



# Compassionate Listening Project

## Facilitator Certification Program Packet

### Goals of the Certification Program

- To ensure consistency, integrity and the highest standards for Compassionate Listening (CL) programs.
- To prepare facilitators to teach core CL trainings as well as create new CL curricula and programs, and to ensure that participants maintain a high skill level before teaching.
- To prepare facilitators to be a force for transforming polarization in their own lives and in the world by developing mastery of Compassionate Listening's Five Core Practices.

(Note: This program is for leaders who have experience facilitating and who want to deepen their skills and bring this body of work to the world)

### Cost and Acceptance into the Certification Program

Program cost for Compassionate Listening's Facilitator Certification is a sliding scale of \$2,500 - \$4,500, based on how many months are planned for completion, and with flexibility based on the person's ability to pay. Each mentor is free to negotiate reduced and scholarship rates.

We will do everything we can to facilitate entry into the program, including working with applicants on extended payment plans. Please make arrangements with us if you wish to pay your balance by credit card. All amounts charged will incur a 3% credit card processing fee.

For acceptance into the certification program, please:

- Complete a minimum of the 2-day Basic Training in Compassionate Listening
- Demonstrate how your commitment to Compassionate Listening is showing up "on the court" in your life
- Submit your application with a \$50 application fee to the Compassionate Listening Project
- Receive approval as a candidate for certification by the Compassionate Listening Project

## Timeline

The certification program includes ten months of active mentoring, unless a shorter period has been approved by your mentor. The maximum timeframe for completion is 2 years from your start date.

## Program Components

Select a mentor, create a plan and timetable to complete the program components required for certification (see numbered items below). All participants in the certification program are requested to become active members of the Compassionate Listening Facilitators' Circle: join our e-list and periodic conference calls to share best practices, curriculum, and evolve our practice of Compassionate Listening.

Waiving Components: Participants may submit a request to their mentor to waive individual requirements if they have been met through an alternative or prior experience.

1. **Mentor Meetings:** Meet with your mentor via phone on a regular basis. Your certification program fee includes 15 hours of consultation to discuss any aspect of CL as well as your progress through the Certification Program.
2. **Journal:** Maintain a written journal (or an acceptable alternative) of self-reflections related to your CL activities; and discuss them with your mentor:
  - How is CL working in your daily life?
  - Describe your successes and challenges, insights and learning.
3. **Practice Group:** Facilitate a CL Practice Group, including two listening sessions with a marginalized person or group (see Practice Group Guidelines).
4. **Supplemental learning:** Read at least four books related to developing yourself as a Facilitator in this field.
5. **Advanced Training:** Register for a Compassionate Listening Advanced Training I and II to be completed prior to leading Graduation workshop. (We prefer that candidates have taken the complete Advanced series before certification, but if that presents an economic hardship or is not possible due to the schedule, then registration in Advanced Training II can be delayed at the mentor's discretion).
6. **Immersion in the field:** Observe, assist and participate in as many 1 and 2-day CL trainings as you can, including Introductory Intensives and the Advanced Trainings. You do not need to pay workshop tuition to observe/assist but will be responsible for travel and accommodations. Candidates are encouraged to immerse themselves in the Compassionate Listening field and work with as

many different facilitators as possible. Certification candidates observe, participate, help with room set-up, support the facilitator, and collect payment.

7. **Facilitate:** Once you've received positive feedback from participants in practice groups, we encourage you to start presenting and facilitating CL introductions and short experiential sessions. You may request to lead an exercise at any CL trainings when you are ready. Your work will be evaluated by the certified facilitator and the participants. When you feel ready, candidates are invited to plan and facilitate a 1-2 day workshop for your final evaluation. (We have found that community groups such as religious and spiritual communities are eager to host these sessions.) If your mentor cannot attend for cost/logistical reasons, you may film a segment for your mentor to review that shows several exercises, including introductions, exercise set-up, and debriefs with the group. We request that you offer your work for donation or free-will offering until you are certified and evaluations show that the quality of your work is consistently high.
8. **Certification:** Once evaluations from participants and your mentor indicate that you have mastered the Compassionate Listening Project's Standards of Practice for Certified Facilitators, your mentor will recommend your certification. A \$250 certification fee to the Compassionate Listening Project is required for the following: review evaluations from graduation workshop and practice groups; debrief with mentor and possibly mentee; administrative support for inclusion on the CLP website and process for getting workshops on the calendar, and the rights to use the "Compassionate Listening" Service Mark.

If evaluations do not average a minimum of "very good" by the end of the certification program and your mentor is not ready to recommend you for certification, you and your mentor may create a plan that includes additional observing/assisting at CLP trainings, practice group work, skill-building, and additional mentoring time for an hourly fee.

**We recommend** that candidates pursue compatible trainings such as mediation, facilitation, and applicable skill-building workshops. We also recommend that candidates develop skills by facilitating classes, workshops or other events on any topic or area of expertise and collect evaluations for your own growth and development. It is *highly* recommended that Facilitators continue to develop themselves in the necessary work of the world to ensure they are able to hold a safe container for all. This includes pursuing work regarding diversity, racism, power, and privilege, either in your community or online. We also *strongly* recommend that Facilitators attend a Compassionate Listening Advanced Training II within their first year of leading.

# Facilitator Certification Program Application

Please complete your application electronically by responding thoughtfully to the following questions, numbering your responses to match the number for each question.

Please list your name and contact information at the top: mailing address, phone and email.

- 1) Please describe your vision – what draws you to become a certified facilitator of Compassionate Listening?
- 2) Describe in detail your past experience as a group facilitator. This certification program is for those with prior facilitation experience.
- 3) Please tell us about your experience with CL, including any experiences you've had facilitating practice groups and other programs using CL.
- 4) Describe how CL is working in your life and what areas you feel are your growth-edge?
- 5) Would you like to request a specific mentor?

Please send your application by email to: [staff@compassionatelistening.org](mailto:staff@compassionatelistening.org) and submit the \$50 application fee by check to TCLP, Box 17, Indianola WA 98342.

**Process for acceptance:**

Applications will be reviewed and the applicant will be contacted within 2 weeks of submittal.

# Practice Group Guidelines

All candidates are to facilitate a Practice Group with the below guidelines (to be discussed and aligned on with your mentor):

- Aim for 10 to 16 participants
- Meet for 2.5 hours each session
- Hold a minimum of 10-12 sessions, included at least 1 listening session with marginalized person/persons
- Submit participant evaluations to your mentor for debrief following each session

## *Setting Up a Group*

### **Purpose**

- To deepen skills in Compassionate Listening
- To provide a container for intimacy, depth, healing and connection
- To provide the opportunity to develop facilitation and leadership skills, with feedback to assist with self-awareness and skill-development
- To offer guidance and reflection on the application of Compassionate Listening at the personal, interpersonal and collective levels
- To afford opportunities to “sit in the fire” with individuals and groups in your community

(Note: It is important to be related to this practice group as an opportunity to “slow down to the speed of wisdom” for yourself and participants, this is *not* about getting a check-list complete).

### **Type of Group**

Practice Groups may be held in public or private settings, with a pre-existing community or with people coming together for the first time; there are pros and cons to both. Create a plan with your mentor that fits your needs/goals.

### **Possible Outreach**

Invite participants personally or via email, flyers, or CL presentations, including people who have attended CL trainings/delegations in your area, friends, family, co-workers and members of organizations you belong to. You can offer presentations to non-profit groups and organizations that would benefit from these skills and follow with an offer to facilitate a practice group. Members of established communities such as religious groups are often especially interested in participating as a way to deepen their relationships and build skills within their community. What other communities exist in your area?

### **Structure**

Certification candidates will facilitate an entire 2-day Compassionate Listening introductory training over the course of their practice group. Mentors will help mentees

create agendas and will share their personal workshop scripts. Mentees will also use *Practicing the Art of Compassionate Listening*, by Andrea Cohen, with Leah Green and Susan Partnow, which covers most of the Core Curriculum required. Mentors will support Mentees in asking group to consider adding additional sessions if it's determined more time is needed.

Supplemental material can be found in *Listening with the Heart A Guide for Compassionate Listening*, by Carol Hwoschinsky.

### **Listening to Marginalized Voices**

Reaching out to people/groups that are marginalized and honoring them with deep listening is a signature of the Compassionate Listening Project.

This component of the Practice Group is designed for the group to gain a deeper understanding of how to build relationships with marginalized people/groups. This should be seen, first and foremost, as a gift to the person/group, rather than *helping* anyone else. Connecting with marginalized people/groups requires humility and sensitivity. With it comes great learning about how to be an ally. Examples include veterans, homeless people, battered women, First Nation people, youth, people of color, differently-abled people, immigrants, prisoners, and ethnic and religious minorities.

This session(s) should challenge the mentee and practice group members to grow and connect with people with whom they have little or no contact. It may take people out of their comfort zone. You are encouraged to stretch and work in an area you do not know well.

"If you have come to help me, then you are wasting your time.  
But if you have come because your destiny is bound up with mine,  
then let us work together."

- quote from an unnamed aboriginal woman from Australia,  
in *Radical Acceptance* by Tara Brach

### **Requirements:**

- Talk with your mentor to create a plan.
- Keep a journal throughout this process and discuss with your mentor: What worked and what didn't? What are you learning?
- Debrief session(s) with your practice group. Make sure they have the opportunity to discuss what worked, what didn't work, where they successfully offered compassionate listening, and where they may have gone off track.

## Addition Information

### **Compassionate Listening Project**

The Compassionate Listening Project is a 501-c-3 non-profit in the United States, organized for purposes of teaching Compassionate Listening as a skill-set for healing conflict and transforming polarization as well as a spiritual practice. CLP offers trainings and training delegations and works with hosts to set up special events.

### **Compassionate Listening Learning Community**

CLP embraces the concept of a Learning Community (or Community of Practice) for its independent facilitators. We characterize ourselves by such attributes as *self-organizing, co-creative, inclusive, living the practice, and passion-driven*.

### **CL Introductory Workshops:**

CLP's 1-day Introduction to Compassionate Listening, and 2-day Introductory Compassionate Listening Intensive: Healing our world from the inside out, are taught by CL Facilitators. The 2-day Intensive comprises the following:

- 14 hours minimum in length
- The content includes all exercises identified as "Core Curriculum."
- Facilitators are free to design the rest of the training and are encouraged to carefully balance the exercises and activities to reflect the "Five Practices of Compassionate Listening" and to include a variety of learning modalities.

### **Benefits that CLP provides to CL Facilitators:**

- Association with a respected non-profit organization with successful programs dating back to 1990. CL has been taught in many countries and maintains an international scope and reputation.
- Facilitator headshots and bios on the CLP website, with links to websites and email.
- CL facilitators may teach 1 and 2-day Introductions to Compassionate Listening. CL facilitators are invited to create and offer other programs with "Compassionate Listening" in the titles and subtitles when CL curriculum is the dominant content or organizing focus of the program. Workshops may be called "Introductory Trainings" on the CLP website calendar if they are one or two-day programs that include the established "core curriculum" exercises. Facilitators may post all CL programs and events on CLP's on-line calendar without need for approval of new programs, curricula, dates, price or program location.
- Facilitators-in-training may post their CL programs and events on CLP's online calendar with approval from their mentor and CLP.
- CL facilitators are eligible to be hired by CLP for programs and trainings.
- CLP will promote facilitators' events by sharing them on the CLP FB page, and including them in e-Newsletters.
- Support for the CL facilitator community through facilitator calls and e-list.

### **Continuing Education:**

It is *highly* recommended that Facilitators continue to develop themselves in the necessary work of the world to ensure they are able to hold a safe container for all. This includes pursuing work regarding diversity, racism, power, and privilege, either in your community or online. We also *strongly* recommend that Facilitators attend a Compassionate Listening Advanced Training II within their first year of leading.

### **Ongoing Evaluations:**

Once certified, evaluations continue to provide important feedback for the long-term growth of each facilitator and for this reason, facilitators are asked to collect standard evaluations from all programs and trainings for their own growth and development.

An average of “very good” must be maintained throughout facilitation. After the graduation workshop, Facilitator’s must send in evaluations for the next 3 workshops that are led. If at any point an average of “very good” is not met, it is required to get support from your mentor (or a qualified mentor) to ensure you are delivering the work as designed. (This can include observing/assisting at other trainings with qualified Facilitators).

If evaluations indicate that skills or performance are weak, CLP requests that facilitators strategize with their mentor to create a plan to build skills before resuming solo facilitation and creation of new programs. If a facilitator wishes to be hired by CLP for programs, three sets of evaluations averaging “very good” need to be sent to the office, from trainings organized by the facilitator with twelve or more participants.

### **Facilitator Contributions:**

- For use of CL service mark: facilitators are requested to contribute 10% of net income to CLP for each CL training organized, and a financial contribution for each income generating event where CL is a core part. This income goes to support the existence of the CLP non-profit, which serves the facilitator community.
- Facilitators are asked to provide e-mail and mailing addresses after each CL event so their participants can receive the Compassionate Listening Project’s e-News several times a year, and hopefully an annual report each year showing the scope and impact of CL work world-wide.

### **Culture of Generosity:**

The CLP, together with our facilitator community, strives to co-create a culture of mutual appreciation, generosity and support for our collective work.

CLP’s guidelines for the use of “Compassionate Listening” are intended to uphold the highest level of integrity for our work in the world. CLP’s mentorship program was established to entrust facilitators to teach Compassionate Listening with competency and the highest

integrity. CL Facilitators and the Compassionate Listening Project work together to support each other's work, in service to the world and to the evolution of Compassionate Listening. Thank you for being an integral part of this co-creative and synergistic team.

**Service Mark:**

Compassionate Listening® is a legally protected service mark of the Compassionate Listening Project. (From the U.S. Trademark Office: "A service mark is any word, name, symbol, device, or any combination, used, or intended to be used, in commerce, to identify and distinguish the services of one provider from services provided by others, and to indicate the source of the services.")

When using - or referring to - "Compassionate Listening" in your materials or on your website, facilitators are asked to provide a link to CLP's website in acknowledgment of the source. Facilitators are also requested to include the website on all CLP handouts or participant packets that include CLP materials.

**Important Note regarding this document:**

This is a "living document" and is under annual evaluation by the Compassionate Listening Project and Mentors, to ensure we can continue to improve and evolve our certification program. While program changes will not pertain to those already certified or already accepted in the Facilitator Certification program, updated certification packets will be distributed to Facilitators and Mentees.