



Mom and Pop Resource Handbook

Welcome

Congratulations! You have chosen to take your journey to a new level by becoming Mom or Pop for your Keys Family. Serving in these roles is not about the roles as society has outlined them and thus are not gender-specific. Being a Keys Mom or Pop is about being in a role of leadership for your Keys Family and facilitating the creation of new possibilities for each family member. Just as in your own family system, you will not have all the answers, nor are you expected to have them. Others within the family will often step up to the plate to help deal with an issue - encourage that growth!

Your Keys Family is your practice field, preparing you for the day your “little cherub” returns home - on pass or permanently. Remember, what we create in our Keys Family is a mirror of what we create in our own family system. What a great opportunity to create a radically different outcome in a safe environment!

Your Keys Family is a wonderful source of support. Who else better understands the situation in which you are now living than someone who is on the same journey? Amazingly, you may find that you created exactly what you need for this moment in your life.

There are no accidents!

Purpose of Keys

The real value of Keys is not within the weekend but rather in the intervening time between Keys. No one will master the material presented in Keys without significant practice. The workbook is the vehicle which allows the parents to develop a greater degree of mastery. In a perfect world, everyone would be a +5 commitment to doing the work. This clearly is not true.

The other value of Keys is to develop the skill to confront, support and acknowledge people on their journey. This is not just a function of the Mom and Pop; however, you are the family leader so the consciousness of the family is held by you. This skill to move forward and work “the journey” is critical to success once your teen is home. In a perfect world, you teen will be a +5 to their contract, life and family upon returning home. This will not be true at all times.

As a family leader you must continue to reinforce the real purpose of Keys. It is not to just go and sit in the room for two days and never do the work. Remember your teen is working 24/7 on these same concepts. This is the parent internalization part of the your program.

BEING a Keys Parent

When you attended Discovery, you first learned that this training was not focused on your child, but on yourself. As a Mom or Pop to a keys family, your starting place is yourself. Your real growth occurs when you are being rather than doing. This section will assist you in developing your being.

Contract

Your contract is about who you are. It is not about the various roles you play (e.g., teacher, parent) nor is it about what you do. Who we are definitely impacts how we fulfill our roles and the choices we make in so doing. At least daily, state your contract out loud. Ask yourself in what ways do you recognize YOU being and affirming your contract today.

The language with which we talk to ourselves will either assist us in living our contract or become a major deterrent for such. Most of us have had years of negative self-talk. Now is the time to use positive and/or neutral language to help move forward, creating a new life with infinite possibilities. State your contract at least five times a day; once should be written. Take a major word each week and focus on it. Set up a stretch just like in Focus to have this word become REAL to you in your daily living.

Values

Your values are consciously chosen and define the framework within which you have chosen to live your life. When you are clear about what your values are, you have created a compass to direct you in making a choice that supports your values. Review your values at least daily. Evaluate how well your decisions are in alignment with your values.

Your Values Homework (remember when you graduated from Focus?) was geared towards helping you identify and declare your values. Haven't completed your Values Homework? No? Then you are behind. Practice the accountability formula, make a new choice and do it NOW!

If you are not clear on your values, you run the risk of letting others run your life by their values, which may or may not be consistent with your values.

Self-Care

What self care practices do you have in place to nurture your mind, body and spirit? It is always important to practice good self care and critical when you are giving out to others.

Having a Whole and Healthy Family

Family Purpose and Values

It is important to develop a family purpose (why are we together) and values that will drive our actions and behaviors. Your family purpose and values must be achieved through consensus, indicating that each member can align behind them.

Identity

Most families choose to create a family banner to identify them and display at Keys seminars. If your family does not yet have one, spend some time creating a banner that represents your family. Many families choose to also create a shirt, badge or button that they wear at get-to-gathers and seminars. Use your creativity and design something to represent your family.

Doing: Logistics & Mechanics

How often have we said there was no user manual when we gave birth/received our kids? This manual was created with this thought in mind and has a number of helpful suggestions that can be used within your Keys Family. These were provided by parents like you who have served in Mom/Pop roles before. You may use all, some, or none of these. These are the mechanics to help you manage the process. However, remember not to get so caught up in the “how’s” that you forget to “be.”

As a Mom or Pop you should NOT do everything yourself. Include others in the family for rosters, agenda items, and other items your family may include in the family. If the family waits for you to do everything, you are setting up a dysfunctional family.

Who is in your family?

During the Keys weekend, gather email, address and telephone numbers from all family members. Mom or Pop, or someone they designate, should distribute this list to the entire family.

If a family member withdraws their teen from the program, they are no longer part of the Keys family. They should be directed to a Parent Support Group in their area. This does not mean you cannot support them (or love them) but the Keys family is designed to support IN PROCESS families. People leaving the program need a different level and kind of support.

If a family graduates the program (PCIII), they should not be an active part of the Keys family. You should invite them to come to any social interactions. Again this family needs a different type of support. Recommend they attend Parent Support Group meetings and hire a Family Coach.

If a family member becomes a Key Holder, they are not to leave the family. They are to take on the roll of elder statesman. Even though they have done the work, they still can add to discussions and learn. Encourage them to staff upcoming Keys to still be active in the family.

Teleconference Calls

The purpose of calls should be to handle any family dynamics issues which are surfacing in the family. You may start with a brief results check-in but this should lead you to the issues of “how we are being as a family.” It is not about has a person completed the homework, but rather the commitment level and any non working patterns. There should be a time to acknowledge people who are working their program.

Unless you have some other means of communication, weekly calls are recommended in order to facilitate the family and to check in with results. Most calls are limited to one hour, with the possibility of extending the call for special circumstances and with only those who can stay on the call longer. However, your Family will determine both the frequency and amount of time.

An agenda helps keep the call focused; Mom and Pop facilitate the discussion and keep it moving. Surprisingly, time flies when you are having fun and so a designated timekeeper helps keep the call on track.

Be prompt, starting and ending on time.

At the beginning of the teleconference, complete a roll call. Expect 100% participation, while realizing that sometimes conflicting priorities arise. However, if your calls are purposeful and add value to the family member’s life, there will likely be few missed calls.

Whenever a person speaks, they should first identify themselves (“This is Joe. I think...”). This minimizes confusion as to who is speaking. Give some indication when you have completed your comments.

Free conference calls can be arranged via FreeConference Calls by signing up via www.freeconference.com. Each person dialing in will incur a long distance charge on their phone bill. Freeconference also has a means for you to control speaking and to mute out background noise.

Meetings/Get-togethers

Some Families have live meetings and social get-togethers. While social events are a powerful part of a family, do not let the focus of your family become social ONLY. We are there to develop skills and practices which will ensure success once we have a united family.

BBS Posting

On the Parent BBS, there is a Keys forum. If you do not have access to the Keys forum, from the main page, look at the lower left side of your screen and you will see a link to Admin at Parent BBS. Clicking this link will allow you to email admin@parentbbs.com and request access to that forum. This allows you more opportunity to practice your skills in the supportive environment of your Keys region.

The family should use the BBS to post updates on their weekly work and personal goals. Remember the calls are for handling the internal dynamics of the family. Each week you want to have a discussion about the work and learning accomplished. People should post on their SMART goals as well. If people are not posting or not doing the work, this is a topic for an upcoming call. As Mom or Pop you should be posting both your work and encouraging solid discussions on how this can be applied to creating a whole and healthy family.

Agendas

Regardless of the mechanism for communication, an agenda is highly recommended. Think PURPOSEFUL and VALUABLE. There are still only 24 hours in each day and we all have numerous responsibilities. There are a number of ways in which to develop your agenda. Some families develop it at the end of the current teleconference call; others have agenda items submitted to a specific person prior to the teleconference call. Most families distribute the agenda approximately 2 days prior to the teleconference call, giving members an opportunity to be prepared.

Although the agenda is developed collaboratively, one person must be in charge of generating and distributing the final agenda. That could be the Mom, Pop, or another identified family member.

Ground Rules

Family ground rules help create expectations and agreements. Without them, it is difficult to foster accountability in your family members. These should be clear and measurable and approved by consensus by the entire family. Without alignment, one gets anarchy.

Sample ground rules include:

1. Each person will be on the call at the appointed time.
2. If you are not able to be on the call, notify either Mom or Pop prior to the call.
3. Calls will be one hour in length. Should a special circumstance exist that extends the call, a brief intermission will be taken to allow those who cannot stay on the call to exit the call.

Missing Person Locator

At the end of each teleconference or meeting, this person contacts the person(s) who did not call in/show up unexpectedly. This person will be key in minimizing “lost sheep.” They should have a contact list of family members that was initially gathered.

Timekeeper

This person will be responsible for keeping track of the time and informing the family at specific intervals of time elapsed and remaining.

Languaging

It is important to be mindful of the language being used. When a family member uses terms such as “woulda-shoulda-coulda,” “need,” or gets into a reason, story, or excuse, point this out now. Don’t wait until they have finished. Help facilitate being accountable from a position of neutrality.

Delegate

As Mom and Pop, you often feel like you “have to” do it all. Unfortunately, this thought has driven many of our “nonworking” choices. Delegate some responsibilities to other family members.

Feedback

You will have an opportunity to give and receive feedback in a family. You are encouraged to be open to that possibility. When giving feedback, check in with the recipient and ask if they are open to receive feedback. If they indicate yes, give them feedback of your experience of them or your experience of yourself around them. Feedback is not making someone wrong. Feedback is not giving advice. Feedback comes from love and support, which does not mean sugar-coated.

Tools

At this point in your program, you have added a number of tools to your tool kit. This is the opportunity to take out those tools and become comfortable using them. Use these with your family. The Accountability Formula and The Bradshaw Method for difficult conversations are two valuable tools in your kit.

Additional Support

If your family is in need of additional support, you can contact the Premier Seminars office and ask if one of the Parent Affiliate Coaches can join a call with your family.

practice, practice, practice