
- Review engagement data and participant progress
- Adjust approach if needed

- Troubleshoot specific challenges

Post-Program Debrief (Included)

- 45-minute debrief call after Week 12
- Review outcomes and lessons learned
- Discuss continuity planning
- Provide feedback to improve future implementations

Advanced Facilitator Training (Optional)

- 2-hour advanced training for experienced facilitators
- Covers complex scenarios, trauma responses, and co-facilitation
- $150 per facilitator or free for organizations with 3+ cohorts

Co-Facilitation Coaching (Optional)

- For new facilitators who want support during first cohort
- CTG trainer observes sessions (virtual or in-person) and provides feedback
- $500 for 4-week coaching package

VI. Self-Care and Facilitator Wellbeing

Facilitating CTG is rewarding, but it can also be emotionally demanding. Participants will share difficult experiences. You will witness struggle, resistance, and sometimes regression. You must take care of yourself to show up consistently for them.

Common Facilitator Challenges

Vicarious trauma

- Hearing participants' stories can trigger your own experiences or cause secondary trauma
- **What to do:** Regular supervision or debriefing with a trusted colleague, therapist, or mentor

Burnout

- Facilitating requires emotional labor and consistent presence
- **What to do:** Set boundaries, take time off between cohorts, don't facilitate more than 2 cohorts simultaneously

Over-identification

- You see yourself in participants and want to rescue them
- **What to do:** Remember your role is guide, not savior. Their transformation is theirs, not yours.

Frustration with slow progress

- Participants don't engage as deeply as you'd like or revert to old patterns
- **What to do:** Trust the process. Change is not linear. Your job is to hold the structure, not force results.

Compassion fatigue

- You stop feeling emotionally connected to participants' struggles
- **What to do:** This is a sign you need rest. Take a break. Re-engage with why you do this work.

Self-Care Practices for Facilitators

Before the program:

- Clarify your own boundaries (what you will/won't do)
- Identify your support system (who you'll debrief with)
- Revisit your own CTG journey (if applicable) to ground yourself

During the program:

- Debrief after difficult sessions (with co-facilitator, supervisor, or CTG support)
- Maintain boundaries (participants are not your friends, family, or therapy clients)
- Celebrate small wins (a single honest reflection is progress)
- Don't take resistance personally (it's about the work, not you)

After the program:

- Decompress before starting another cohort (minimum 2-week break)
- Reflect on what worked and what didn't
- Acknowledge your own growth as a facilitator
- Reconnect with why this work matters to you

VII. Facilitator FAQs

About the Role

Q: Do I need to have lived experience with incarceration or systems involvement to facilitate CTG? A: No. Lived experience can be valuable, but it's not required. What matters is your ability to create trust, hold space, and believe in participants' capacity for change.

Q: Can I facilitate if I'm currently employed in a punitive role (correctional officer, probation officer)? A: It depends. If participants see you as an authority figure who can impact their consequences, it will be difficult to create psychological safety. CTG works best when facilitated by someone not tied to enforcement or punishment.

Q: How many cohorts can I facilitate at once? A: Maximum 2 cohorts simultaneously. Each cohort requires 3-5 hours per week. More than that risks burnout and compromises quality.

About Facilitation

Q: What if a participant refuses to write or engage? A: Address it privately first. Ask why they're resistant. Sometimes it's fear, sometimes it's literacy concerns, sometimes it's testing you. If they continue to refuse, they may not be ready for CTG. Don't force it.

Q: What if someone shares something that indicates they're a danger to themselves or others? A: Follow your organization's mandatory reporting protocols. Separate CTG participation from safety concerns. Refer to clinical or crisis support immediately.

Q: Can I modify the writing prompts to fit my participants better? A: No. The prompts are designed with specific intent. You can clarify or provide examples, but don't change the questions.

Q: What if I don't know the answer to a question a participant asks? A: Say so. "I don't know" is a valid response. Your role is not to be all-knowing. It's to guide the process.

Q: How do I handle participants who dominate discussions? A: Set time limits, redirect to quieter participants, speak to dominators privately about sharing space.

About the Platform

Q: What if participants don't have reliable access to technology? A: Build platform time into your structured schedule (during class, free time, or supervised

sessions). Participants should not be expected to access the platform on their own time if technology is limited.

Q: Can participants access the platform on their phones? A: Yes. The platform is mobile-responsive. However, writing on a phone is slower. Tablets or computers are preferred.

Q: What if the internet goes down during a session? A: Use offline lesson downloads (available in admin dashboard). Sessions can proceed without live platform access if needed.

About Outcomes

Q: How do I know if the program is working? A: Look for qualitative shifts: depth of reflection, honesty in writing, ability to name patterns, willingness to be vulnerable. Quantitative metrics (completion rate, engagement, pre/post assessments) provide supporting data.

Q: What if completion rates are low? A: Investigate why. Are participants transferring/releasing early? Is the content too difficult? Are logistics (scheduling, technology) causing barriers? Low completion often signals implementation issues, not participant failure.

Q: What if participants complete the program but don't seem changed? A: Change is internal before it's external. You may not see behavioral shifts immediately. Look at their writing, has depth increased? Can they articulate their patterns? That's infrastructure being built.

VIII. Next Steps: Becoming a CTG Facilitator

Step 1: Confirm Your Fit

Review the requirements and qualifications in Section II. Ask yourself:

- Do I genuinely believe people can change?
- Can I hold space without fixing?
- Am I willing to commit to 12 consecutive weeks?
- Do I have the support I need to do this work sustainably?

If yes, proceed.

Step 2: Enroll in Facilitator Training

Contact CTG to schedule training:

- Email: info@ctgpro.org
- Include: Your name, organization, role, proposed cohort start date, preferred training format

Training fee:

- $300 per facilitator (one-time)
- Waived for organizations implementing 2+ cohorts
- Includes all materials, certification, and 6 months of ongoing support

Step 3: Complete Training and Get Certified

- Attend all 4 training modules
- Pass facilitator knowledge check
- Demonstrate platform proficiency
- Receive your CTG Facilitator Certificate

Step 4: Launch Your First Cohort

- Use pre-launch checklist (provided in training)
- Confirm participants, schedule, and technology
- Administer pre-program assessments
- Begin Week 1 with confidence

Step 5: Access Ongoing Support

- Join monthly facilitator calls
- Use email/phone support as needed
- Schedule mid-program check-in at Week 6
- Debrief after Week 12

Conclusion

Facilitating CTG is not easy. It requires emotional labor, consistent presence, and a willingness to trust a process that doesn't always feel comfortable.

But it is also some of the most meaningful work you can do.

You are not delivering information. You are creating conditions for transformation. You are holding space for people to rebuild themselves from the inside out. You are witnessing change that most systems never see because they're not designed to create it.

The work matters. The participants matter. And your role, guide, not guru, matters more than you know.

If you're ready to facilitate, CTG is ready to support you.

Contact Information:

- General Questions: info@ctgpro.org