

Peer Support Encounter Flow Checklist

- Introduced self
- Oriented to peer support role
- Actively listened
- Reflected responses to demonstrate understanding
- Asked open ended questions as needed to explore
- Allowed individual to respond (embrace silence)
- Convey empathy
- Shared own experiences as relevant
- Reframed to gain perspective, as needed
- Focused on strengths and self-care **to elicit colleague's own coping strategies**
- Summarized and **link to resources if relevant**
- Set next date and time to talk, if relevant

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