



# ThriveCast

## Group Leader Training Guide



**ThriveCast** is a connected growth platform, based in research for how people best learn and create value in their lives, **designed to help people grow** on paths that are meaningful to them, **within a supportive community**.

The focus is on supporting positive change, by powering youth to be **seen, connected, valued, and validated** for their growth and impact.



## What is a Connected Growth Platform?

### Connected

- *Digitally-connected*- available for growth anywhere, anytime, from any device.
- *Community-connected* - members grow within a group who provide support and inspiration. Learners are known for the impact they create.
- It's not just *what* you want to learn, but *where* you are going, and *who* can help you get there.

### Growth

- This platform evolved from the past 25 years of what we know about how people learn and grow.
- Here learning starts with the outcomes you want to create in your life.
- Each module is structured in the ThriveCast learning cycle -- *Connect, Grow, Apply, Inspire*-- to motivate and sustain real-world learning.
- Learning isn't about memorization, but using content as a tool to grow new life skills and practices.

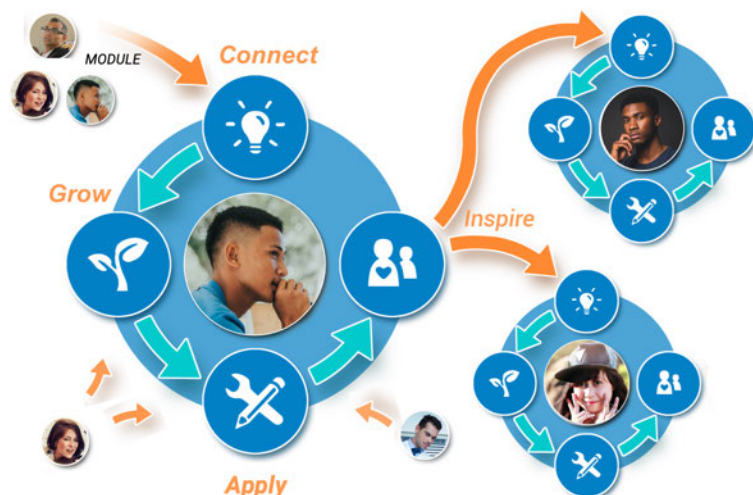
### Platform

- A platform is simply a digital infrastructure created to bring together people with the services they need to make progress in their life.
- In this case, members grow on *individualized* paths, based on their *needs*, over time, where their positive change is *visible and validated*.
- Here learners are *consumers, producers, achievers, role models, and innovators*.
- Group Leaders help drive this growth.

Youth select or are assigned **Growth Modules** targeted to meet their individual needs, and create the outcomes they want. In growth Modules, they **connect** to peer stories and complete digital resources to **grow** real-world skills. Then, they **apply** what they've learned to create a story of impact, which they can share out to **inspire** others to do the same, and earn micro-certificates to demonstrate their growth.

## Evidence-based Strength-based Positive Change

Modules are based on staff and youth interviews, along with evidence-based research to respond to criminogenic needs. These modules build off of the youths' strengths, while supporting growth of new skills, and providing opportunities for feedback, so youth can be successful in their life and not re-offend.



# Building a Positive Change Culture

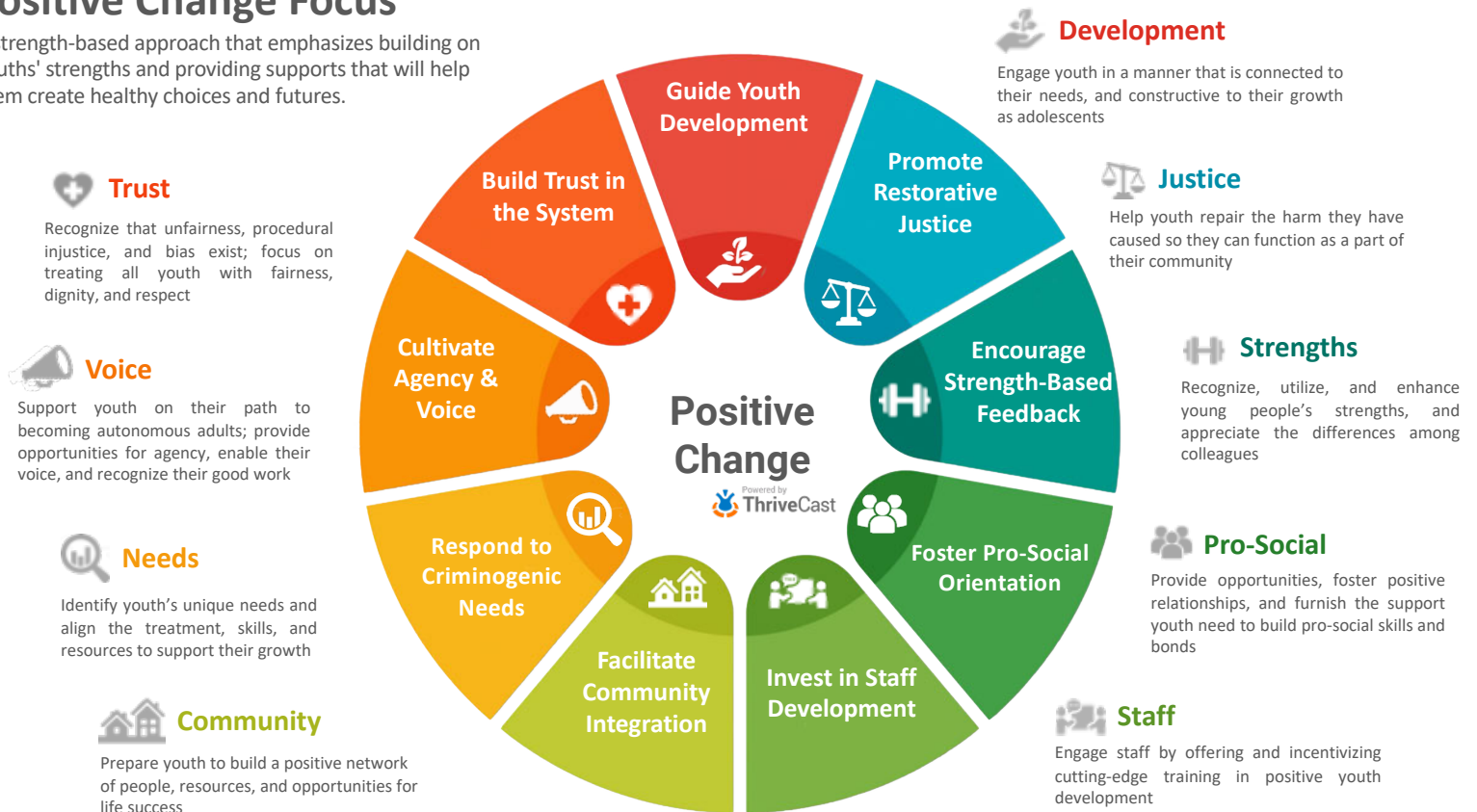
Technology isn't meant to 'fix' a person— only people can do that work. Innovations, instead, are meant to be tools to help us live better, to reach our higher potential and, in this instance, to contribute to the development of a positive change culture. ThriveCast provides youth new opportunities and capabilities, while amplifying your ability as an officer to reach and support youth.



- ❖ **A place to be Heard** - A positive change culture begins with youth feeling heard and respected. Use this opportunity to recognize them as people and listen to their struggles, hopes, fears, and goals.
- ❖ **A place to Connect and be Seen** – Many system-involved youth have anti-social peers, negative role models, and are often recognized for poor choices. Look for opportunities to notice youth making positive choices, and connect them with groups where they can become part of peer groups exhibiting pro-social behaviors. Encourage youth to connect to others' stories and give an emoji of support to other youth.
- ❖ **A place to be Valued and Validated** - Youth should be valued and validated for the positive change and impact they create. Take the time to recognize their unique contributions, encouraging their growth, providing productive feedback, and celebrating their successes using a strength-based perspective.
- ❖ **A place for Growth Relevant to their Needs**- Youth can use your guidance in where to begin, or where to grow next. Use your understanding of their needs to suggest direction. Use ThriveCast as a tool to get to know their needs better, to spark f2f conversations, and facilitate small groups around a particular topic.
- ❖ **A place to be Safe** – More than any particular content, the youth need to learn how to face challenges, take healthy risks, communicate in healthy ways, stick with a goal, and grow on their own. Help youth feel safe to venture into this, to fail safely, to not give up, and internalize their success.

## Positive Change Focus

A strength-based approach that emphasizes building on youths' strengths and providing supports that will help them create healthy choices and futures.



## Ways to Engage ThriveCast with Youth

During our officer interviews, we heard your needs and appreciate how busy you already are, so ThriveCast isn't meant to add more to your plate. It's a tool that youth can engage alone during their free time, but also as a tool for you to connect differently with youth, at an individualized level that might not be otherwise possible. Use it as a resource for group programming as needs arise, or to give feedback that might be awkward to address in person. There are many ways to use this tool to advance your goals and fit your style. As you explore ThriveCast you'll find what works best for you. Here are a few scenarios to get you started...

**Individual Participation** – You can simply encourage and invite youth to check out a tablet and let them choose their Growth Modules of interest. You give them feedback on their submitted stories of growth, and encourage them to manage their time and focus so they can complete a micro-certificate.

**Managed Participation** – You can also use ThriveCast as an opportunity and tool to connect individually with a youth. Sit down and discuss growth areas that might be helpful, or give them in-person feedback related to a story they've submitted, share how to improve their work, challenge them to complete a micro-cert, and even print it to share with their family, PO, or judge.

**Small Group Program** – You can use modules or larger collections as a guided program, to work on particular needs that arise. You can lead the small group through key ideas in person, then set a group goal to complete a module or two, then return to share back what they created or how they each applied these ideas to their own life.

### Tips to Motivate Meaningful Engagement

- Take the role of a coach; give youth space to work independently, but check in and motivate.
- Give prompt feedback to stories submitted by youth for Review.
- Connect one-on-one around challenges youth share in their stories.
- If you have a module topic where you feel comfortable, lead a small group program on it.
- Find ways to streamline your time in ThriveCast, while maximizing your impact.
- Offer tablets for 45-minute sessions, and suggest youth do a Module and Submit a story.
- Encourage youth to complete micro certificates; Celebrate their success.

## Responding with Trauma-Informed Care

As you know, your youth have most likely endured neglect, violence, exposure to various forms of abuse, or other adverse childhood experiences (ACEs). Children with trauma often blame themselves for that harm and internalize that they are a "bad kid." This mindset is dangerous to building a culture of growth because they ask themselves "Why even try? I'm worthless, this is who I am. This is my fault." Here you have the opportunity to build a safe place for their growth, through compassion and support in your interactions.

***Your feedback has the ability to either spark positive change or halt future endeavors.***

Trauma has implications for how youth learn and experience feedback because it alters the very structuring of their brains. The ways people cope with and experience their trauma is unique to them and often it will be difficult to know exactly what their triggers are. By being aware of this, you can avoid saying things that may recreate these harmful beliefs. There is a ThriveCast growth module for officers to learn more about Trauma-Informed Care, which we highly recommend. For now, keep in mind these tips when responding to youth:

- Make youth aware (beforehand) of your need to report any legal issues; Just as in person, anything shared in ThriveCast follows those same rules.
- Be a good listener. When they share a story, focus on their message and intention.
- Acknowledge that you care about what they are saying, and that you value them sharing it.
- Help them identify their strengths and how to channel those for growth.
- Focus on growth, not just praise. Instead of 'Good job!', say, "I really liked how you <specific strength>."

# How ThriveCast Works?

ThriveCast is a connected growth platform designed especially for you to maximize your growth while you're here. Choose the modules you want to do, based on what you need now and in the future. As you level up, you can earn micro-certs to demonstrate your positive growth. Share these certificates with your family, judge, even add them to your résumé. In this digital community, you will be supported, seen and known for the great things you do!

**Collection Topics:** There are 4 libraries with 4 Collections of topics in each. These are the 16 Micro-Certs! These topics were suggested by youth like you, as important areas to grow.

## Healthy Mind & Body

- Achieving Physical Wellness
- Stress Management
- Building Strong Relationships
- Protected Voices (pictured)

## On the Right Track

- Actions, Courts & Consequences
- Making Better Choices
- Work Readiness
- Growing my Future

## A Flourishing Life

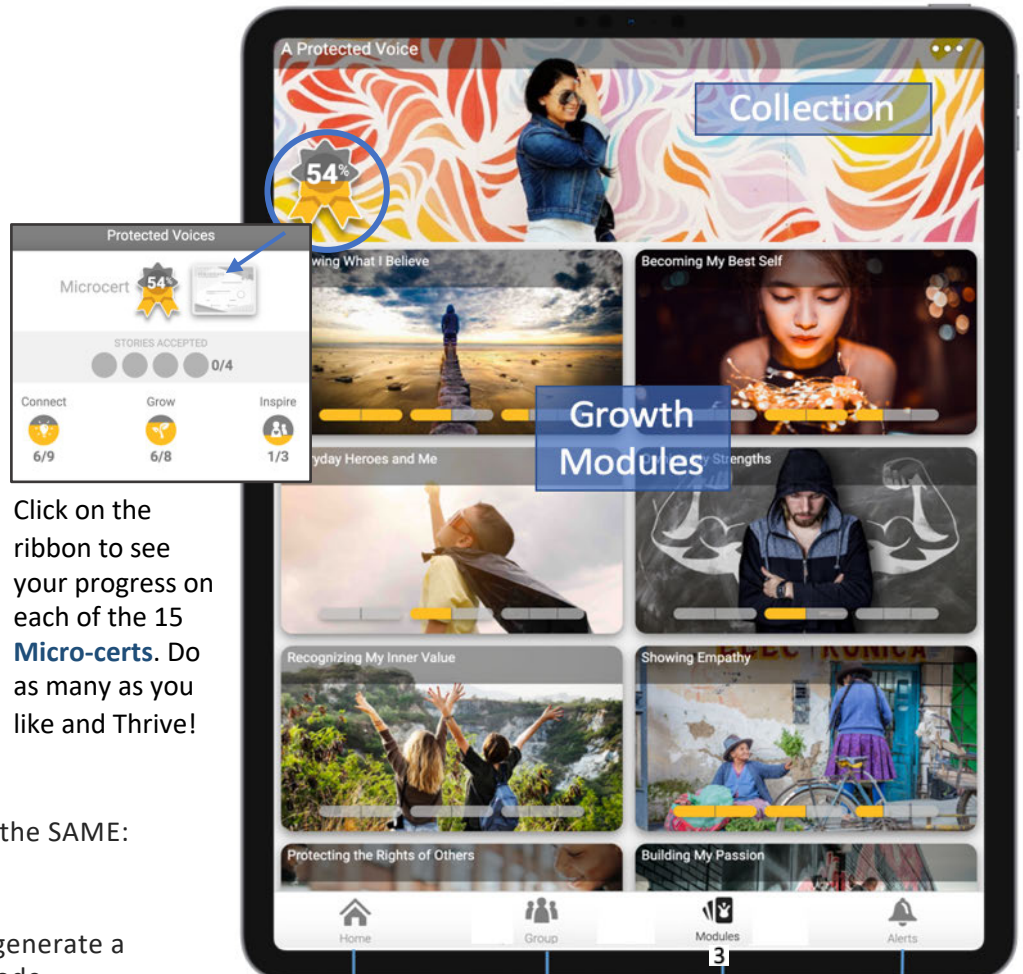
- Strengthening my Character
- Exploring my Purpose
- Amplifying Voice
- Creating my Opportunities

## Life Pathways

- Recovery & Addiction
- Being a Parent
- STEM Mio & College Futures
- Athletes of Character

## How to ThriveCast:

- **Login:** Username & Password are the SAME:  
**First name + Last name Initial**  
Marcus Roberts = MarcusR
- **Dual Auth:** Officers will scan and generate a **4-Digit Code** for your login. This code changes every 30 seconds, so if you wait too long you will need a new code.
- **Start Here:** Once you're on the Home page, click 'Start Here' to personalize your profile (banner and avatar), start connecting to others' stories, and begin your first module!



Click on the ribbon to see your progress on each of the 15 **Micro-certs**. Do as many as you like and Thrive!

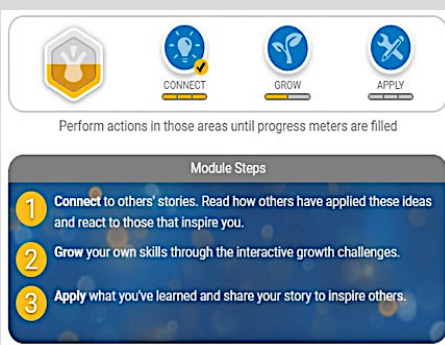
**Home-** A scrolling feed, where you can discover modules and connect to others' stories. Home also suggests 1<sup>st</sup> and next steps.

**Modules-** Here you can toggle between the 2 libraries, and explore the collections and modules, as shown above.

**Group-** Shows all group members, and the latest great activities they have been doing. Click through to give them an emoji!

**Alerts-** This will show if you have any notifications, such as stories accepted, emoji reactions from others, etc.

## Modules



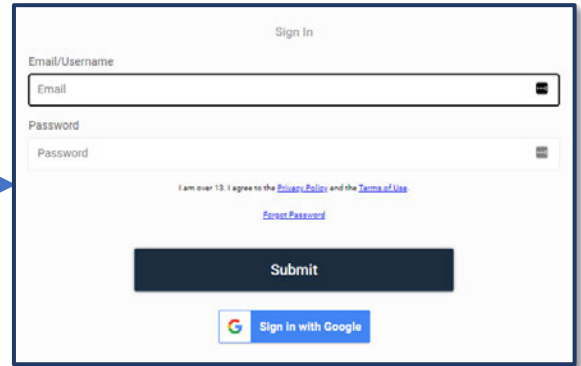
Each Collection contains 5-8 Modules to help you THRIVE! **Modules** are the core growth experience in ThriveCast, where you **'Connect, Grow, & Apply'** your new skills (see image). Then it's time to **Inspire!**

- When you submit your Thrive story, Officers will review it and give supportive feedback. You may need to revise, but that's ok!
- Once your story is accepted, its published out and becomes part of the 'Connect' stage, where you can inspire others. Way to go!

Remember, ThriveCast is a privilege you earn by using it responsibly to grow in positive ways and support others. As always, *don't share information about cases, names, or places*. Everything is seen by officers and subject to the usual 'need to report' abuse or crimes. We are excited for you to share out your stories of success.

# Setting up Your Group

1. Visit the Leader Toolkit at [www.mylifelabs.org](http://www.mylifelabs.org) and sign in with your email and password.



Sign In


Email/Username  
Email

Password  
Password

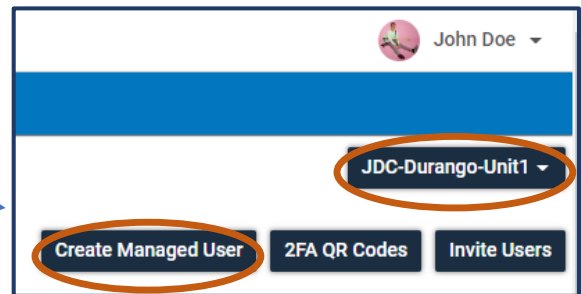
I am over 13. I agree to the [Privacy Policy](#) and the [Terms of Use](#)

[Forgot Password](#)

Submit

 Sign In with Google

2. Ensure you have your assigned cohort selected and click **'Create Managed User'**. If on tablet, you have to login to ThriveCast and then select the group leader toolkit on the profile pulldown.

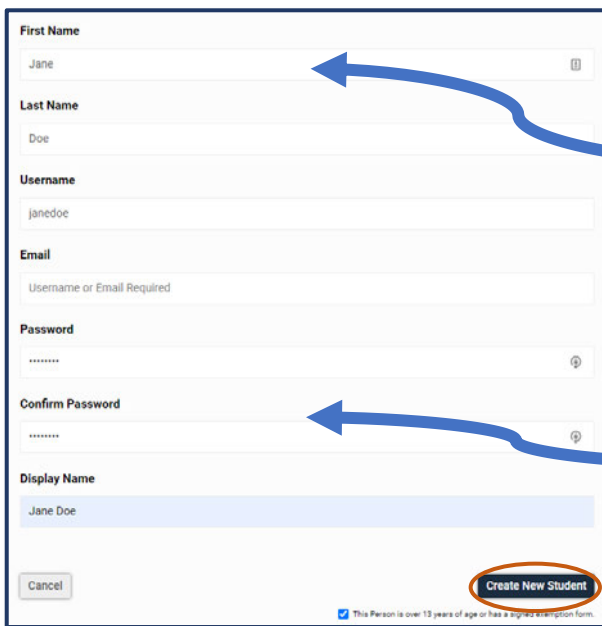


John Doe

JDC-Durango-Unit1

Create Managed User 2FA QR Codes Invite Users

3. Enter the youth's name and username, set the password to **"durango1"**, and click **'Create New Student'**. You can also enter a display name or it will use the default: first name and first initial of last name.



First Name  
Jane

Last Name  
Doe

Username  
janedoe

Email  
Username or Email Required

Password  
\*\*\*\*\*

Confirm Password  
\*\*\*\*\*

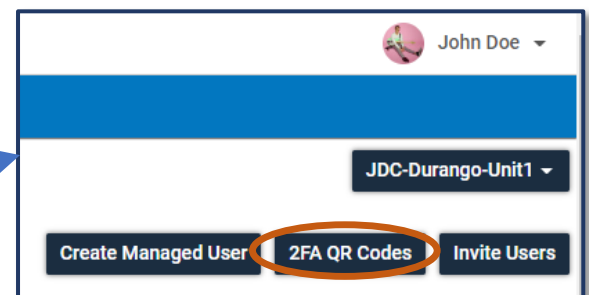
Display Name  
Jane Doe

Cancel Create New Student

This Person is over 13 years of age or has a signed consent form.

4. The username and password you create will be used when the youth logs into the ThriveCast app. They can change their password, but not their name.

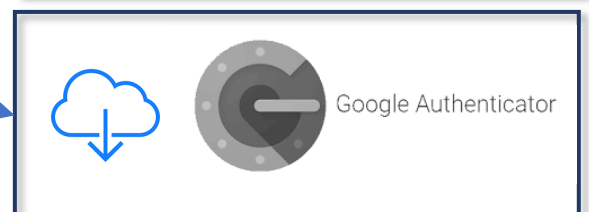
5. When logging in, the youth will also need a 2FA code to log in. To generate a list of these codes, click on **'2FA QR Codes'** next to the **'Create Managed User'** button. Now that your codes have been generated, you will need to login to the app **'Google Authenticator'** on staff I-Pads, or download to a mobile device.



John Doe

JDC-Durango-Unit1

Create Managed User 2FA QR Codes Invite Users



# Inviting New Members







- ❖ Communicate that each youth will be given a tablet to use, and their goal is to select growth modules in areas they want to grow.
- ❖ Express that you, as a staff member, are there to support them in succeeding. The experience, however, is what they make of it!
- ❖ Explain that this is an opportunity to grow skills so that they will be more successful in life when they leave. They will select Growth Modules, react to peer stories, grow skills and apply what they are learning to create their story.
- ❖ Their work will equip them with life skills, supportive feedback, and they can even earn a printable **micro-certificate** that reflects their growth within an area.

## Empowering youth to grow in these areas...

### Growth Areas

-  **Actions, Courts, & Consequences**
-  **Work Readiness**
-  **Recovery and Addiction**
-  **Being a Parent**
-  **Strengthening My Character**
-  **Achieving Physical Wellness**

-  **Stress Management**
-  **Building Strong Relationships**
-  **Amplifying My Voice**
-  **and more...**

Designed with detained youth and officers to meet their immediate needs and future goals.

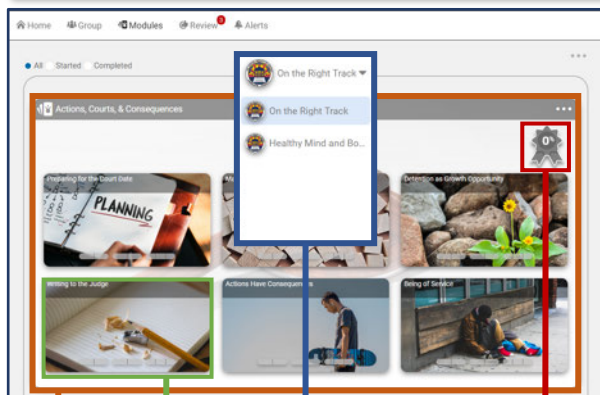
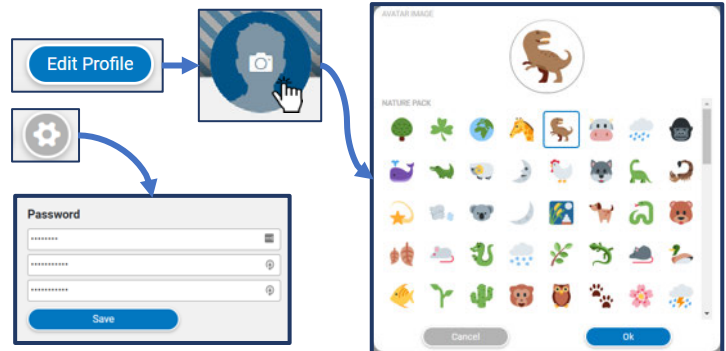
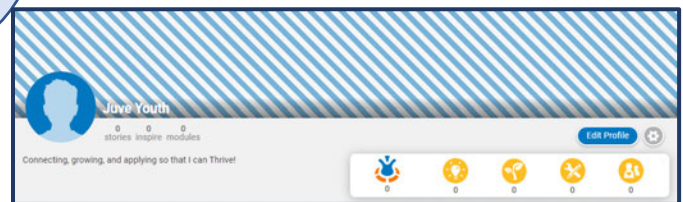
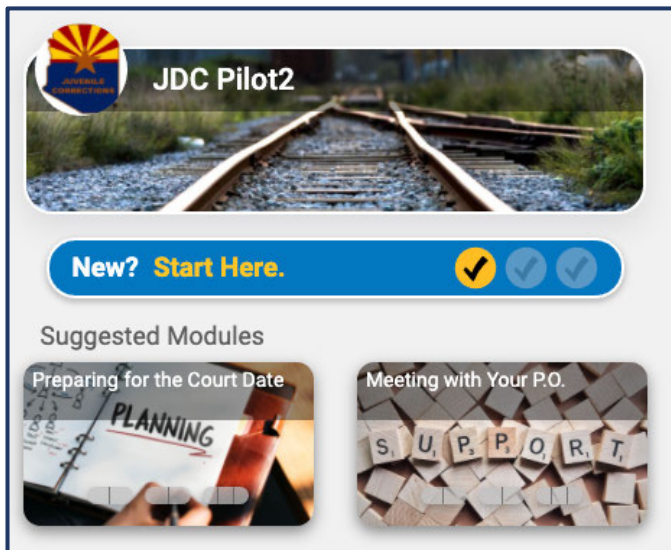
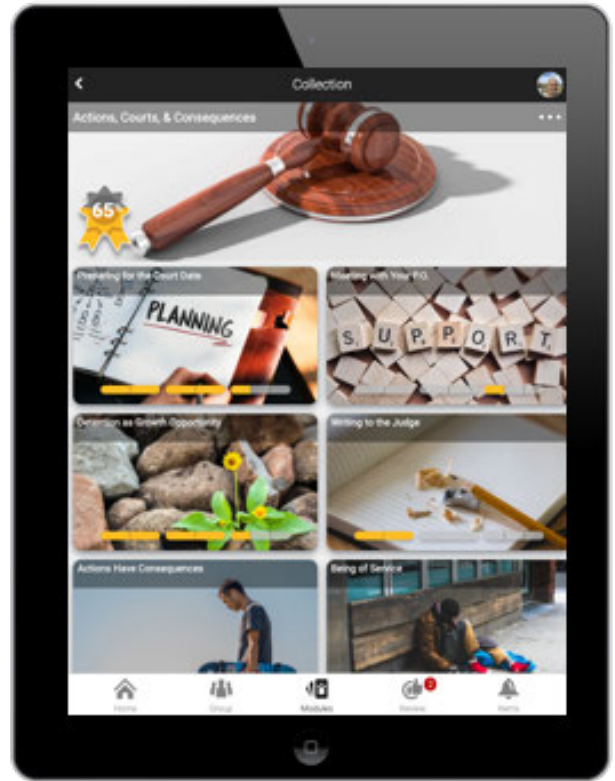
Log into the **Google Auth** app and open the pdf containing the list of codes. You will then scan each QR code and distribute the 6-digit code to your youth upon login.

## Safe & Secure Login



# Inviting New Members

- ❖ Now that you've set up your cohort and 2FA codes, it's time for youth to start **thriving!**
- ❖ Launch the ThriveCast app on each tablet and have the youth enter the username and password you set up for them. You will have to provide them the 6-digit 2FA.
- ❖ Remind youth that the platform is their place for growth, but they should not share cases, places or faces. Also, if anything shared involves someone's safety or relates to an active crime that you have to report it.
- ❖ Encourage them to visit the the 'New? Start Here.' button on the homepage. This will outline how to get started on their journey.



- ❖ Ask them to inform you once they've completed the "New? Start Here" steps. Also, let them explore a bit. They can use the feed to find stories/modules that they find interesting and relevant.
- ❖ Then, show them the overview of Collections within the two libraries under the **Modules** tab.
- ❖ Instruct youth to explore this page and find a module of their choosing to complete.



## Supporting Progress & Awarding Micro-Certs

**How to Complete a Module**

Use the 4 tab buttons to navigate between the Overview, Connect, Grow, and Apply sections



Perform actions in those areas until progress meters are filled

**Module Steps**

- 1 Connect** to others' stories. Read how others have applied these ideas and react to those that inspire you.
- 2 Grow** your own skills through the interactive growth challenges.
- 3 Apply** what you've learned and share your story to inspire others.

[Got it](#)

- ❖ Upon starting a module, the youth will view a module tutorial screen. This will outline the three steps needed to complete a module.
- ❖ By clicking the three dots in the corner of the overview, they can learn more about the specific module such as why they're doing it, what the goal is, and criteria for their own story.
- ❖ Encourage youth to familiarize themselves with how the Module completion process works: read the module **goal**, **connect** with stories, **grow** through activities, and **apply** what they've learned in their own story.
- ❖ Let the youth know that ThriveCast groups are safe spaces where vulnerability is valued. **Growth and progress**, not perfection, is the goal.
- ❖ Inform the them that their stories will be reviewed by staff members to receive points for the 'Apply' step.

**OVERVIEW**

something you lack in that you need of your P.O.

- i About this Module**  
Learn more about this Module
- ? How Modules Work**  
How to complete a Module

- ❖ Youth can check their Collection Progress by clicking the ribbon in the top right corner of a collection.
- ❖ This will give them an idea of how many modules they need to complete to receive a Micro-Cert for that collection.
- ❖ Micro-Certs are physical demonstrations that show they've mastered and excelled within a collection. They are available for download or you can sign a printed one once the youth reach 100% on the Micro-Cert badge.
- ❖ Explain that Micro-Certs can be shared with judges during court, which can demonstrate they've made lasting positive change.
- ❖ Acknowledge their milestones! If you can, publicly or privately mention those who are growing and contributing, and what they have completed.

**Meeting with Your P.O.**

**Why do this Module?**

Your Probation Officer was assigned to help you succeed. His or her goal is to provide the best plan for you to be successful, and going to change can start to build an ally who will help you.

**Goal for this Module**

What do you want help with from your P.O.? Identify something you lack in that you need to improve on to be successful. Communicate these in a way that recruits the support of your P.O.


**Criteria for my Story**

Share some ways that you have prepared or plan to prepare for meeting with your P.O. How can you build, or have you built, a positive relationship to get the support you need.

[Got it](#)




**Designing Innovation**

Microcert **35%**



**STORIES ACCEPTED**

1/6

Connect	Grow	Inspire
 2/13	 3/13	 11/8

[Close](#)

## Reviews & Giving Feedback

- ❖ As staff, you will be reviewing the stories the youth will be submitting. Remember that they are taking a risk to share what they are doing with the ideas, and these are creative acts that are important to them.
- ❖ In your feedback, provide specific praise that points out the ways in which the youth's story adds to the wisdom of the group. Then, notice where they could improve, and if they didn't meet the story criteria expectations remind them of the Module Goal and story criteria.
- ❖ **Ensure** that the youth know that sharing overly sensitive or dangerous information in a story *must* be reported for their own safety and the protection of others.

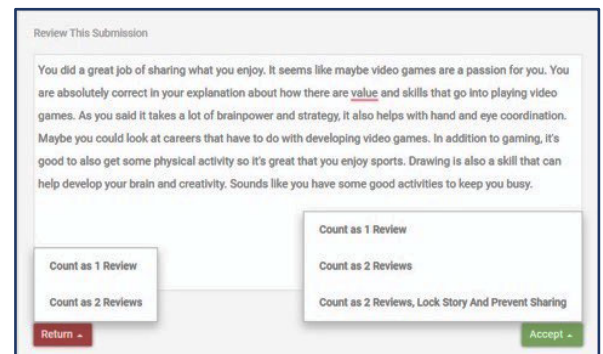
## When Should I Lock A Story as Private?



- ❖ When you review a story, you will be given the option to either use your review as final, and no more reviews are needed to publish it, and you may lock the story to private and prevent the author from changing its visibility.
- ❖ Your review helps the author in a constructive way to edit their story and revise areas that could be improved. Once you believe it is ready, the author can choose to publicize it to the rest of the group or set it private themselves.
- ❖ You should lock the story to private when the story:
  - ❖ contains overly sensitive information that could put the author at risk
  - ❖ does not relate to the module goal and story criteria
  - ❖ discloses any information or material that violates rules and needs to be reported.

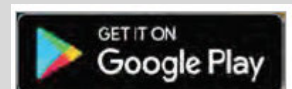
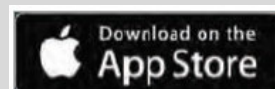
## How Do I Review a Story?

- ❖ It is important to stay on top of reviews, as published stories are a driving factor as youth **feel seen, valued, and validated for their work.**
- ❖ You can review a story is though the ThriveCast app itself. After you log in, clicking the '**Reviews**' tab will present you with all the available stories that need feedback.
- ❖ Read the story, Module Goal, and Story Criteria and confirm that the story addresses these requirements.
- ❖ Typically, stories need 2 **accepts** to be accepted, but if you believe your review is enough, you can accept the story as final and no more reviews are needed.



- ❖ Reviews can also be completed within the **MyLifeLabs.Org** account. Log in and click the reviews tab.
- ❖ Here, you will see the names of the authors, as well as any reviews already given to the story. You can click on these to examine them.
- ❖ Click on the gray icon to the right of their name to write your review.

ThriveCast is available online at ThriveCast.org, or your favorite device with the free app from Google or Apple.



## More Tips for Reviewing Stories

- ❖ Remember, feedback can either spark **positive change** or halt any future endeavors. By learning how to write effective feedback you are establishing yourself as an authority figure who is **positive, trustworthy,** and **supportive** for youth attempting to achieve personal development.
- ❖ Your feedback should focus **on encouragement as opposed to praise**. You want to establish yourself as an authority figure who is positive, trustworthy, and supportive. Children, especially those **who have experienced a challenging upbringing**, can develop a dependency on excessive praise to define how they feel about themselves.
- ❖ It is important to acknowledge how valuable **their voluntary vulnerability** is independent of anything else they have said. You don't want to scare them away from again showing this vulnerability by criticizing them as individuals. You aren't grading an essay. **You are identifying strengths** and will help them to **build tools to foster continued growth**.

### Specific Things to Consider

**1. Clarify Participation Expectations.** Whether the individual shares something of joy, pain, or fear, it is something personal to them. Try to connect to what they say on an emotional level, rather than a logical level. **People are much more receptive to feedback if they believe that you truly care about what they have said.** You can do this by applying what they said to something meaningful in your own life, letting them know that they are not alone in the problems they are coping with, or appreciating specific things that they have shared. Remember, your goal, is to motivate them to continue to progress.

- *Ex. "Hi Steven. It is always difficult to hear hurtful things from people you respect, and not be able to tell your own story."*
- *Ex. "Karl, your ability to recall a personal experience and then connect it to the content you learned is admirable, and it will be really helpful in the future to continue as you learn about new concepts."*

**2. Their Intentions.** While the individual may just be writing to fulfill the prompt, they also would not share matters unless they were meaningful to them in some way. **Take time to recognize the intentions of the writer and center your review around what was meaningful to them.** This not only makes them feel heard, but also signifies that you understand what they were trying to convey. If this is difficult, focus on some universal points that matter to people like family, respect, or having a purpose. It may be beneficial for you to reiterate their point and connect it to the broader picture.

- *Ex. "I think that it is great that you are motivated by your hope that you can get better for both yourself and your family"*

**3. Recognize Your Intentions.** Your intentions are not to give the recipient a clear yes or no answer. Solutions are not concrete and not applicable to every person in every scenario. **Remember that the tone of your writing can dictate whether or not the recipient takes any of your advice.** It can act as a double-edged sword and hurt rather than help. Avoid authoritative tones that can make your reader regret sharing, feel insecure, or feel they cannot control their own situation. Treat your review as a conversation and build your ideas off of what was in the initial post. Use "I", "you", or their name to add more direction to the review. Don't be afraid to give necessary criticism, but focus on growth rather than cutting down their weaknesses.

- *Ex. "Instead of. . . you could . . ." or "I love how you mentioned major things that you want to do to improve your relationship with your family and your future, but I also think it is important to recognize the little steps you have already taken or want to take. I would really like to hear more about . . ."*

**4. Prompt/Application.** Double check that they addressed all components of the prompts. **People tend to forget the application or criteria components of the prompt.** Specificity helps them know exactly what it was that they did that deserved your encouragement. Offer words of advice if you have wisdom or insights, or indicate things they may have neglected. Constructive criticism is important because it helps grow their sense of identity by giving greater context to their ideas. One of the easiest ways to do this is to ask them to share specific examples of what they would like to do or what you would like to see.

- *Ex. "What are some ways in everyday life that you might or have applied some of the anger management techniques you learned in therapy?"*