

PB JAM CRITICAL FRIEND TO FACILITATORS (CFF) PROFILE

What is PB JAM?

- Peer Based professional development platform for soft skills rooted in cool management science and deep industry experience that is as lively, extemporaneous, and engaging as a musical JAM session
- Series of structured, facilitated 12-week programs, each to focus on improving 1-2 areas of professional skills, e.g., collaboration, leadership, work-life balance, etc.
- Small curated groups of 3 peers (each typically from a different company but matched for complementary skills and needs) to build trusted 'critical friend' relationships that provide accountability, ideas, peer support, and a safe positive environment for experimenting
- Individuals explore and select their own skills/behaviors to focus on during 12 weeks of group sessions (including at least one skill/behavior agreed to and monitored by their employer and manager)
- PB JAM platform, peers and facilitators help participants with two outcomes over 12 weeks
 - Clarity on the critical skills/behaviors they need to work on as of now, and
 - Confidence in their ability to make a positive change via tangible outcomes that are verified by their stakeholders
- Research-based insights and exercises on topics important to professional success, such as job satisfaction, productivity, teamwork, stress management, rest, etc.

Role of PB JAM Critical Friend to Facilitators (CFF)

Our facilitators provide significant value to our customers and human touch for our participants. Many of our facilitators work part-time with PB JAM and are often remote. Though all our facilitators are well versed with working on their own, it is vital for PB JAM to ensure that our facilitators are engaged, growing and thriving on our platform. This is the role of CFF! PB JAM CFF ensures

- Regular connections with our facilitators (either via messaging, phone/video calls or emails) that are calendarized



- Facilitator engagement tracking metrics (based on Understanding of PB JAM philosophies and structures, Compliance with PB JAM processes and Leadership in keeping PB JAM groups productive and energized) like average ratings, key plus-delta feedback, group vitality scores, and facilitator correlations, etc.
- Work with PB JAM CSR on temperature checks with the participants and PB JAM facilitators at the end of weeks 04,08,12 of the program and 4 weeks after each program
- Documentation of facilitator feedback that is concise, clear, and electronic
- Own and update facilitator engagement materials (videos and decks) based on inputs and experiences.
- Own and drive PB JAM's bi-annual facilitator engagement plan for existing and future facilitators

Key characteristics of our CFF

- Graduate or post-graduate degree holder in any discipline - basic sciences, psychology, neuroscience, statistics, public policy, or communications preferred (from 5 years of work experience to retired enthusiasts)
- People person with empathy and authenticity who can make the conversations easy even on the first contact
- Proven track record of working with individual and/or remote contributors in terms of personal productivity, engagement and developmental needs
- Ability to apply theory and experience to extend the frontiers of relationship management
- Good listeners
- Able to work with basic office technologies (e.g. MS Office, Slack, CRM, etc.)

Time commitment

We allow our CFFs to choose their own time commitment per week (which days of the week, and how many hours), but we do need them to be available for the assigned task to be completed at a time. We do understand that life happens and there might be some scheduling issues. Active and clear communication is a necessity at PB JAM.

As a CFF, you will spend from a few hours a week to several hours a week on assigned facilitators. Your day will typically involve making calls to new facilitators for on-boarding, and meetings (face-to-face and virtual) with existing facilitators. You will also analyze data from the PB JAM platform, collect new benchmarks, and read literature and news relevant to your facilitator accounts. Once a



week or so, you will provide an update to the PB JAM management on what you have found this week and what your focus will be for the next week.

We highly encourage our CFFs to write their own blog posts on the PB JAM platform and post messages and questions in the facilitator group chats and forums (even post a few short videos!) as this helps them to gain better understanding while talking with customers, participants, and facilitators.

Compensation

Our goal is to bring a smile to your face and your wallet as the PB JAM CFF!

We offer competitive hourly rates even for short-term engagements.

Interested? Contact us!

[Schedule a 45-minute zoom call with us to explore a mutual fit!](#)

