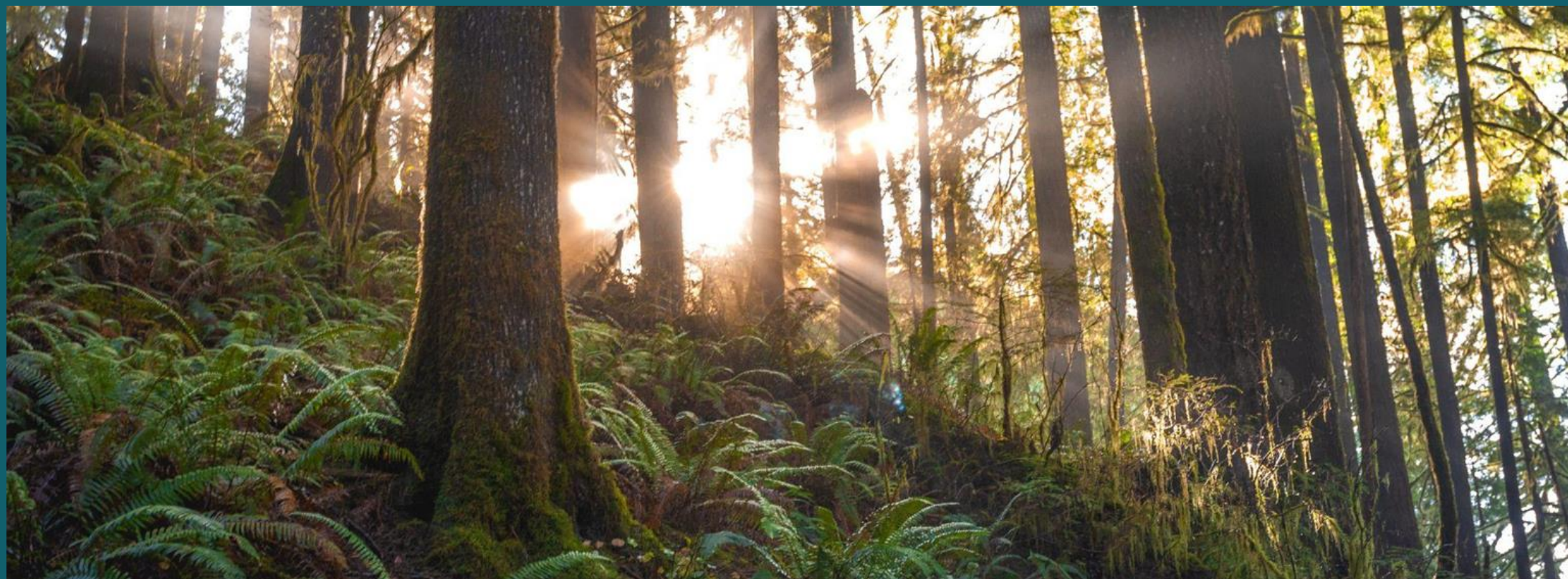


Campus Peer Support Training Program

Module 4



Canadian Mental
Health Association
Mental health for all



Land Acknowledgement



Canadian Mental
Health Association
Mental health for all

Agenda

01

Listening to
understand

02

Questioning
techniques

03

Sharing
experiences

04

Inclusive
language

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Quick check-in

Share what's got your attention
right now

Group activity



Empathetic listening

- Focus on the other person
- Avoid interrupting
- Notice feelings/emotions
- Summarize/paraphrase
- Use open-ended questions



Listening tips



Physical

- o Lean forward
- o Be as still as possible

Verbal

- o Use quick encouragements
“Uh huh, hmm, aha!”
- o Repeat their words

Connection

- o Pause before speaking
- o Notice emotions
- o Ask good questions



Listen up!

Share your plans for the weekend

- ROUND 1 – **Summarizing**: “Sounds like...”
- ROUND 2 – **Observing emotions**: “I’m noticing.../seems like...”

Group
activity



20 Questions



Scenario 1

You are facilitating a discussion with a group of peers who don't know you or each other.

What questions could you use to foster connection and build trust?

Scenario 2

A peer shares a personal story that is on their mind. They want to move on but are having a hard time.

What questions could you ask to help them?

Scenario 3

A peer you've been supporting for a while seems more down than normal. They mention that they are feeling hopeless, running out of options.

What questions could you ask to assess risk?



Question examples



What examples

- o What's going on?
- o What would help?
- o What's your next step?
- o What support do you need?

How examples

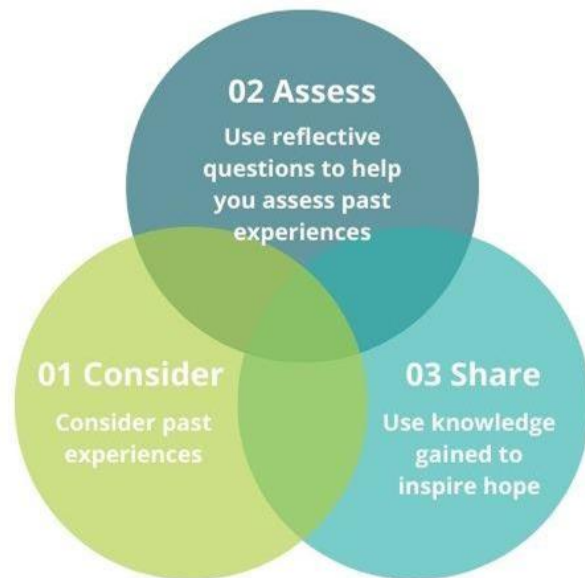
- o How would you like to feel?
- o How have you dealt with this in the past?

Why examples

- o Why do you think that?
- o Why is that important to you?



Drawing from your experiences



01

Look for things you've learned and resources & strategies that have helped.

02

Ask yourself: Will this help the peer I am supporting? Do they want to hear about my experience?

03

Share your knowledge in a way that will show a way forward for the peer. Focus on lessons learned and tips.



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Summary

- Listening to understand
 - Questioning techniques
 - Sharing experiences
 - Inclusive language
-