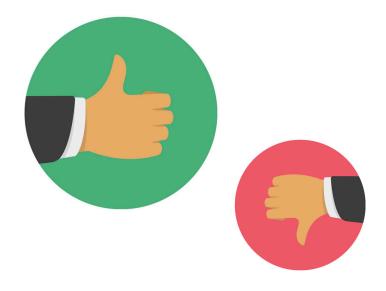
Get More of what you Want and Less of what you Don't:

How Peer Support Benefits Your Organization



Exercise





Make a list of what you want (and don't want) from the people in your organization...





examples



improved communication

cooperation / teamwork

work satisfaction

maturity / judgment

resiliency

less conflict

less absenteeism

less turnover

less negativity



Research shows

compassion at work

gets you more...





Annual Review of Organizational Psychology, 2014 <u>Compassion at Work</u>

"Compassion fosters resiliency, builds commitment, strength and loyalty to provider of compassion and strengthens attachments within the organization in which compassion takes place."

https://www.annualreviews.org/doi/full/10.1146/annurev-orgpsych-031413-091221



Harvard Business Review, 2014 Employees Who Feel Love Perform Better

"Employees who felt they worked in a loving, caring culture reported higher levels of satisfaction and teamwork. People who worked in a culture where they felt free to express caring, and compassion were more satisfied with their jobs, committed to the organization, and accountable for their performance."

https://hbr.org/2014/01/employees-who-feel-love-perform-better





Wharton School of Business, 2014 Why Fostering a Culture of 'Companionate Love' in the Workplace Matters

- ✓ Reduces employees' withdrawal from work
- ✓ Lower levels of absenteeism and employee burnout
- ✓ Higher levels of employee engagement
- ✓ Greater teamwork
- ✓ Greater employee satisfaction

http://knowledge.wharton.upenn.edu/article/fostering-culture-compassion-workplace-matters/





Journal of Biobehavioral Medicine, 2018 How Does Helping People Affect Your Brain?

"Humans thrive off social connections and benefit when they act in the service of others' well-being...study suggested that providing support -- not just receiving it -may be an important contributor to the physical and mental health benefits of social support."

https://www.sciencedaily.com/releases/2018/08/180830125128.htm





Psychology Today, 2014 <u>The Need to Love</u>

"One of the best kept secrets of happiness is to love and care for others... expressing love or compassion for others benefits not just the recipient of affection, but also the person who delivers it."

https://www.psychologytoday.com/us/blog/sapient-nature/201401/the-need-love



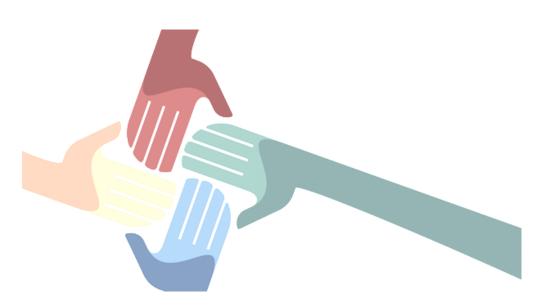


SUMMARY

- More satisfied
- More productive
- Increased gratitude
- Increased resiliency, commitment, strength and loyalty
- Increased pride in people and organization

- Less retaliation / litigation
- Decreased anxiety
- Decreases healthcare costs and increased levels of engagement
- Lowered rates of absenteeism and turnover





We believe an informal support program is the best, most effective vehicle for delivering a "culture of care" to your organization.



What is a support program?

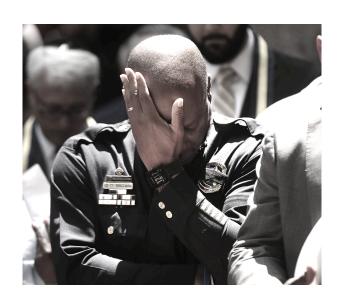
An informal, in-house program that utilizes its own peers to provide care and offer hope to those struggling with stress and overwhelmed by daily difficulties.

We teach peers how to listen, assess and address anyone, at any time, dealing with any difficulty





Why an internal support program?



Peers are usually the <u>first</u> to identify distress and offer immediate support.

Because relationships are already established, peers tend to trust each other before accepting "outside" help. As such, peers are often able to successfully refer to next level care (if/when needed).



Trained peers provide confidential space

for others to vent without worry of judgment, ridicule or retaliation

- ✓ Offer compassionate presence
- ✓ Listen, Assess, Address
- ✓ Validate / Normalize
- ✓ Reduce stress, Increase clarity
- ✓ Empower decision-making
- ✓ Refer (if/when needed)







More of what you want...

- ✓ After venting, we usually feel <u>catharsis</u>.
- ✓ After identifying options, we usually feel <u>clarity</u>.
- ✓ After making a decision, we usually feel <u>energized</u>.



Trusted to train these fine agencies & others...



We want you to get More!



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