



BASIC PEER SUPPORT

STAND WITH. WALK BESIDE. BE CAPABLE.

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EXCERPT / SAMPLE

FOR MORE, ENROLL IN 2-DAY BASIC
PEER SUPPORT TRAINING PROGRAM:

<https://crisissupportsolutions.com/peer-training/>

2-DAY BASIC PEER SUPPORT TRAINING PROGRAM

It may surprise you to learn that we are not interested in promoting *peer support*, per se. We are instead, interested in promoting **wellness** (that is, to *hurt less and feel better*). Peer support is just the “vehicle” that helps personnel move towards this goal.

Here’s another way to think about it: If you could be anywhere in the world right now, where would you be? Would you want to be on a beach somewhere in the Carribean soaking in the sun? Or would you pick fly fishing at Yellowstone, enjoying gelato in Italy or hunting with your dad? Now, think about *why*. Why *that* place at *this* time? What would it *do* for you...give *to* you?

I wish I could hear your answer, but (I’m betting) you selected the place you did because of *what* and *how* you feel when you are there. Now, next question: if you could go, how would you get there? By plane? Boat? Bike? Car? Train? Dog sled? Jet ski? There are many different modes of transportation. The transportation you pick depends on where you want to go.

Peer support is the *mode of transportation*. Peer support is the way we help the individual *get* to where they want to go.

Q: And where does a stressed-out individual want to “go” (rather “feel”)?

A: Less stressed.

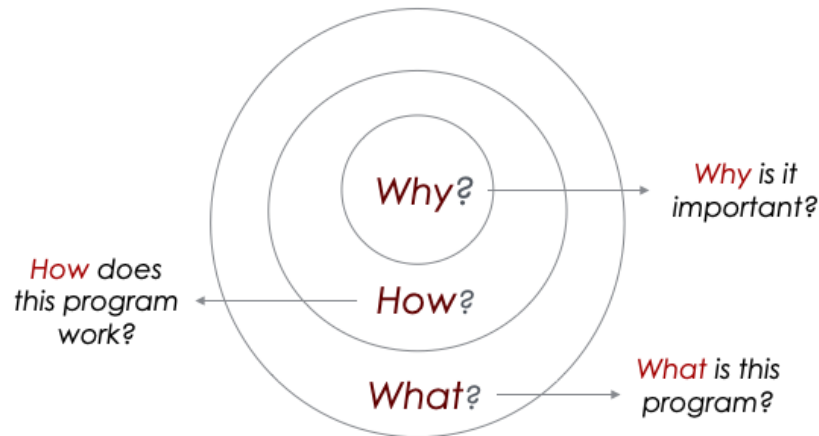
In fact, it would be even better (they would tell you) if they felt less stressed and more _____ [calm, at peace, joyful, certain, fulfilled, secure, appreciated, etc.]. Again, peer support is the *mode of transportation* we use to help employees get from Point A (stressed out) to Point B (less stressed).

The *What, How and Why of Peer Support*

Author and leadership expert, Simon Sinek popularized his concept of “The Golden Circle” in his 2009 TED talk. In it, he explained the importance of not just knowing *what you do* or *how you do it*, but *why you do it*. That is, what you believe about it.

So, this got us thinking about peer support. *What* exactly is peer support? *How* do we *do* peer support (goals, measure success, etc.)? And, most importantly, *why* do we do peer support? What do we *believe* about it?

Simon Sinek at TEDx (2009)
"Golden Circle"



Upon graduation, you will become an **ambassador** of this program. In order for that to happen, it's imperative that you are familiar with the *what*, *how* and *why* of this program. In fact, we encourage you to discern your own *what*, *how* and *why* as you deepen your understanding of care and support.

WHAT?

- What is a peer support program?
A peer support program (PSP) is an informal, in-house program utilizing vetted and trained peers to provide care and offer hope to colleagues struggling with stress and overwhelmed by daily difficulties.
- What is the purpose of a PSP?
*A PSP is designed to help hurting people (employees, family members, etc.) **hurt less** and **feel better**.*
- What is the peer's goal?
To provide a safe, confidential space (free from ridicule and judgment) for colleagues to vent frustrations and decrease stress (hurt less), increase clarity in order to make healthier decisions (feel better).

HOW?

- **Peers provide a compassionate and confidential space.**
It feels good to feel safe. From the contact's perspective - *it feels good to vent - knowing that whatever you say will not be judged or shared with anyone else (with the exception of danger to self, someone else or felonious activity).*
- **Peers listen, explore and assess needs / concerns.**
From the contact's perspective - *it feels good to know someone cares that much to listen intently, helping me figure out why I'm upset, and what I need.*
- **Peers validate first, validate always.**
From the contact's perspective - *it feels good to be heard and understood. To have someone hear all your stuff and not think you're crazy. To know that what I'm feeling is normal and that they've had to deal with hard stuff too.*
- **Peers identify and reframe distorted (inaccurate and/or unfair) thinking.**
From the contact's perspective - *it now makes sense that what I've been thinking isn't helpful or healthy for me. It feels good to know that there are other (healthier) ways to think about this thing. It feels good to have another perspective.*
- **Peers empower healthy decision-making.**
From the contact's perspective - *it feels good to know that I have choices - that I'm not stuck. It feels good to know that I don't have to make a hundred decisions today; but, I can make one "next right action" decision (which may include being patient and waiting for things to become more clear).*
- **Peers follow back around and/or refer to next-level care when needed.**
From the contact's perspective - *it feels good to know that my peer thinks enough about me to check on me and see how things are going. It feels good to know the peer is aware of all kinds of programs and services available to me if needed. It feels good to know I'm not alone...that I don't have to go through this alone.*

WHY?

What we do is *help hurting people hurt less and feel better*. **How** we do this is by utilizing the 6-Part Protocol[©] as a guide for a supportive and effective interaction. **Why** we do this for two main reasons:

1. Because hurting people hurt themselves, others and the organization as a whole.
2. Because better feeling people make home, work and community a better place to be.

Note, the two reasons *why* directly correlate with the *what* statement: *hurt less and feel better*.

WHY?

#1. Because hurting people hurt themselves, others and organization as a whole.

Hurting people hurt themselves. They do this in various ways (see bullet points on slide). Self-harm can be intentional or unintentional, that is, deliberately attempting to injure or harm oneself or without awareness (“subconsciously” or inadvertently).

There are 2 main ways hurting people can hurt others and the organization: passive-aggressive (next slide) and aggressive-aggressive ways. These aggressive-aggressive behaviors create a toxic, unsafe work environment.

WHY?

#2. Because better-feeling-people make home, work and community a better place to be.

The second factor, as previously mentioned, relates to “better feeling people...”.

Why help hurting people hurt less and feel better, because better feeling people make home, work and community a better place to be.

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