

# Sample agenda for virtual peer support training



## Goals of training

1. Awareness of internal organizational supports
2. Science around impact and support
3. How to be peer supporters
4. Understanding your limits

8:25 – 8:30 AM

### **LOG IN**

8:30 – 8:40 AM

### **WELCOME**

8:40 – 9:10 AM

### **INTRODUCTIONS AND GROUP EXERCISE**

9:10 – 9:55 AM

### **REVIEW AND LISTENING SKILLS**

This session will review pre-work: the science for support and internal supports. Participants will learn about Sue Scott's Three Tier Model of Support. Faculty describe the impact of unexpected patient outcomes on the healthcare clinicians and describe ideas for helping mitigate the suffering from an individual and team member perspective. Participants will start role-playing peer support interactions.

Objectives:

- Identify strategies for initiating clinician support
- Describe ways to support a colleague in distress
- Review active listening skills

9:55 – 10:05 AM

### **PEER SUPPORT BASICS: SKILL BUILDING**

10:05 – 10:15 AM

### **10-MINUTE BREAK**

10:15 – 11:30 AM

### **SKILL BUILDING (CONTINUED)**

11:30 – 11:35 AM

### **5-MINUTE BREAK**

11:35 AM – 12:10 PM

### **SKILL BUILDING (CONTINUED)**

12:10 – 12:20 PM

### **BI OVERVIEW OF PROCESS**

We will discuss team implementation strategies, review the checklist to help guide your work, and consider various methods for addressing obstacles to team deployment.

12:20 – 12:30 PM

### **WRAP UP AND REVIEW**