

Crisis Support Solutions, LLC
QUICK GUIDE: DO'S and DON'TS
for Peer and Crisis Support



- Don't be "too quick to fix"
- Don't give advice
- Don't interrupt
- Don't invalidate or compete (try to "one-up")
- Don't minimize, deny, blame, dominate, nag or scold
- Don't touch anyone that doesn't want to be touched
- Don't participate in gossip
- Don't sacrifice care of yourself to provide care to another
- Don't violate someone's confidence and trust in you by sharing their personal / identifiable information
- Do assess before you address
- Do validate first, validate always
- Do practice healthy boundaries and detachment
- Do keep confidentiality and other core values associated with your program
- Do go sooner, stay longer
- Do be kind to yourself, no one is perfect - your best is enough
- Do surrender the outcomes
- Do practice on your family, friends, coworkers, neighbors, kid's teachers and coaches, person bragging about their fantasy football, waiting on your table, delivering your mail, etc.

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