

MODULE 7

Peer Support Basics

Building Relationships That Make a Real Difference

Peer support isn't a title or a badge. It's trust, built one conversation at a time, by someone who's willing to show up consistently. This module is the entry point into what that role actually is, and just as importantly, what it isn't.

Why This Module Matters

A lot of peer support programs fail not because people don't care, but because nobody was clear on what the role is for. This module sets that foundation, so peer supporters walk in knowing their purpose, their limits, and how trust actually gets built.

What You'll Walk Away With

You'll leave with a clear understanding of what peer support is meant to do, and what it's not meant to replace. You'll learn how trust develops over time through small, consistent moments, not through one big gesture or one perfect conversation.

What's Inside

Straightforward teaching on the peer support role, its purpose, and its boundaries. Real scenarios that show trust being built and, sometimes, being tested. Honest talk about the difference between being a peer supporter and being a therapist, because that line matters.

PRESENCE™ and ATTUNE™ in Practice

This module is where the relational foundation of PRESENCE™ and ATTUNE™ takes shape. Everything that comes later in the peer support track builds on the trust and role clarity established here.

A Story You Might Recognize

A new peer supporter worries he doesn't have the right words for a colleague going through a divorce. What actually helps isn't a perfect script. It's that he checks in every few days, remembers details, and doesn't disappear when things get uncomfortable. That consistency is what earns trust.

Who This Is For

Peer support team members, coordinators, and supervisors. Fire and EMS, law enforcement, dispatch, and other public safety personnel considering the peer support role. Chaplains and spiritual care providers working alongside peer teams. Leaders building or expanding a peer support program.

How We Ground This Work

This module draws on established peer support principles and what we know about relationship and trust-building under stress. It's written to complement, not compete with, existing Peer Support Team structures.

Scope and Safety

Peer support is not therapy, and this module doesn't authorize diagnosis or treatment. Knowing when and how to refer someone to a licensed professional is part of doing this role well, not a failure of it.

Where This Leads

Every later module in the peer support track, boundaries, ethics, team development, builds on the foundation set here.

Learn the skill. Practice the encounter. Become the presence your people can trust.