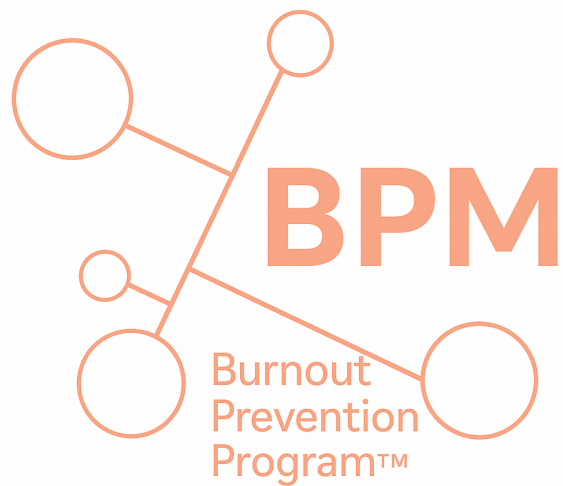


# **Burnout Prevention Method**

Capacity Champion Resource Guide

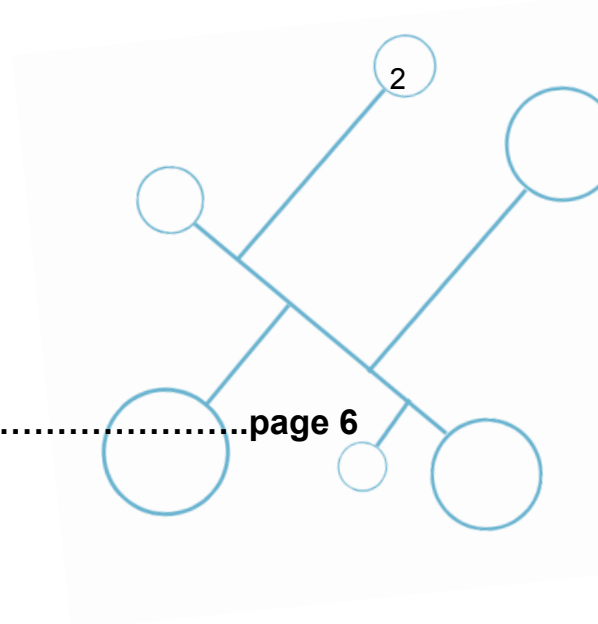


# Burnout Prevention Method™

## Capacity Champion Resource Guide

### Table of Contents

- **Welcome & Introduction** .....page 6
  - Purpose of the Guide
  - Objectives of the BPM
  - Overview of Capacity Management
- **Understanding Burnout & Capacity Management** .....page 7
  - What Is Burnout?
  - The Role of Capacity in Burnout Prevention
- **The Capacity Assessment Journey** .....page 7
  - How the Assessment Works
  - Using the Results
  - Navigating the Capacity States
- **Overview of the Six Capacity States** .....page 8
  - Using This Section as a Capacity Champion
- **Depleted State** .....page 9
  - Description
  - Tools & Resources
  - Coaching Insights, Script & Follow-Up



● **Indulgent State** ..... **page 10**

- Description
- Tools & Resources
- Coaching Insights, Script & Follow-Up

● **Fatigued State** ..... **page 11**

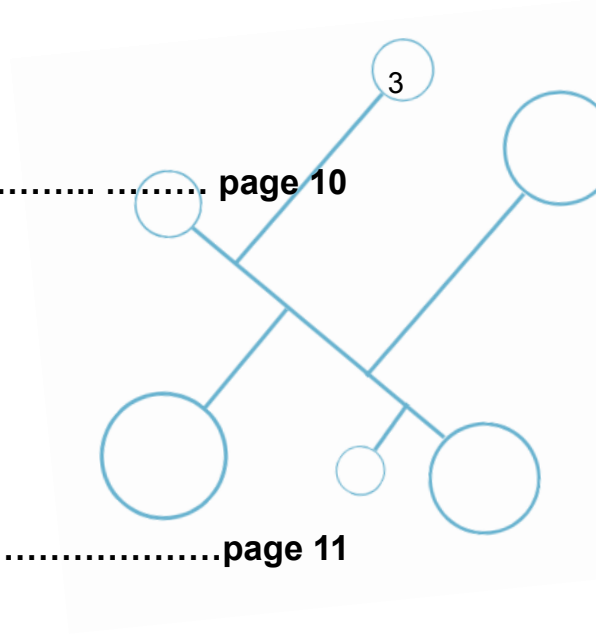
- Description
- Tools & Resources
- Coaching Insights, Script & Follow-Up

● **Reserved State** ..... **page 12**

- Description
- Tools & Resources
- Coaching Insights, Script & Follow-Up

● **Sustained State** ..... **page 13**

- Description
- Tools & Resources
- Coaching Insights, Script & Follow-Up



- **Maximized State** .....page 14

- Description

- Tools & Resources
- Coaching Insights, Script & Follow-Up

- **Reporting & Monitoring Tools** .....page 15

- Accessing Reports
- Interpreting Results
- Using Data for Support

- **Program Timelines**

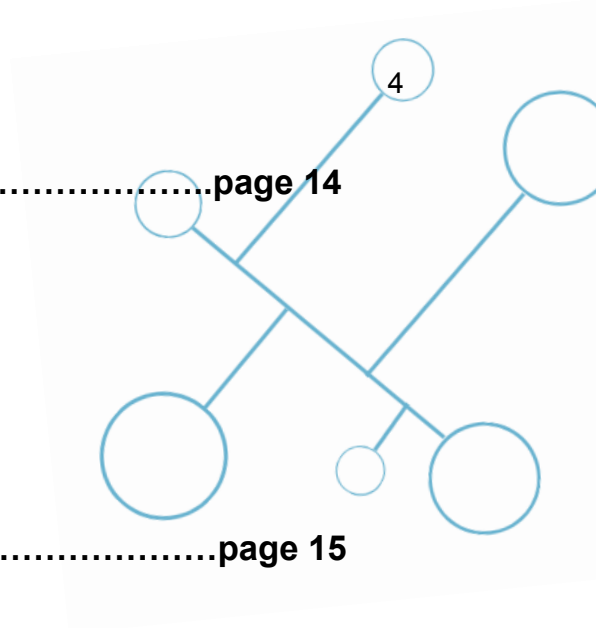
- Suggested Checkpoints
- Reinforcement Strategies

- **Communication Templates**

- Email to Introduce BPM to Team
- Email for BPM Kick-Off Meeting

**Using the AI Chat Assistant** .....page 20

- Example Inquiries for Participants
- Supportive Prompts for Managers

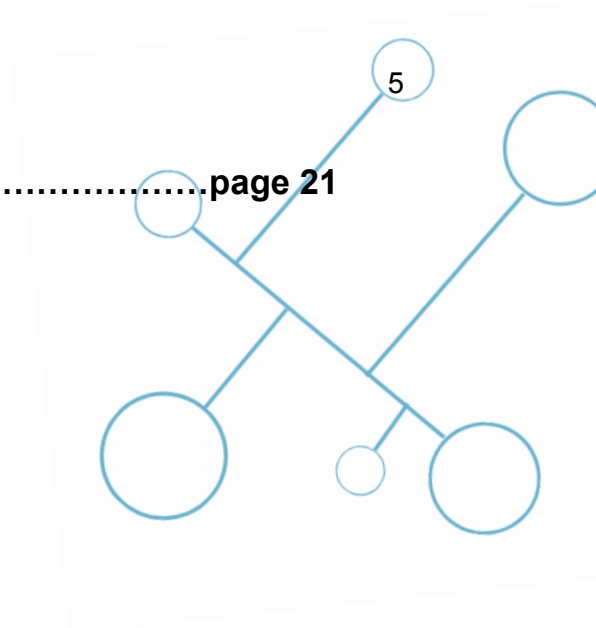


**Frequently Asked Questions** .....page 21

- Burnout Indicators
- Participation Concerns
- Alignment with Productivity Goals
- Timeline and Scope
- Clarification on Therapy vs. Coaching
- Definition of Functioning Burnout

**Support Contacts**

- How to Reach the Capacity Creator Team



## Introduction

Welcome Capacity Champion to the *Burnout Prevention Method (BPM) Resource Guide*. As a Capacity Champion, you are key in fostering an environment where employees can thrive while maintaining their well-being. This resource guide provides you with the tools and insights needed to support your team while they work through the burnout prevention method and learn how to manage their capacity. The BPM is a structured initiative that combines assessment, tools, interactive resources, and guided conversations to help individuals manage their capacity. By recognizing and adjusting workloads based on their current capacity state, employees can maintain effectiveness without compromising their mental health.

## Purpose


The purpose of this guide is to empower Capacity Champions with the resources and strategies to optimize their team's capacity. By integrating capacity management principles, teams can start to identify and address burnout risks while fostering a culture of productivity and well-being.

## Objectives

The Burnout Prevention Method aims to:

- Increase awareness of burnout and its impact on individuals and organizations.
- Provide a framework for assessing individual and team capacity states.
- Equip individuals with practical tools and strategies to support sustainable work habits.
- Cultivate a culture where capacity management and mental well-being are prioritized.
- Enable Capacity Champions to monitor capacity levels, identify risks, and implement proactive strategies.

## Resource Guide Overview

- This resource guide will offer Capacity Champions essential information on burnout and capacity management, details about each state of capacity, and an overview of the tools, resources, and exercises available for individuals in those states. It will also provide insights and resources to help Capacity Champions support individuals based on their specific state of capacity.
- 

## Understanding Burnout and Capacity Management

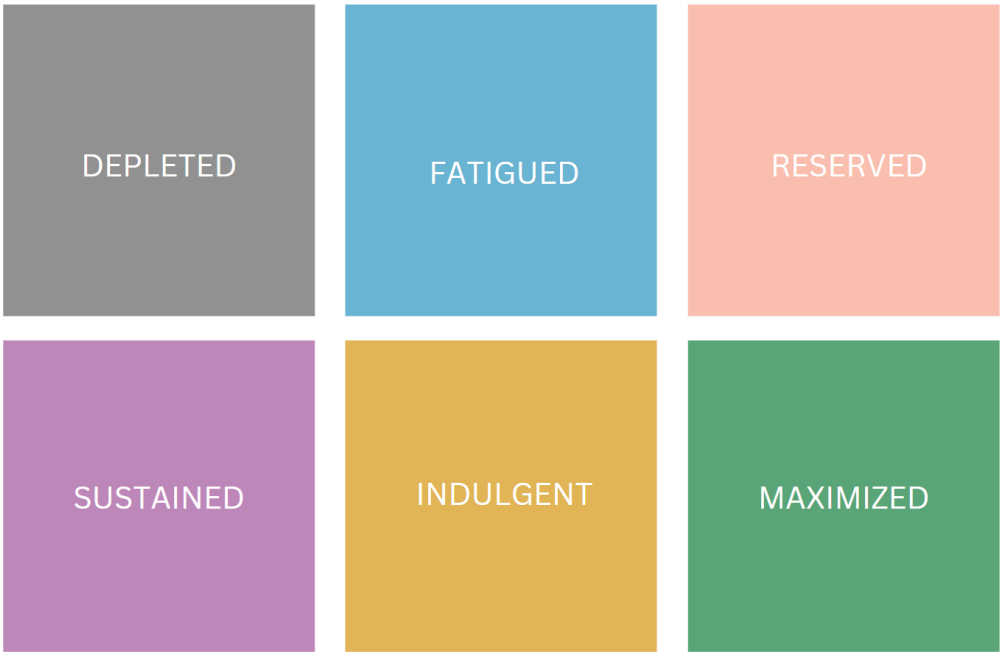
Burnout is the result of a prolonged mismatch between what you give and what you have to give. It happens when you continuously extend beyond your mental, emotional, and physical limits—often fueled by good intentions, high expectations, and the pressure to keep going—without adequate recovery, boundaries, or alignment with your values.

Burnout isn't just about being tired. It's a state of disconnection from your purpose, depletion of your energy, and erosion of your resilience. It often hides in plain sight—behind productivity, people-pleasing, perfectionism, and the drive to be everything to everyone.

At Capacity Creator, we believe burnout is not a personal failure—it's a capacity signal. A call to reassess what you're saying yes to, what you're carrying, and how you're restoring.

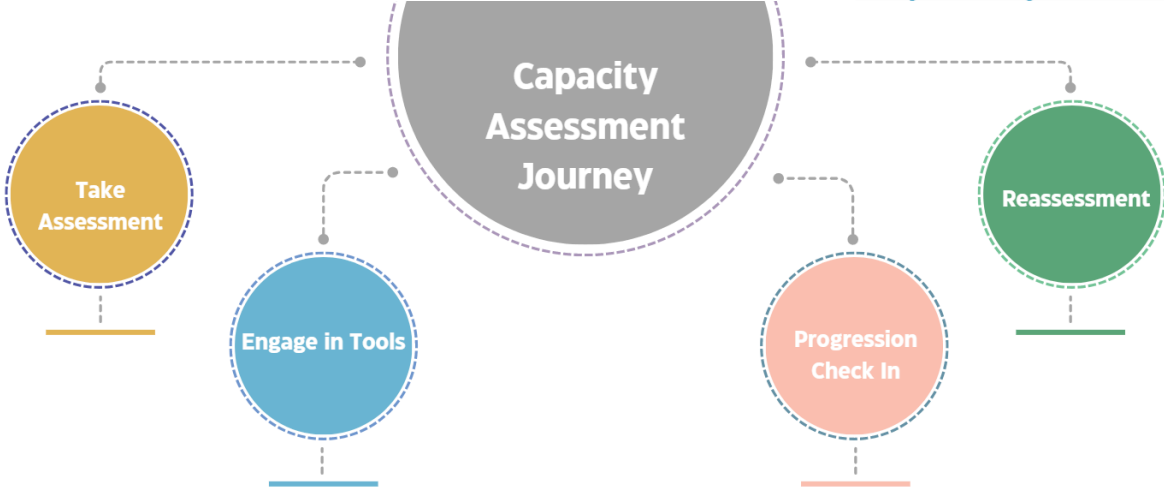
## Capacity Management Assessment & Journey

To begin the Burnout Prevention Method, individuals will complete a 19-question capacity assessment, which will determine their capacity and assign them to one of six states. Each state provides insights into their current capacity and burnout risk.



After assessment, individuals will receive a curated list of exercises tailored to their current capacity. The exercises will be released gradually, with the first exercise available immediately and subsequent exercises unlocked weekly. This approach ensures individuals can focus on completing each exercise before moving on to the next, preventing overwhelm. The release order is strategically designed to facilitate progression, encouraging completion in the intended sequence.

After completing all exercises in their assigned state of capacity, individuals will complete a check-in questionnaire. This will help them assess whether they are ready to retake the capacity assessment or if they should revisit any tools or exercises. While they can opt to reassess their capacity if they feel ready, the questionnaire serves as a guide to ensure they have positively progressed before moving on.



### Exploring the States of Capacity

Each state reflects an individual’s capacity to manage additional responsibilities. The BPM helps employees assess their current state, providing them with the tools and language to understand their capacity and effectively manage their workload. As a Capacity Champion, it’s crucial to understand these states and the common language used to support your team's capacity. This section offers an overview of each state, the tools available to participants, and coaching scripts for guiding conversations with your team. These scripts are designed to help managers lead supportive, thoughtful discussions, combining active listening with practical follow-up actions to address needs and optimize well-being and productivity.

## Depleted State

- **Depleted** is a state where an individual experiences low energy, purpose, and connection, signaling a high risk of burnout. This state indicates a lack of resources and drive to sustain current workloads or commitments, often leading to feelings of being overwhelmed and drained. The goal is to rebuild foundational capacity by identifying energy drains, reconnecting with purpose, and establishing basic engagement. Progression involves stabilizing well-being, setting boundaries, and reducing overcommitment to promote recovery.

## Tools & Resources

When individuals complete the assessment and are in a depleted state of capacity, the BPM will suggest the following tools and resources for them to work through:

1. **Functioning Burnout Checklist** – This tool will help individuals assess the extent and signs of burnout and identify immediate areas for rest and recovery.
2. **CHIEFF** – In this tool individuals will explore life aspects of career, health, intellectual, emotional, financial and fun to gain a holistic view of areas that are affected. Then using a red, yellow, green system to evaluate quality of capacity in each category.
3. **Load Management Evaluation** – This resource will have participants review and prioritize tasks to reduce overload, immediately reducing capacity drains.
4. **Individual Scripts** – These scripts will introduce participants to language for boundary-setting and initial recovery to avoid additional depletion.

## Coaching Insights

These coaching insights are designed for capacity champions to use with individuals in each of the six capacity states. These insights help address the unique needs of those in a depleted state of capacity.

- **Goal:** In the depleted state the goal for individuals is to regain focus, reduce workload and prioritize rest. Capacity Champions can help with their recovery by helping them focus on these areas.
- **Script:** I've noticed that you seem to be running low on energy lately. Let's talk about your current workload and see if there's anything we can adjust or prioritize to help you recharge. Are there tasks that feel especially draining right now? Let's explore ways to streamline your responsibilities and make room for rest and recovery. I want to ensure you have the support you need to feel re-energized.
- **Follow-up Action:** Identify two to three tasks that can be delegated, postponed, or simplified to reduce stress and create breathing space for the team member.

## Indulgent State

- **Indulgent** is a state where individuals experience a lack of purpose, despite having some energy and connection. They may engage in enjoyable or easy activities but lack meaningful goals or direction. While this state may offer temporary satisfaction, it may not sustain long-term fulfillment or motivation. The goal is to cultivate a deeper sense of purpose and align actions with meaningful goals. Progression involves encouraging intentional goal-setting and aligning with values to move toward a more balanced state.

### Tools & Resources:

When individuals complete the assessment and are in an indulgent state of capacity, the BPM will suggest the following tools and resources for them to work through:

1. **Personal Value Proposition** – This tool helps individuals define their purpose and values, identifying motivations, ideal impact, and how one's skills contribute meaningfully.
2. **Value Mining Exercise** – This exercise encourages individuals to explore their core values that feel lacking and determine areas where their purpose can be strengthened. This helps align actions with intrinsic motivations.
3. **Coaching Scripts** – These scripts will introduce individuals to language to help them work through limiting beliefs or doubts around purpose and direction, reinforcing clarity on goals.
4. **Resignation Exercise** – In this tool, individuals will identify any existing commitments that don't align with personal purpose and goals, allowing the individual to let go and refocus.

### Coaching Insights

These coaching insights are designed for capacity champions to use with individuals in each of the six capacity states. These insights help address the unique needs of those in an indulgent state of capacity.

- **Goal:** In the indulgent state the goal for individuals is to find meaningful alignment between their work and personal values to increase fulfillment. Capacity Champions can help individuals in this state by focusing on finding alignment with the individual's values.
- **Scripts:** "It sounds like you're doing well with energy and collaboration, which is fantastic! I'd love to discuss your long-term goals and see if there are ways to connect your work with what feels meaningful to you. Are there areas in your role where you'd like to focus more on what matters most to you? Let's explore options that bring a sense of purpose to your tasks so that you feel even more fulfilled in your work."
- **Follow-up Action:** Work together to identify one or two projects or responsibilities that align better with the team member's values or areas of interest.

## Fatigued State

- **Fatigued** is a state characterized by a depletion of physical or mental energy, even though purpose and connection remain intact. Individuals in this state often feel tired and struggle to maintain productivity, despite being connected to their work and goals. If energy is not restored, this state can lead to burnout. The goal is to replenish physical and mental energy to sustain purposeful and connected engagement. Progression involves conserving energy, prioritizing recovery, and streamlining commitments to restore sustainable engagement.

### Tools & Resources:

When individuals complete the assessment and are in a fatigued state of capacity, the BPM will suggest the following tools and resources for them to work through:

1. **Load Management Evaluation** – This tool will help individuals and teams reassess current workload, identify areas of overcommitment, and reduce energy-draining activities.
2. **Capacity Net Worth** – This resource takes an inventory of energy investments in various areas and determines which commitments add or drain capacity. This will help individuals redirect energy toward meaningful areas.
3. **3x3 Capacity Matrix** – This matrix walks individuals through identifying three core roles, goals, and control statements that clarify priorities, allowing for focused energy distribution.
4. **Egocake** – This exercise allows individuals to work through layers of options, distractions, and commitments, helping to remove or adjust obligations that consume energy unnecessarily.

### Coaching Insights

These coaching insights are designed for capacity champions to use with individuals in each of the six capacity states. These insights help address the unique needs of those in a fatigued state of capacity.

- **Goal:** Help the team member manage workload, balance energy, and support sustainable performance.
- **Script:** I can see that you're very dedicated to your work, and I want to make sure you have the energy to sustain it. Let's take a look at your current tasks and see if we can create more balance. Are there particular projects that are taking more energy than expected? I want to help you prioritize tasks in a way that allows for both progress and recovery. Let's create a plan to make your workload feel more manageable."
- **Follow-up Action:** Identify energy-draining tasks and strategize to balance the workload, possibly by scheduling breaks or redistributing responsibilities.

## Reserved State

- **Reserved** is a state where individuals may have the drive and capability but lack social or emotional connection. This can signal isolation or withdrawal, impacting team dynamics and personal satisfaction. The goal is to enhance social and emotional connections to boost resilience and balance in life. Progression focuses on supporting intentional connection-building and aligning activities with relational values to foster resilience.

### Tools & Resources:

When individuals complete the assessment and are in a reserved state of capacity, the BPM will suggest the following tools and resources for them to work through:

1. **CHIEFF** – In this tool individuals will go through life aspects of career, health, intellectual, emotional, financial and fun to gain a holistic view of areas that are affected. Then using a red, yellow, green system to evaluate quality of capacity in each category.
2. **Coaching Scripts** – These scripts give individuals the language to address possible barriers to connection (such as isolation or self-sabotage) and encourage open communication and relationships.
3. **Value Mining Exercise** – This exercise encourages individuals to explore their core values related to relationships, community and connection helping them identify areas where they need support. This helps align actions with intrinsic motivations.
4. **Egocake** – This exercise allows individuals to re-evaluate layers of options, distractions, and commitments, helping to foster relationships, encourage social interactions, and promote emotional well-being.

### Coaching Insights

These coaching insights are designed for capacity champions to use with individuals in each of the six capacity states. These insights help address the unique needs of those in a reserved state of capacity.

- **Goal:** Encourage social connection and foster teamwork to support resilience and engagement.
- **Script:** I've noticed that you work very independently, which is a great strength. I also know that strong connections can make work more enjoyable and supportive. Let's brainstorm ways to build connections within the team. Are there any areas where you'd like to collaborate more, or are there projects where we could bring in more teamwork? Strengthening connections can bring new ideas and support, making challenging tasks feel a bit lighter.
- **Follow-up Action:** Discuss opportunities for collaboration or team projects that align with the team member's strengths and interests, creating a more supportive environment.

## Sustained State

- **Sustained** represents a state of balance, where energy, purpose, and connection are at an optimal level for maintaining productivity and well-being. Individuals in this state are resilient, engaged, and able to handle regular work demands effectively. The goal is to maintain balance and strengthen capacity across these three areas for long-term sustainability. Progression involves keeping individuals centered, adaptable, and aware of their capacity needs to prevent burnout or depletion.

### Tools & Resources:

When individuals complete the assessment and are in a sustained state of capacity, the BPM will suggest the following tools and resources for them to work through:

1. **CHIEFF** – In this tool individuals will go through life aspects of career, health, intellectual, emotional, financial and fun to gain a holistic view of areas that are affected. Then using a red, yellow, green system to evaluate quality of capacity in each category.
2. **3x3 Capacity Matrix** – This matrix walks individuals through identifying three core roles, goals, and control statements to maintain clarity and keep goals aligned with evolving capacities.
3. **Personal Value Proposition** – This tool helps individuals refine their purpose and values regularly, identifying motivations to ensure actions and goals remain aligned with personal growth and life changes.
4. **Capacity Net Worth** – Continue evaluating and adjusting where energy and capacity are invested, promoting sustainable commitment and fulfillment.

### Coaching Insights

These coaching insights are designed for capacity champions to use with individuals in each of the six capacity states. These insights help address the unique needs of those in a sustained state of capacity.

- **Goal:** Maintain balance by encouraging reflection, adaptability, and continuous growth.
- **Script:** “You’re doing a great job maintaining balance and keeping up with your work. I’d love to talk about ways we can keep this momentum going. Are there any areas where you’d like more support or new challenges that could help you grow further? It’s also helpful to keep reflecting on what’s working well to stay adaptable. Let’s make sure you have the right tools to keep things balanced while building on your strengths.”
- **Follow-up Action:** Set up regular check-ins for reflection, discuss new growth opportunities, and ensure the team member feels supported in maintaining their balance.

## Maximized State

- **Maximized** is the peak state where energy, purpose, and connection are at their highest. Individuals in this state are highly motivated, energized, and deeply aligned with their work and goals, experiencing peak performance and fulfillment. To maintain this state, it's essential to balance high capacity with strategic renewal, prioritize sustainable engagement, and avoid overcommitment. The focus should be on optimizing performance, deepening purpose, and maximizing high-value contributions.

### Tools & Resources:

When individuals complete the assessment and are in a maximized state of capacity, the BPM will suggest the following tools and resources for them to work through:

1. **Personal Value Proposition** – This exercise invites individuals to revisit to ensure purpose-driven decisions that maximize fulfillment and align with legacy goals.
2. **CHIEFF** – Use as a proactive check-in tool to ensure life balance and detect early signs of overextension.
3. **Egocake** – In this exercise individuals will re-evaluate layers regularly, resigning from additional responsibilities if needed.
4. **3x3 Capacity Matrix** – This matrix helps individuals maintain focus on key goals and roles, ensuring that new commitments align with high-priority areas.
5. **Resignation Exercise** – This exercise provides language for individuals to proactively release obligations that do not serve long-term goals or balanced capacity.

### Coaching Insights

These coaching insights are designed for capacity champions to use with individuals in each of the six capacity states. These insights help address the unique needs of those in a maximized state of capacity.

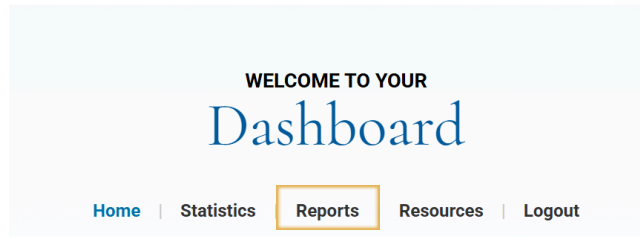
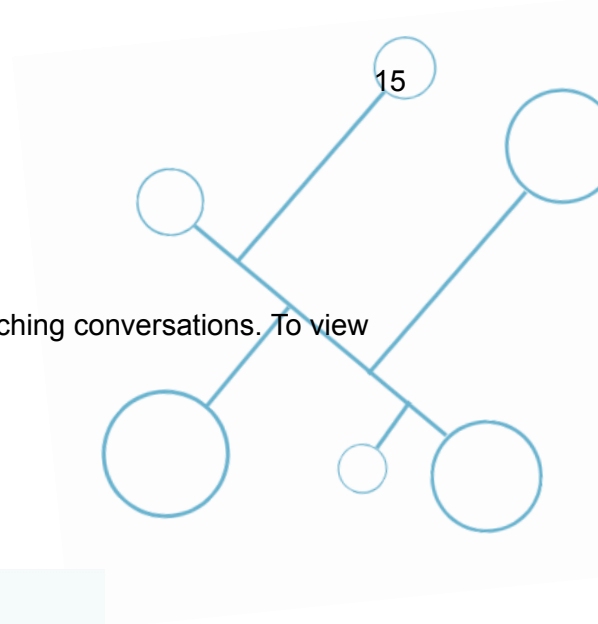
- **Goal:** Support sustainable high performance, prevent overextension, and maintain alignment with goals.
- **Script:**
  - “I can see that you’re operating at a high level right now, and your contributions are incredibly valuable. I want to make sure you have the support to keep this momentum in a sustainable way. Are there any areas where you feel stretched or close to overcommitting? Let’s also talk about long-term goals to ensure your work continues to feel purposeful. I want to help you stay at your best while avoiding burnout.”
- **Follow-up Action:** Together, assess current commitments to ensure they’re manageable and meaningful, preventing overextension while supporting peak performance.

## Reporting

### Accessing Reports

Use these reports to monitor team development and support coaching conversations. To view team progress and download reports, follow these steps:

1. Log in to your BPM dashboard.
2. Click on the **Reports** tab.



You'll find two key sections:

### Group State Overview

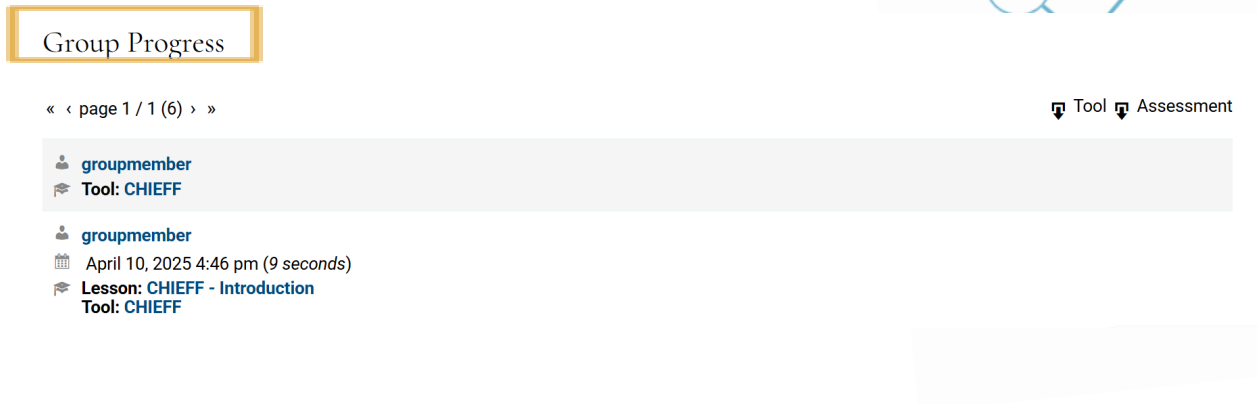
- Displays the current capacity state of each team member enrolled in the program.

#### Group State Overview

Username	First Name	Last Name	Current State	Date Assessed	Previous State	Last Login
groupmember			Depleted	April 12, 2025	Maximized	15 hours ago
groupleader			Maximized	April 6, 2025		10 seconds ago

### Group Progress

- Provides a real-time overview of tools recently completed by team members.



In the top-left corner of the *Group Progress* section, you'll find two buttons:

- **Tool Report**
  - Outlines which tools each group member has completed.
- **Assessment Report**
  - Details the capacity states each group member received for every completed assessment.

Group Progress

« ‹ page 1 / 5 (25) › »

Tool Assessment

## Interpreting Report Results

As a manager, you play an important part in ensuring your team remains supported, energized, and operating at sustainable capacity. These reports provide a list of all the burnout and capacity tools completed by each team member. The reports will list the team member's name, tool completed, date completed and last login date.

How to use the results:

- *Gauge engagement:* See who is actively using the tools. Low participation might signal disengagement or an opportunity to re-communicate the value of these resources.
- *Follow up:* Use the information as a prompt to check in with team members who haven't completed tools especially if their workload or behavior suggests potential stress.

- *Recognize effort:* Completion of these tools can reflect proactive self-care. Acknowledge and encourage continued use.
- *Tailor your approach:* Adjust workloads, timelines, or team support strategies based on the data. For example, a rise in the "depleted" or "fatigued" state might warrant shifting priorities or redistributing tasks.
- *Open dialogue:* Use this as a conversation starter. You don't need to diagnose—just listen, empathize, and explore solutions together.
- *Support early:* Even moderate levels of burnout indicators are worth addressing early to prevent long-term impact.

#### Next Steps:

- Check the dashboard regularly—monthly or quarterly reviews can help catch issues early.
- Encourage a culture where using these tools is normalized and valued.
- Partner with HR or Wellbeing resources for extra support when needed.

## Program Timeline



## Communication Templates

Email template for introducing BPM to your team

Dear [Employee Name],

We're excited to announce that we are partnering with Capacity Creator to implement a new wellness initiative designed to support your mental well-being and help you thrive at work—the **Burn Out Prevention Method**.

As part of our ongoing commitment to fostering a healthy, balanced, and productive work environment, we're introducing a comprehensive tool aimed at **managing your capacity**—the ability to juggle your workload, stress, and personal life in a way that prevents burnout and promotes well-being. By understanding and managing your capacity, you can avoid overwhelming yourself and ensure you're able to bring your best self to work each day.

Here's how it works:

1. **Capacity Assessment:** You'll receive a login for your personal dashboard, where you can complete a quick, 19-question **capacity assessment**.
2. **State of Capacity Report:** Once you've completed the assessment, you'll receive a detailed result of your **current state of capacity**—whether you're in a healthy zone or facing challenges.
3. **Tools and Resources:** Based on your result, you'll have access to tailored tools and resources to help you **optimize your capacity**.

The Burn Out Prevention Method isn't just about avoiding burnout—it's about creating a **culture of wellness** where we can all support each other in balancing the demands of work and life. By building a shared understanding and a common language around **capacity management**, we can help ensure that everyone shows up to work in a **positive, healthy, and sustainable way**.

We believe that taking care of your well-being directly impacts your ability to perform at your best, and by addressing capacity together, we're creating an environment where we can all grow, succeed, and maintain a sense of fulfillment.

If you have any questions or need support as you engage with the Burn Out Prevention Method, feel free to reach out. We're here to support you every step of the way!

Best regards,  
[Your Name]  
[Your Title]  
[Company Name]

## Email template for Kick Off Meeting

Dear [Employee Name],

We are excited to invite you to the upcoming **Burnout Prevention Method™ (BPM)** intro session and workshop, happening on **[date]**. This experience is designed to help you better understand your **personal and professional capacity**—so you can work smarter, not harder, and feel more in control of your time and energy.

What's Happening on [date]:

We'll begin with a **60-minute introductory session** where we'll walk through the core concepts of the Burnout Prevention Method™. You'll get a chance to reflect on your own habits, pressure points, and patterns that may be quietly contributing to functioning burnout.

Following that, we'll move into a **guided workshop** that will equip you with practical tools to:

- Assess your current state of capacity
- Identify areas where you're overextended
- Apply real-time strategies to manage workload and energy
- Learn how to say yes to the right things—and no without guilt

Logistics:

- **Date:**
- **Location/Link:**
- **What to Bring:** A notebook, an open mind, and a bit of space to reflect

What You'll Walk Away With:

After the session, you'll leave with your own **BPM toolkit**, including personalized capacity-building strategies, scripts for setting boundaries, and a better understanding of how to protect your energy without sacrificing your ambition.

You'll also gain:

- Increased clarity around what matters most—professionally and personally
- A shared language to support team-wide discussions about stress, workload, and well-being
- Greater confidence in managing your time and energy across shifting priorities
- Tools to prevent burnout *before* it starts, rather than recovering from it after

This is more than a workshop—it's the start of a new way of working. One that puts well-being and performance on the same team.

## Chat Assistant Inquiries

In the BPM dashboard, you will notice a chat assistant. This AI chat assistant is there to help with any inquiries you or your team might have around the program, the tools and exercises or burnout and capacity management in general. Here are some sample inquiries of what might be helpful to ask the chat assistant.

### *Participant:*

- I am in the X state, can you give me more information about what that means?
- I am feeling overwhelmed, where should I start?
- What can I do outside of these tools to continue to support my capacity in X state?
- Give me tips to manage my energy during the week
- Give me a script/email/chat message to talk to my manager about my workload?
- How can I talk to my manager/my colleagues about feeling burned out?
- How can I support a colleague that seems burnt out?

### *Manager*

- I am a manager and notice that one of my team members is not participating in the program. Help me draft an email to check in on them.
- Outside of these tools and programs, how might I be able to support a team member who is in the X state of capacity?
- How can I build a culture where my team feels safe talking about their workload?
- Give me a script/email/chat message to open a check in conversation with my team.

## Frequently Asked Questions

### How do I know if an employee is experiencing burnout?

Look for signs like chronic fatigue, disengagement, decreased performance, and increased irritability. Use the BPM assessment to validate your concerns.

### What if an employee refuses to participate?

Encourage voluntary participation by highlighting the benefits of the BPM. Share success stories and reassure them that this is a supportive initiative, not a performance evaluation.

### How does BPM align with company productivity goals?

By preventing burnout, BPM ensures sustained performance, reduces absenteeism, and enhances overall employee well-being, which leads to long-term organizational success.

### How long does it take to complete the program?

BPM is a self-paced program, but we recommend spending at least 1-2 weeks per tool to reflect, apply changes, and assess your progress. A full cycle can range from 3 to 6 months, depending on your needs and goals.

### Is this a mental health program or therapy?

BPM is a capacity-building and coaching framework, not a replacement for clinical therapy. If you're experiencing severe mental health challenges, we encourage you to seek support from a licensed therapist or counselor alongside the program.

### What is "Functioning Burnout"?

Functioning burnout is a state where individuals continue to perform at high levels despite internal exhaustion, disconnection, or emotional depletion. It often goes unnoticed due to external success or productivity.

For support or questions, please contact our team:

[melanie@capacitycreator.com](mailto:melanie@capacitycreator.com)

[natalie@capacitycreator.com](mailto:natalie@capacitycreator.com)