

MODULE 10

Building Rapport & Boundaries

The Balance Between Connection and Protection

Good support lives in the space between two extremes: distance that never really helps anyone, and closeness that leaves you with nothing left to give. This module is about finding and holding that balance.

Why This Module Matters

Without boundaries, connection becomes exhausting and eventually unsustainable. Without connection, boundaries become walls that keep you from actually helping anyone. This module teaches you to hold both at once.

What You'll Walk Away With

You'll leave with a clearer sense of your own limits and how to communicate them without damaging trust. You'll learn how genuine connection and healthy boundaries actually strengthen each other instead of working against one another.

What's Inside

Practical guidance on setting and holding boundaries in peer support relationships. Language for the conversations that feel awkward, saying no, stepping back, referring someone elsewhere, without it feeling like rejection. Reflection on your own patterns around connection and protection.

PRESENCE™ and ATTUNE™ in Practice

Attuning to someone doesn't mean losing yourself in their needs. This module shows how PRESENCE™ and ATTUNE™ work within limits, so you can stay engaged and available over the long term instead of burning out from one relationship.

A Story You Might Recognize

A peer supporter realizes she's been taking calls from the same colleague at all hours, even on her days off. She cares about him, but she's exhausted, and the support has stopped being sustainable for either of them. Learning to set a boundary, and still show up within it, changes the relationship for the better.

Who This Is For

Peer support team members, coordinators, and supervisors. Chaplains and spiritual care providers. Fire and EMS, law enforcement, dispatch, and other public safety personnel. Nurses, healthcare workers, educators, and other helping professionals.

How We Ground This Work

This module draws on established boundary-setting frameworks used in peer support and helping relationships, focused on sustaining connection over the long term rather than protecting yourself by pulling away.

Scope and Safety

This module teaches interpersonal boundary skills. It doesn't address clinical boundary issues, and any concerns about safety or conduct should be handled through your agency's policies and appropriate reporting channels.

Where This Leads

These skills protect everything you build in the peer support track, making sure your ability to help other people lasts.

Learn the skill. Practice the encounter. Become the presence your people can trust.