

PEER SUPPORT

The one providing support

1

EMOTIONAL SUPPORT

“What happened?”

“What do you need right now?”

2

REFLECTION AND LEARNING

“Is there anything you can learn
from what happened?”

“Is there anything else you need
right now?”

Break

1.

To show care for your colleague can mean listening, asking follow-up questions, showing empathy, and offering validation.

You may use the Listening Wheel as a tool.

2.

A good way to support reflection and learning is to ask questions that help the person see and better understand what happened in the conversation, and what they might have done differently or additionally.

Remember:

Take responsibility for ensuring that the peer support conversation has a clear beginning and a clear ending.

Maintain confidentiality.

PEER SUPPORT

The one receiving support

SET OUT THE FRAMEWORK BY ASKING:

“Do you have time for a peer support chat?”

SPEAK IN THE FIRST PERSON:

For example: “I felt...” or “I thought...”

Which conversations?

You can bring up any type of conversation in peer support. It can be especially important if you have experienced difficult or uncomfortable physical reactions, emotions, or thoughts - or if you felt uncertain about your own choices during the conversation.

1.

Peer support can help us regulate our own emotions and return to our Window of Tolerance.

2.

Reflecting on our own conversational practice makes us more confident in conversations and helps us find more ways to meet the other person.