



# Participant Guidelines

*Last revised September 9, 2024.*

These guidelines describe the norms and expectations regarding participant behavior in the live calls and any asynchronous chats/discussions hosted by Burnout Proof Leaders.

## The Basics

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Sovereignty first. You are responsible for your own experience, your own boundaries, and your own energy. Everything that happens in the program is part of your journey.

No one gets to be right. No one gets to be wrong. Everyone is considered to be naturally resourceful, creative, and whole at all times.

You agree to practice active listening during the live group sessions. See the *Active Listening* section of this document for a refresher. You agree to comport yourself respectfully in any group chats or discussion boards. See the *Group Chats and Discussion Boards* section of this document.

In online programs, individuals with varied backgrounds, viewpoints, and ideologies come together. In choosing to join the program, you acknowledge that instances of disagreement might arise and that you will use constructive communication to resolve them.

It should go without saying, but here it is explicitly: Burnout Proof Leaders won't tolerate illegal, obscene, abusive, or threatening behavior. If you feel unsafe or observe such behavior, contact the facilitator ASAP. It is up to the facilitator's discretion to determine, address, and/or sanction offending behavior. Repeated minor violations or serious single violations may result in expulsion from the program without refund.

Burnout Proof Leaders programs are only for individuals aged 18 and up.

You agree not to contact any individual participant outside of the group chat unless express written permission is given. Communications outside of the group chats or discussion boards are outside the purview of the program and at the participant's own risk.

## Confidentiality

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You agree to treat as confidential the names and identities (e.g., job title that would identify them) of the other participants in the program.

You agree to treat as confidential the discussions within the program (in all formats such as but not limited to live, video replay, email, group chat, discussion boards). However, you

understand there is no legal guarantee of confidentiality because of the nature of a peer-learning environment. You accept the risk that others might not treat your information as confidential and understand that neither the facilitator, Burnout Proof Leaders, nor Ardent Acumen LLC\* is liable for any damages that might ensue.

Using a proxy is an effective way to keep your sensitive information private or disguised. For example:

- If you don't feel like broadcasting you are working on issues at your high-profile employer, you could use a placeholder like [x] or could swap in another term entirely like *flamenco dancing*. Sometime using the analogy ends up actually being super helpful for processing the disguised thing.
- You can make up names for people in your life or just call them Person Y.

## Active Listening

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**Listening is about awareness and impact.**

**Awareness** includes the information we receive from all available sources - conscious and subconscious.

- 5 senses
- intuition
- energy and emotions we sense in others or feel in ourselves
- everything in the external environment

**Impact** points to the effect of our listening on others, when we act on awareness. Again, some is conscious and some is subconscious.

*>>>> Listening is about being hyperconscious and present  
while simultaneously accessing the subconscious. <<<<<*

### Level 1 Listening

**In Level 1 listening, our awareness is on ourselves.**

- We hear the words someone is saying but our attention is on what it means to/for us.
- Your thoughts, your judgements, your feelings, your conclusions are right there waiting for your turn to speak.
- There is a strong desire for more information ... you want answers, explanations, details, and data.
- Level 1 listening includes all the internal chatter in your mind ... what's for lunch, I need to check with marketing on [X], I like her scarf, etc.
- Includes "polite" listening where you aren't actually paying attention at all.

Level 1 **informs** us, and is very important. But we may or may not pay any attention to impact at this level.

*\*Ardent Acumen LLC is the legal business entity for all Burnout Proof Leaders programming and services.*

## Level 2 Listening

**Our awareness is on the other person and on our impact.**

- We listen for their words, watch their expressions, sense their emotions.
- We notice what is unsaid and read between the lines.
- We choose what to respond to and how, and we notice our impact.

**Level 2 is about using “active listening” skills.**

## Level 3 Listening

In Level 3 listening, the whole environment gives you information. You draw on your intuition.

This is a natural level for performers to operate at – when they walk on stage and can instantly read the energy of the room. Similarly, classroom educators seem to have a sense for when students are understanding or lost.

You’ve got some Level 3 listening acumen, too. I know you’ve picked up on tension in a room even if no one has actually said anything. Or when you pick up on someone’s vibe.

## Developing Your Active Listening Skills

Here is a quick overview of the main tenants of active listening.

- First, get into the right mindset - one that is neutral and open.
- Next, put your awareness on the other person by paying attention to both verbal and non-verbal messages.
- Then, as part of your intentional impact, actively show signs of listening: nodding, facial expressions, eye contact, leaning in, mirroring, small verbal interjections like “uh huh”.
- And as the other part of your intentional impact, remember your role as listener is to understand the speaker so use your initial speaking time to deepen your understanding of what they’ve said.

### **Response skills**

Basic skills for deepening the understanding include reflecting back what’s been said, asking questions to deepen the exchange or for clarification, and to periodically summarize the discussion so far.

Here are several response starters. There’s no need to get fancy. You can get an amazing amount of mileage from these alone.

*Reflect back what’s been said.*

- What I’m hearing is ...
- It sounds like you are saying ...

*Ask questions to deepen the exchange.*

- What was it like for you...?
- How did you feel about...?

*Ask questions for clarification.*

- What do you mean when you say...?
- Do you mean [x] when you say...?

*Summarize periodically.*

### **A note when things get spicy:**

If you find yourself getting emotional, it is okay to say so... but be sure to check for your own (mis)understanding.

- *I may not be understanding you correctly and I find myself [getting stressed][starting to take this personally][feeling upset]. What I thought you conveyed was [X]. Is that what you meant?*
- *Since you mentioned [X], I'm finding myself getting really worked up. Before I get too caught up in that, I want to check my understanding. Are you saying ...*

## **Group Chat or Discussion Board (when applicable)**

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*A private group chat or discussion board on a third-party app may not be included in each program.*

Sharing your journey, witnessing your peers' journeys, getting feedback and support from the facilitator, and supporting your peers is the purpose of a group thread. It's up to you how often you utilize a group thread.

Ask for what kind of response you want. And if you don't want any responses, say that, too.

**Here are some examples for if you posted something in a group thread:**

- I'd like you to celebrate with me about this insight I just had.
  - The celebrations would be up to the readers to reply with. Perhaps a party emoji, a capital CHEERS, a metaphorical "I'm popping champagne to celebrate you", etc.
- I'm curious if anyone else has had an experience like this? Please share if you have.
- I'm stumped! Please give me your interpretations of what this could mean.
- I'm feeling down and confused about this but don't want to be cheered up. Stomp and mope with me if you are inclined.
  - Readers might reply with something like "putting on my clunkiest shoes to stomp with you", an emoji of a hiking boot, or an image of Eeyore.
- I'd just like some quiet witnessing of the fact that I wrote this post ... pebbles, or reaction emoji, please.
  - A pebble is a lowercase letter "o" with dashes around it like this: -o- .
- If you were me, what would you try next?
- I'm open to any kind of response (AKR).

If you forget to state what you want, then people can still leave a pebble to let you know they witnessed it or can use a reaction emoji. They can also comment as below.

Unless you explicitly state “no comments please”, then it is fair game for people to share with you how they experienced your post. For example:

- Reading this gave me goosebumps.
- Thank you for sharing, this reminds me of an experience that I had and I will write about it later.
- This really resonated with me.
- An image of [explain image] popped into my head as I read this.

**Only give advice or suggestions when they are explicitly asked for. And when you do offer some, practice being not attached to whether the person follows it or agrees with it.**

If no one comments on your post even if you ask for something, that is part of your journey. How you make meaning of that situation is only up to you, as is how you proceed. For example, letting it go, posting it again, or having patience. Know that you are not actively being ignored - people are busy.