Embedding a Peer Support Culture

Online via Zoom

ACCPA

About this program

Embedding a Peer Support Culture is designed to empower staff who are assigned a peer support role, often known as a 'buddy'. The shift in terminology from 'buddy' to 'peer support' is to engender a collective responsibility as peers to support each other while still assigning an individual to act in the lead role.

Implementation of a Peer Support program is an investment into your workforce, as employees who feel valued and supported are more likely to remain in their roles, leading to improved workforce retention rates. It is particularly important when onboarding new employees to reduce stress which can occur when commencing a new job or undertaking a new role within an organisation.

The 3.5 hr workshop explores the roles of all parties in the equation, both individuals and the organisation, and offers strategies for effective communication, giving and receiving feedback and greater understanding of how as individuals we learn and receive information.

It explores the expectations of the peer support role and guides participants with practical skills and knowledge, to develop an effective and productive peer support relationship and operating structure within their workplace.

Learning outcomes

- ✓ Understand the roles, responsibilities and boundaries of being a workplace peer
- ✓ Recognise how individual learning style preferences can be utilised to advance knowledge and develop confidence in task applications
- ✓ Understand how effective communication can build relationships of trust and respect
- ✓ Increase your ability to manage difficult situations with confidence, clarity and calmness
- ✓ Develop strategies to deal with the expression of difficult emotions in others

Target audience

The workshop is ideal for any workers in the aged care sector who support new employees and/or trainees as they transition into the workplace. It would also be useful for HR staff responsible for implementing a peer support program in their organisation.

Program details

Date	8 May 2024
Time	12:30pm - 4:00pm AEST
Location	Online via Zoom