

# Skills gained from becoming a Peer Supporter.

Taking part in a peer support program not only requires peer supporters to demonstrate a range of skills but will also, by their very participation, increase their skill base as they encounter a range of situations and issues when engaging with their peers. Some of these skills include:

### Communication skills:

- Verbal communication
- Written communication skills
- Body language
- Active listening
- Possible barriers to communication
- Basic counselling
- How to provide information.



### Decision making skills:

- Conflict resolution
- Decision making
- Developing plans for the future.



### Professional conduct and demeanour:

- Legal considerations/ issues
- Referral issues (knowing when and how to refer clients)
- Confidentiality and boundaries
- Teamwork (how to work effectively as a team)
- Working independently
- Duty of care
- Occupational health and safety.



### Program knowledge:

- Beliefs, values and attitudes of the program
- Program goals and objectives
- Role description
- How to access resources.



### Content knowledge:

- Health specific knowledge i.e. sexual health, drug and alcohol use, mental health, sexuality
- Relevant referral service knowledge.

### Source:

<https://mypeer.org.au/design-implementation/human-resources/training/peer-support-skills/>

