

Peer support guide

Why peer support matters:

Peer support helps create a culture of care and trust. Listening, validating feelings and offering appropriate resources can make a significant difference in someone's mental well-being.

INSTRUCTIONS

Use these conversation starters and validation phrases to check in with peers. Practice active listening and avoid judgment.

SITUATION	CONVERSATION STARTER	VALIDATION PHRASE
Peer seems stressed	"I noticed you seem a bit stressed. Want to talk about it?"	"That sounds like a lot to manage. Can I help in any way?"
Peer shares a challenge	"Is there any way I can support you?"	"I can understand why that would be difficult. I appreciate that you were willing to share that with me."
Peer is quiet or withdrawn	"I haven't heard much from you lately. How are you doing?"	"I'm here if you want to talk about anything."
Peer expresses frustration	"Sounds like you're dealing with a lot."	"I can see why that's weighing on you. Did you just need to vent, or do you want to brainstorm solutions together?"
Peer mentions burnout	"Is there anything that I can take off your plate to help you out?"	"You deserve some time to rest and reset."



REMEMBER

Peer support is about listening, validating and connecting to resources when needed. These small actions can strengthen trust and well-being at work, home and in the community.

Build your Health Literacy toolkit and explore expert wellness resources:

www.sk.bluecross.ca/healthysk