

## Peer Support (2 days)

### Our Vision

At PRIMEXL we aim to be the partner of choice in the creation of better organisations and better lives.

### Our Values

We value:

- **Meaningful relationships**
- **Premium quality services**
- **Innovation** – we are always looking for ways to add more value to our clients
- **Accountability for our performance**

For more information about our suite of solutions, please contact:

#### PRIMEXL

461 Scarborough Beach Road  
OSBORNE PARK WA 6017  
PHONE +61 8 9492 8900  
FAX +61 8 9446 8089  
FREECALL 1800 674 188  
EMAIL [training@primexl.com.au](mailto:training@primexl.com.au)  
WEB [www.primexl.com.au](http://www.primexl.com.au)

PRIMEXL's 2 day Peer Support program can be custom designed to suit the requirements of a partnering organisation. The outline for the whole 2 day program is as followed.

### Peer support program development

- The peer support team
- The peer support program
- The value of peer support
- What's required of an effective peer supporter
- Principles of peer support
- Confidentiality & code of conduct
- Staff support & peer support relationships

### The Employee Assistance Program & Peer Support

- The role and function of EAP & relationship with Peer Support Program

### Self Awareness

- Self awareness – the key to helping others
- How boundaries work
- Setting boundaries

### Support Skills & Strategies

- Effective Listening
- Supportive communication
- A framework to follow
- The MOST important five steps
- Emotional first aid
- Empathetic listening skills
- Verbal + non verbal listening
- Empathic reflective skills
- Problem solving support
- Decision making matrix
- The support process
- Role plays

## **Stress Management**

- What is stress?
- Myths about stress
- Factors influencing stress
- Stages of a stress response
- Stress adaptation
- The stress & performance relationship
- Stress management & self care
- Stress management strategies

## **Critical incident defusing**

- Psychological trauma
- The effects of trauma
- Our reactions to trauma
- Critical incident stress management
- Defusing & debriefing
- Models of debriefing

## **Issues**

- Understanding depression
- Understanding anxiety
- Understanding breakdown and work stress
- Grief support

## **Peer support management**

- How to manage the peer support program