WORKSHOP 13 / FACILITATOR GUIDE

Facilitator Training for Partners

Prepare four formats and evidence individual readiness per format

Partners practise excerpts of formats 1, 2, 6 and 11, run a bounded demo and plan the first joint client session. A personal format matrix separates preparation, an observed excerpt and demonstrated delivery. A short teachback evidences only the excerpt shown, not an entire format.

Duration

1 day of 7 hours 15 minutes including a 45-minute lunch and 25 minutes of other breaks; followed by a separate joint first client session

Participants

Agencies and independent consultants with client access; agenda planned for up to six learners, larger groups require extra observation capacity

Outputs

- Facilitation plans for the four permitted formats
- Completed demonstration with fallback and clear claims boundary
- Observed teachback per person and personal matrix with separate status for 1, 2, 6 and 11
- Agreed plan for the first joint client session

Format and learning evidence

Facilitation scope under the catalogue: 1 Executive Briefing, 2 4C Opportunity, 6 Culture and Social Coding, 11 Team Launch. Other formats, implementation, legal advice, contract changes, prices and outcome commitments are outside this facilitation scope. Overmind approves prices and outcome commitments. Agree specific independent delivery scope per format with Overmind using personal observed evidence. Attendance, a read guide or joint delivery of format 1 does not establish evidence for 2, 6 or 11. Assess suitable speech, text and assisted participation in format 11 against the same learning actions.

Prerequisites

• Participants have read complete kits 1, 2, 6 and 11 beforehand and prepared questions and a concrete client date.

• A demonstration deployment with approved sample data, tested access and a clear owner is ready.

• Catalogue and current public material are compared for terminology, scope and claims. Product lists are not blanket availability promises.

• Overmind and partner have planned observation and a joint first client session as a separate next step.

• Prepare matrix 13.7 per person for formats 1, 2, 6 and 11. Arrange suitable observers for exercises and later client facilitation; pending areas explicitly remain supervised.

Observable completion criteria

• Each person facilitates an excerpt from a named format. Rubric 13.4 records criteria actually observed, evidence, help and steps not yet demonstrated.

• Matrix 13.7 has four separate format rows: plan, observed excerpt, evidence for full or explicitly bounded delivery scope and next observation. Blank rows remain pending.

• Agree independent format scope with Overmind only after personal observation of its required core blocks, output handover, one difficult case and approval boundaries. A complete joint delivery or agreed series of observed core blocks can supply this evidence. A six-minute excerpt alone is insufficient.

• The first joint client session is assigned to one format and has roles, a date or next scheduling step, and a debrief. Other formats remain unassessed or supervised until their own evidence exists.

• The partner understands content, technical, legal and commercial approval boundaries. For format 11 they plan a personal attempt in each person’s suitable mode rather than require speaking with one’s own voice.

• The matrix is a learning and delivery plan, not automatic certification or new technical or commercial approval.

Three parts of the kit

This guide contains the agenda, facilitation instructions, exercise debrief, sources and slide notes. Slides support the group session. Print the separate worksheets or use the editable HTML workbook.

Preparation

Before the session

• Two weeks before, ask about context, experience and the first client date. Send the four kits and one prepared facilitation task.

• One week before, assign each person a six-minute teachback from one named format. Share matrix 13.7 and observation criteria. The excerpt supplies partial evidence for that format only; plan further observations for other rows.

• Prepare a demonstration with two evidenced questions, one limit, one correction and visible state. Check current limits and access instead of reusing old kit values unchecked.

• The day before, test audio, screen, voice/text alternative and fallback exercise. Do not create new guest access during training without responsible approval.

• For six learners, plan two triads: facilitate, participate, observe. Rotate roles.

Materials and access

• Complete kits 1, 2, 6 and 11 in the agreed language

• Demo deployment with sample data, checked sources and fallback script

• Current catalogue, VOP material and Social Coding sources

• Worksheets 13.1-13.7 and observable teachback rubric

• Personal format matrix 13.7 and additional printable copy Material/13_Formatmatrix_EN.html; record planning, observation and delivery evidence separately per format.

• Fillable personal format matrix 13.7 with blank and completed print views.

Agenda and materials

Time	Block	Sheet	Slides
00:00-00:15	Assignment, scope and learning goals (15 min)	13.1, 13.7	1-3
00:15-00:50	VOP and content responsibilities (35 min)	13.1	4-5
00:50-01:30	Demonstration and fallback (40 min)	13.2	6
01:30-02:10	Facilitate format 1 (40 min)	13.3	7
02:10-02:25	Break (15 min)		
02:25-03:30	Format 2 and reliable selection (65 min)	13.3	8-9
03:30-04:15	Lunch (45 min)		
04:15-05:05	Format 6 as shared conversation design (50 min)	13.3	10-11
05:05-05:40	Format 11 and team use (35 min)	13.3	12
05:40-05:50	Break (10 min)		
05:50-06:35	Teachback and observed feedback (45 min)	13.4, 13.7	15-16
06:35-07:05	Claims and first client session (30 min)	13.5, 13.6	13-14, 17
07:05-07:15	Close and next learning actions (10 min)	13.7	18

Times are elapsed from the start of each session and include scheduled breaks. A practice or testing phase between sessions is additional.

Facilitation script

01 Assignment, scope and learning goals / 15 min

Goal

Know the four formats and approval boundaries.

Method

State goals for 5 min, discuss the first client session for 5 min, clarify matrix 13.7, personal observation and the day’s limits for 5 min.

Facilitator prompt

Which part would you like to facilitate at the first client?

Debrief

Which commitment needs Overmind approval?

Output

Learning assignment and clear boundaries

Materials: sheet 13.1, 13.7; slides 1-3

02 VOP and content responsibilities / 35 min

Goal

Explain current terms and states clearly.

Method

Explain KSE, TalkTo, Voice and Frontend for 10 min, distinguish content review in overmind.talk from KSE adoption for 10 min, assign internal/design/access approvals for 10 min, explain back in pairs for 5 min.

Facilitator prompt

What is approved but not yet in the confirmed knowledge state?

Debrief

Why does a test not open guest access?

Output

Term map and approval separation

Materials: sheet 13.1; slides 4-5

03 Demonstration and fallback / 40 min

Goal

Run a bounded demonstration reliably.

Method

Show a checked demo for 10 min, practise a normal question, limit and correction in pairs for 15 min, rehearse the fallback without the system for 10 min, compare claims and state for 5 min.

Facilitator prompt

What will you say if the connection fails?

Debrief

Which observation is just a demo and which is a checkable commitment?

Output

Demo check with fallback

Materials: sheet 13.2; slides 6

04 Facilitate format 1 / 40 min

Goal

Turn a briefing into candidate areas.

Method

Explain the 90-minute kit and output for 10 min, rehearse candidate-area discussion with two fictional situations for 15 min, handle limits and objections for 10 min, formulate next action with name and date for 5 min.

Facilitator prompt

Which specific situation could this area improve?

Debrief

Is the result a candidate or already a promised pilot?

Output

Facilitation plan for format 1

Materials: sheet 13.3; slides 7

05 Break / 15 min

Goal

Rest before scoring practice.

Method

Secure materials and lock screens.

Facilitator prompt

We continue with format 2 in fifteen minutes.

Debrief

No content debrief.

Output

Break

Materials: sheet ; slides

06 Format 2 and reliable selection / 65 min

Goal

Facilitate the four Cs and exclusion boundaries.

Method

Show the day kit and report for 10 min, assess two fictional candidates across the four Cs for 20 min, discuss hard limits before scoring and uncertainty for 15 min, compare impact and feasibility against evidence for 15 min, record scope and next clarification for 5 min.

Facilitator prompt

Which red line cannot be cancelled by a high total score?

Debrief

Which score rests on assumptions rather than evidence?

Output

Facilitation plan for format 2

Materials: sheet 13.3; slides 8-9

07 Lunch / 45 min

Goal

Rest and informal exchange.

Method

State the shared restart time.

Facilitator prompt

We resume with Social Coding after 45 minutes.

Debrief

No content debrief.

Output

Break

Materials: sheet ; slides

08 Format 6 as shared conversation design / 50 min

Goal

Test substantive logic with target users.

Method

Explain the two half-days and work between them for 10 min, write a target dialogue with required inputs and outcome for 15 min, rehearse correction, interruption and an exception for 15 min, turn observations into a justified rule change for 10 min.

Facilitator prompt

Which input is needed for the outcome and which question would only repeat information?

Debrief

What should a listening test with uninvolved target users still show?

Output

Facilitation plan for format 6

Materials: sheet 13.3; slides 10-11

09 Format 11 and team use / 35 min

Goal

Organise personal participation and feedback through suitable modes.

Method

Explain the 120-minute kit for 10 min, plan a twelve-person rotation at two approved stations with suitable speech, text or assisted modes for 10 min, practise champion role and feedback for 10 min, formulate a voluntary use occasion for 5 min. Separate learning evidence from system access still pending after simulation.

Facilitator prompt

How does each person demonstrate three personal questions, answer review, correction and feedback in a suitable mode?

Debrief

Which task remains with steward or support?

Output

Facilitation plan for format 11

Materials: sheet 13.3; slides 12

10 Break / 10 min

Goal

Rest before teachback.

Method

Prepare triads and observation sheets.

Facilitator prompt

Next everyone facilitates independently.

Debrief

No content debrief.

Output

Break

Materials: sheet ; slides

11 Teachback and observed feedback / 45 min

Goal

Demonstrate facilitation and improve it precisely.

Method

Assign triads, format and task for 5 min. Run three 9-min rounds: 6 min personal facilitation and 3 min observed feedback, rotating roles. Record results in 13.4 and the relevant row of 13.7 for 13 min. Distinguish peer and Overmind observation. Check only demonstrated criteria; the excerpt does not evidence the whole format.

Facilitator prompt

Demonstrate the agreed excerpt and close with a tangible output.

Debrief

Which observed action supports the feedback?

Output

Personal partial evidence linked to a format and pending criteria

Materials: sheet 13.4, 13.7; slides 15-16

12 Claims and first client session / 30 min

Goal

Plan checkable claims and joint delivery.

Method

Classify claims as evidenced, project-dependent or outlook for 10 min, assign the first joint client session to one format and observable core blocks for 15 min, date pending approvals and further evidence for other format rows for 5 min.

Facilitator prompt

Which wording would promise the client more than the source supports?

Debrief

Who observes which excerpt at the first client?

Output

Claims check and joint facilitation plan

Materials: sheet 13.5, 13.6; slides 13-14, 17

13 Close and next learning actions / 10 min

Goal

Record learning state and follow-up honestly.

Method

Each person names evidenced and pending format areas for 5 min; confirm bounded next delivery, observer, evidence and dates for 5 min. No blanket approval for all four formats.

Facilitator prompt

What do you still need before your first joint client session?

Debrief

Is it clear that attendance alone does not confer automatic certification?

Output

Agreed learning and client plan

Materials: sheet 13.7; slides 18

Close and follow-up

Next steps

• Within five working days, provide facilitation plans, teachback feedback and the joint client-session plan.

• Before the first client session, review goal, roles, data, demo and approved proposal/claims version with Overmind.

• After joint facilitation, update only that format's row using the same criteria. Record observer, client/practice scope, date and output evidence. Agree bounded or independent next delivery with Overmind; do not automatically upgrade other rows.

• For each pending format, schedule the next observed core block or client session with owner and date. Until evidence exists, take on only the recorded supervised scope. Recheck affected evidence when a kit changes materially.

Pitfalls

• Exercises are excerpts. A short rehearsal of format 6 does not replace its two full half-days.

• A successful demo does not prove a function is available in the client project. Explicitly clarify project scope and prerequisites.

• Social Coding concerns substantive conversation logic, outcomes, questions and exceptions. Tone is only one part.

• Do not present a new development, concept or outlook as an agreed standard deliverable.

• No automatic certificate, blanket approval from attendance or invented prices.

• Four facilitation plans demonstrate preparation, not four delivery competencies. Label peer feedback accordingly; agreed competent observation with Overmind determines later independent client scope.

Terms

Teachback

A short independently facilitated excerpt with observed feedback.

Social Coding

Shared design of substantive conversation logic for a specific task.

Gemeinsame Moderation / joint facilitation

A separate first client session where partner and Overmind coordinate delivery and observe readiness.

Worksheet debrief

13.1 Facilitation scope and approvals

Record the four catalogue formats. Keep different approvals explicitly separate. Named facilitation scope needs format-specific evidence in 13.7; attendance is insufficient.

Illustrative example

Fictional: the partner facilitates the situation round. A client asks for guaranteed savings; the question and data needs go to Overmind.

Review criterion

No role or approval is inferred from attendance alone.

13.2 Demonstration with fallback

Test before every client session. The demo shows an agreed excerpt, not all product capabilities.

Illustrative example

Fictional: connection fails. Facilitator says: We will now show the reviewed dialogue as a role-play; technical testing is still pending.

Review criterion

Demo and fallback have clear limits, state and completion route.

13.3 Facilitation plan per format

Copy four times for formats 1, 2, 6 and 11. Use full duration and outcome from each kit; separately mark the practice excerpt. A completed plan records preparation, not observed delivery.

Illustrative example

Fictional: format 2, a 15-minute excerpt. Compare two candidates, check red lines before scoring and record the decision with an open data question.

Review criterion

The excerpt ends with an output and fits the complete format.

13.4 Observe teachback

Observe six minutes of facilitation and give three minutes of feedback. Use the rubric; avoid broad personality judgements.

Illustrative example

Fictional: the task was clear. One objection had no state. Next exercise: park an objection with owner and date.

Review criterion

Observed criteria, evidence and next practice are linked to the correct format. Unobserved criteria remain pending.

13.5 Claims check and source status

Check each capability or impact claim against its source and the specific project scope. Do not treat a demo as a general commitment.

Illustrative example

Fictional: the circuit-diagram outlook does not imply an available standard feature. Wording: a publicly illustrated idea whose suitability and implementation need separate assessment.

Review criterion

The claim is no stronger than its source, project scope and approval.

13.6 First joint client session

Agree with Overmind after training. Have responsible roles approve client scope and commercial commitments.

Illustrative example

Fictional: the partner runs the situation round; Overmind handles demo and proposal context. The following day they discuss observation and future facilitation scope.

Review criterion

One specific format has roles, observation and debrief planned; this establishes no evidence for other formats.

13.7 Personal format matrix and next delivery

Record formats separately. Compare a prepared plan, a six-minute peer teachback and a delivery observed by a competent reviewer. S needs evidence of the core blocks, a difficult situation, output handover and the scope agreed with Overmind. The fillable matrix in Material/13_Formatmatrix_EN.html flags missing entries.

Illustrative example

Fictional: format 1 plan only / O. Format 2 has a peer teachback and an agreed supervised next step / B, no solo delivery. Format 6 has evidence and explicit confirmation for named core blocks / S within that scope. No observation for format 11 / O. The matrix records the decision made by responsible people.

Review criterion

All four rows have truthful status, evidence and next action. S applies only to the explicitly approved, competently observed scope.

Acceptance cases and expected responses

Personal format evidence 1 Executive Briefing

Question

Which core blocks has this person observably facilitated themselves?

Expected response

Facilitate clear VOP framing, bounded demo or fallback, candidate discussion and concrete next action.

Evidence

A plan alone evidences preparation. Record observed excerpt, difficult case, output handover, date, competent observation and bounded next delivery per format. Missing evidence remains O or B.

Personal format evidence 2 4C Opportunity

Question

Which core blocks has this person observably facilitated themselves?

Expected response

Assess four Cs against real situations, handle hard limits before scoring, justify scores and secure a bounded decision.

Evidence

A plan alone evidences preparation. Record observed excerpt, difficult case, output handover, date, competent observation and bounded next delivery per format. Missing evidence remains O or B.

Personal format evidence 6 Culture and Social Coding

Question

Which core blocks has this person observably facilitated themselves?

Expected response

Co-design substantive conversation rules, involve varied target users, distinguish observation from opinion and retest a revision.

Evidence

A plan alone evidences preparation. Record observed excerpt, difficult case, output handover, date, competent observation and bounded next delivery per format. Missing evidence remains O or B.

Personal format evidence 11 Team Launch

Question

Which core blocks has this person observably facilitated themselves?

Expected response

Plan suitable speech, text or assisted modes and rotation; observe the same learning actions, distinguish missing system access and secure champion feedback.

Evidence

A plan alone evidences preparation. Record observed excerpt, difficult case, output handover, date, competent observation and bounded next delivery per format. Missing evidence remains O or B.

Teachback observation rubric

Criterion

Assignment and outcome

Independent

Task, time and expected output are clear before starting.

With support

One element becomes clear only after a question.

Pending

The group does not know what to produce.

Criterion

Participation

Independent

Quiet or sceptical people also receive a suitable way to contribute.

With support

Participation works after an observer prompt.

Pending

Some dominate while others have no contribution route.

Criterion

Content boundaries

Independent

Proposal, evidence, approval and confirmed state remain distinct.

With support

A conflation is corrected after a prompt.

Pending

An unsupported statement or commitment remains.

Criterion

Uncertainty and objection

Independent

The matter is clarified or parked with owner and date.

With support

The pending state is captured only after a prompt.

Pending

Uncertainty is ignored or guessed at.

Criterion

Time and output capture

Independent

The excerpt ends within time with a tangible output.

With support

Closure requires a time or output prompt.

Pending

No output or continuation is clear.

Criterion

Demo and approval boundaries

Independent

Demo, project scope and outlook are classified correctly; approvals remain separate.

With support

One boundary is clarified after a question.

Pending

The demo is used to infer an unapproved commitment.

Slide facilitation notes

01 Facilitator Training for Partners

Name the training day and separate joint first session.

02 The four formats

Other formats are not automatically covered by this training.

03 Day outcomes

Attendance alone does not confer automatic certification.

04 VOP and its roles

Confirm terms against the current project and its interfaces.

05 Knowledge and three deployment approvals

These decisions stay separate. A test does not open guest access.

06 Demonstration with a clear outcome

Do not infer a new function or client commitment from the demo.

07 Format 1 with a client

Candidates are not yet a promised pilot.

08 Format 2 and the four Cs

Use the scales and worksheets from the complete kit.

09 Limits before total score

A high average does not cancel a hard limit.

10 Format 6 and substantive conversation logic

Social Coding extends beyond tone and form of address.

11 Listening test and iteration

Complete format 6 comprises two half-days with work between them.

12 Format 11 with the team

Test rotation and actual capacity beforehand. Speech, text and access assistance use the same learning criteria. Manual role-play leaves technical access evidence pending.

13 Commitment boundaries

Involve responsible roles for technical, legal or contract questions.

14 Source, project scope and outlook

Use digital-environment and circuit-diagram examples for claims checking.

15 Your teachback

Link each excerpt to a format and criteria actually observed. Label peer feedback. Six minutes supply partial evidence, not evidence for four formats.

16 Evidence-based feedback

Record independent, with help or pending without an automatic total-score outcome.

17 The first joint client session

Separate practical step for one named format. Update only its observed scope in 13.7; other formats need their own observations.

18 Next delivery and learning action

Debrief the example on 13.7: format 1 O, 2 B only with an agreed supervisor, 6 S only in the confirmed scope, 11 O. Review an S entry with missing evidence and keep the next delivery pending or supervised until confirmation.

Sources and revision status

Materials for 2027, reviewed on 17 November 2026. Exercises and proposed criteria are newly authored facilitation materials. They do not establish technical availability or client approval.

Teaching revision: personal, task-specific learning evidence and equivalent participation modes; new fictional role cases are labelled exercises. Existing product, pricing and approval boundaries remain authoritative.

Voice Operating Layer

https://overmind.one/en/voice-operating-layer

Current component roles, knowledge state and separate internal/design/access approvals.

Why Social Coding Helps Your Voice Intelligence Break Through

https://overmind.one/en/why-social-coding-helps-your-voice-intelligence-break-through

Substantive conversation logic, shared target dialogue, correction and exception in facilitation practice.

Voice recognises its digital environment

https://overmind.one/en/voice-recognises-its-digital-environment

Claims exercise on project-dependent development without a blanket feature promise.

Outlook on electrical schematics and structured data

https://overmind.one/en/outlook-electrical-schematics-structured-data

Claims exercise: a publicly illustrated idea remains an outlook rather than a promised standard deliverable.

Local baseline

The inventory review used the October 2026 catalogues and kits 1 to 10. Current materials are in DE and EN. Product lists and interface terminology differ between the former catalogues, strategy and scoping. The review records these differences; the updated catalogue guides selection by task.

Before a client session

The facilitator checks current access, confirmed scope, language, sources, roles and approvals. Test demo limits and interfaces in the actual setting. Exact pricing and outcome commitments follow the approved quotation.