

KEY LEADER[®]

Neighborhood Leader Guide

Welcome, Neighborhood Leader!

Congratulations on being selected as a Neighborhood Leader.

Your role is an important part of the Key Leader experience. You are not expected to be the expert, teach the curriculum, or have all the answers.

Your job is to help create a Neighborhood where people feel known, included, comfortable participating, and supported as they reflect, connect, grow, serve, and take action together.

Throughout the weekend, you will participate in the full Key Leader experience alongside everyone else. At certain points, the Lead Facilitator will ask participants to return to their Neighborhoods. That is when you step into your role as a facilitator.

Your job is to help the conversation happen—not to control it.

Your Role at a Glance

As a Neighborhood Leader, you will:

- Help every participant feel welcomed, known, and included.
- Facilitate Neighborhood discussions and reflection.
- Encourage participation without forcing anyone to share.
- Ask thoughtful questions and genuinely listen.
- Help your group stay focused and within the allotted time.
- Participate fully in activities and model engagement.
- Notice when someone may need additional support.
- Communicate concerns or questions to the Lead Facilitator or Site Coordinator.
- Support the Lead Facilitator when asked.
- Help create a positive, supportive Neighborhood experience throughout the weekend.

YOU ARE A FACILITATOR, NOT THE TEACHER

You do not need to explain the lesson.

You do not need to give the “right” answer.

You do not need to get through every question.

You do not need to fill every silence.

The Lead Facilitator will teach and guide the overall experience. When participants return to their Neighborhoods, your job is to help them think, talk, listen, and learn from one another.

Sometimes the best thing you can do is ask a good question and then give people time to answer.

TIPS FOR STRONG FACILITATION

Be curious.

Listen because you genuinely want to understand what someone is saying.

Give people time to think.

Silence is okay. Ask the question and wait before jumping in.

Invite, don't force.

Encourage everyone to participate, but never pressure someone to share something personal.

Ask follow-up questions.

If someone says something interesting, try:

- Tell me more about that.
- What made you think about it that way?
- Why did that stand out to you?
- Did anyone have a similar or different experience?

Share the conversation.

If the same people are answering every question, invite new voices.

Let meaningful conversations breathe.

You do not have to answer every question in the Participant Guide. If your group is having an honest, useful conversation, stay with it.

Participate, too.

You are part of the Neighborhood. Share your own reflections when it helps others feel comfortable participating.

Watch the time.

Help your Neighborhood make good use of the time the Lead Facilitator provides.

WHEN THE CONVERSATION GETS TOUGH

Challenge	What You Can Try
No one answers your question	Wait a few seconds. Silence usually feels longer to you than it does to everyone else. If needed, rephrase the question or share a brief example to help people get started.
If one person is doing most of the talking	Try: "Let's hear from someone who hasn't had a chance to share yet."
Side chatter distracts group	Sit next to the talker. Ask them a question. Redirect with eye contact.
Someone is very quiet	Invite without putting them on the spot: "Is there anything you'd like to add?" It's okay if they say no.
Group energy is low	Try a stretch, a funny example, or a movement-based check-in.
If the conversation gets off track	Bring it back with something like: "How does that connect to what we just experienced?"
If the group disagrees	You do not need to decide who is right. Encourage people to listen and understand different perspectives.
If someone shares something that concerns you	You are not expected to solve it yourself. Talk privately with the Lead Facilitator or Site Coordinator as soon as possible.
If you are unsure what to do	Ask for help. Being a Neighborhood Leader does not mean figuring everything out on your own.

THE KEY LEADER PRACTICES

Throughout the weekend, you will explore five Key Leader Practices:

REFLECT

Understand yourself.

CONNECT

Build meaningful relationships.

GROW

Step outside your comfort zone.

SERVE

Make a positive difference in the lives of others.

ACT Together

Create positive change by inspiring others to join you.

Your Neighborhood will provide a place for participants to reflect on these practices, talk honestly about their experiences, and learn from one another throughout the weekend.

DAY 1

NEIGHBORHOOD INTRODUCTIONS

Your Goal

Help your Neighborhood begin feeling like a group.

This is one of the first times participants will sit together as a Neighborhood. Some people may already know one another. Others may know no one.

Do not rush this.

Timing:

- 15 minutes for introductions
- 15–20 minutes for naming/banner creation

When the Lead Facilitator Sends Participants to Their Neighborhoods

- Introduce yourself and welcome everyone to the group.
- Ask participants to use the About Me page in their Participant Guide to introduce themselves.
- Make sure each person has an opportunity to share.
- Encourage participants to record the names of everyone in the Neighborhood in their Participant Guide.
- When directed by the Lead Facilitator, help your group choose a Neighborhood name and create a Neighborhood banner.
- Make sure everyone has an opportunity to contribute to the name and banner—not only the loudest or most artistic people.
- Participants may also work on their LeaderGram bags during this time.
- Be prepared for your Neighborhood to introduce its name and banner to the full Community. Each participant will also briefly share their name and school.

Remember

- Your biggest goal tonight is not finishing the banner.
- Your biggest goal is helping the people in your Neighborhood begin to feel comfortable with one another.

DAY 2

REFLECT: VALUES SHIELD SHARING

Your Role: Participate and help create space for others.

- Participants will create a Values Shield that represents what matters most to them.
- The Lead Facilitator will then ask everyone to share their shield within their Neighborhood.

Timing: Approximately 10–15 minutes for Neighborhood sharing.

As You Share

- Be willing to share your own shield honestly.
- Listen carefully when others share.
- Ask a follow-up question when you are genuinely curious.
- Make sure everyone who wants to share has the opportunity.
- Do not rush someone who is sharing something meaningful.
- Do not pressure anyone to explain something they would rather keep private.
- This is a conversation, not a presentation contest.

CONNECT: NEIGHBORHOOD MEETING

Your Goal: Help participants make meaning from everything they experienced during CONNECT.

- The Lead Facilitator will first bring CONNECT full circle and give participants approximately five minutes to reflect individually.
- Then you will facilitate the Neighborhood conversation using the questions in the Participant Guide.

Timing: Approximately 10–15 minutes of Neighborhood discussion after individual reflection.

Start Here

- Once the Lead Facilitator turns the conversation over to the Neighborhoods, you might say:
- "We've experienced a lot during CONNECT. Let's talk about what stood out to us. We don't have to answer every question. I'd rather have a good conversation about the things that mattered most."
- Facilitate the Discussion
- Use the questions on the CONNECT Neighborhood Discussion page in the Participant Guide.

As you lead:

- Encourage everyone to contribute.
- Ask follow-up questions.
- Let participants respond to one another.
- Notice where the energy is.
- If one question creates a meaningful conversation, stay with it.
- Do not worry about completing every question.
- Do not force participants to share something personal.
- The goal is not to finish the page. The goal is to create an honest conversation about what participants experienced during CONNECT.

Wrap It Up

If time allows, finish by asking: "What is one thing from CONNECT you want to remember when you're building relationships outside of Key Leader?"

SERVE: REFLECTION

Your Goal: Help participants connect the SERVE practice to their own leadership.

- The Lead Facilitator will ask participants to return to their Neighborhoods and spend a few minutes completing the SERVE reflection in their Participant Guide.
- After the individual reflection, your group will have approximately 3–5 minutes to share.

As You Lead

- Give everyone time to finish writing before beginning.
- Invite participants to share something from their reflection.
- Participate in the discussion yourself.
- Listen for different ways people interpret what it means to serve others.
- Remember that participants do not have to share everything they wrote.
- Keep this conversation brief. The Lead Facilitator will bring everyone back together after the Neighborhood sharing.

SERVE: NEIGHBORHOOD CASE STUDIES

Your Goal: Help your Neighborhood apply servant leadership to realistic situations.

- The Lead Facilitator will direct your Neighborhood to the Servant Leadership Case Studies in the Participant Guide.

Timing: Approximately 7-10 minutes

Your Role: Lead It

- Ask someone in the Neighborhood to read the first scenario aloud.
- Make sure everyone understands what is happening before the group jumps immediately to a solution.
- Discuss the questions provided in the Participant Guide.
- Help the group think about what the person or people in the situation actually need in order to grow, contribute, or succeed.
- Encourage different ideas. There may be more than one reasonable way to respond.
- Continue with the remaining scenario as time allows.
- Make sure your Neighborhood is prepared to return to the Community when directed by the Lead Facilitator.

Remember

- Serving someone does not always mean doing something for them. It may mean:
 - Listening.
 - Encouraging.
 - Creating an opportunity.
 - Stepping back.
 - Setting a boundary.
 - Holding someone accountable.
 - Helping someone recognize where they can grow.
- The goal is to ask: What does this person need from me to grow, contribute, or succeed?

NEIGHBORHOOD EXPERIENCE: BUILD IT OUT

Your Role: Participate.

- The Lead Facilitator will provide all instructions for this experience.
- You do not need to take charge simply because you are the Neighborhood Leader.
- Participate with your group, contribute your ideas, and pay attention to how you and your Neighborhood respond to the experience.
- Do not try to explain the lesson or lead the debrief before the Lead Facilitator does.
- Your job during this activity is to be a member of the Neighborhood.

GRATITUDE AND COMMUNITY CLOSING

Your Role: Participate fully and help your Neighborhood end the day positively.

During the Gratitude practice:

- Complete your own reflection.
- Share when invited.
- Listen when others share.

During Community Closing:

- Pay attention to the contributions people made throughout the day.
- Participate in LeaderGrams.
- Look for opportunities to recognize people who encouraged, included, helped, challenged, or supported others.
- You have spent more time with the people in your Neighborhood than many others at the event. Use that perspective to notice people.

DAY 3

ACT TOGETHER

Your Role: Participate.

- ACT Together is led by the Lead Facilitator.
- You do not have a separate Neighborhood discussion to facilitate during the main ACT experience. Participate in the activities, conversations, and reflection alongside everyone else.

Remember

- Leadership is not only demonstrated by the person who starts something.
- Sometimes leadership means starting.
- Sometimes it means inviting others to join.
- Sometimes it means recognizing something worth contributing to and choosing to participate.

COMMIT TO ACTION

Your Goal: Help every person in your Neighborhood name the commitment they want to carry forward from Key Leader.

- Participants will first reflect individually on what they want to do because of their Key Leader experience.
- Then the Lead Facilitator will send participants back to their Neighborhoods.

Lead It

- Give everyone a moment to finish their individual reflection.
- Ask each participant to share their commitment by completing: "Because of Key Leader, I will..."
- Listen to each commitment.
- Encourage one another.
- Do not critique, rewrite, improve, or evaluate someone else's commitment.
- Make sure everyone has an opportunity to share.
- Keep the conversation moving so the Neighborhood is ready for the full Community commitment circle.

Remember

- This is not the time to give advice.

- Your role is to witness and encourage.

GRADUATION

Your Role: Help celebrate your Neighborhood.

- During the certificate presentation, Neighborhoods will be invited forward one at a time.

When your Neighborhood is called:

- Join your Neighborhood at the front of the Community.
- Present a certificate to each participant in your Neighborhood.
- Offer a handshake, high five, or brief personal word of encouragement.
- Help create a celebratory atmosphere for each person.
- Return with your Neighborhood to your seats when directed.

THROUGHOUT THE WEEKEND

HELP PEOPLE FEEL KNOWN

You will spend a lot of time with your Neighborhood.

- Pay attention.
- Who has not spoken much?
- Who seems nervous?
- Who has made someone else feel included?
- Who took a risk?
- Who encouraged someone?
- Who made the group better?
- You do not need to make a big announcement every time you notice something.
- Sometimes leadership is simply sitting beside someone, asking a question, writing a LeaderGram, or letting someone know: "I noticed."

SUPPORT THE COMMUNITY

When you are not actively leading your Neighborhood:

- Participate fully.
- Listen to the Lead Facilitator.
- Help your Neighborhood transition when instructed.
- Be on time.
- Help keep your group focused.
- Model respect for the Full Value Contract.
- Encourage others without policing them.
- Ask the Lead Facilitator or Site Coordinator when you need help.

FINAL REMINDERS

You were not selected because you are expected to be perfect. You were selected because you can help other people have a meaningful Key Leader experience.

- Be curious.
- Be present.
- Listen.
- Invite people in.
- Give others room to contribute.
- Ask for help when you need it.

And remember: sometimes the most effective leadership in your Neighborhood will be almost invisible. Your job is not to be the center of the group. Your job is to help create a group where **everyone has the opportunity to belong, participate, and grow.**