

SYLLABUS

Course Title: Peer and Crisis Support for Individuals in Distress

Course Length: 2-day / 16-hours

Course Description:

Whether a difficult day or devastating tragedy, this course advances skills for listening, exploring, assessing and addressing immediate needs and critical concerns. This course also teaches peers and chaplains to identify and reframe distortions and violations in order to lower stress, increase clarity and empower decision-making. Through our exclusive 6-part protocol©, students will learn to support anyone, at any time, dealing with any difficulty.

This course is now delivered online - via Zoom. By utilizing features (such as: breakout rooms, chat box, polls, share screen, white board, etc.), this course offers a high level of student engagement. Prior to class start, students will be sent a link (with password) to access and download student materials.

Attendance Policy:

Students must be present for 80% of class time. Students must also keep their computer camera on during class time.

Course Methodologies:

- Lecture
- Instructor demonstrations
- Video labs
- Small group exercises in breakout rooms
- Polls and chat box questions for “check-on-learning”
- Practice labs in breakout rooms

Terminal Performance Objective (TPO):

When called upon to support an individual in distress, the Peer or Chaplain will be able to accurately assess and effectively address immediate needs and critical concerns in order to reduce suffering, improve clarity and empower healthy decision-making.

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Enabling Performance Objectives (EPOs): 6-Part Protocol©

1. *Show Up* - Demonstrate ethical understanding of confidentiality and identify role and goal of peer or chaplain
2. *Lean In* - Provide compassionate presence and emotional support through active listening and exploring techniques
3. *Listen Out* - Assess stress reactions and triage critical concerns
4. *Provide Care* - Address concerns with appropriate intervention techniques and support strategies
5. *Offer Hope* - Introduce possibility by identifying options and empowering healthy decision-making
6. *Follow Up and/or Refer* - Demonstrate plan for follow up and identify appropriate referral sources for next-level care

Evaluation of Learning (when POST credit is needed):

- Written test - to earn credit for this course, students must pass a written exam (score 80% or better). To complete this requirement, the instructor will provide students a link to the online test. Students will take the text during class time, keeping computer cameras on, and click the submit button when finished.
- Practical exercise - to earn credit for this course, students must pass a practical exam (70% or better). To complete this requirement, the student must schedule a one-hour session with the instructor. During this time, the instructor will assume the role of an individual in distress while the student assumes the role of chaplain or peer. The student will be evaluated on ten (10) skill-based elements taught and practiced in class. At the close of the exercise, the instructor will provide relevant feedback and evaluation results. Students must complete this requirement within five (5) business days following the completion of training.

Course prepared by:

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Course revised for online training:

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