



Peer Support Training: Tools and Techniques to Provide Care to Colleagues Following Stressful or Traumatic Events

Overview

Healthcare providers may encounter adverse clinical events during their careers, and these experiences can have emotional or physical impacts that resemble post-traumatic stress. Without meaningful support, clinicians may feel isolated or struggle to recover. With the right resources, they are more likely to regain confidence and continue to thrive in their work.

This course prepares SGO volunteers to serve as trained peer supporters for colleagues affected by stressful or traumatic events. Participants will learn how to recognize the second-victim experience, identify common symptoms and high-risk situations, understand the typical recovery trajectory, and conduct effective, compassionate supportive conversations. Upon completion, peer supporters will be equipped to engage with colleagues in moments of distress, offering connection, understanding, and informed guidance.

Audience

Physicians and allied health professionals

Faculty

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Learning Objectives

- Discuss the Second Victim Phenomenon
- Describe the six stages of recovery
- Identify three high risk clinical events
- Summarize four components of a supportive 1:1 conversation
- Identify two resources beyond that of peers
- Discuss the role of Trained Peer Supporters