



The Power of Peer Support: Enhancing Employee Well-being and Organizational Success



20-21 February 2025



8, Kosta Outani str., 1076 Nicosia



08:30-15:45

The programme has been approved by the HRDA. Enterprises/ organisations participating with their employees who satisfy HRDA's criteria, are entitled to subsidy.



Scope & Purpose

The purpose of this 2-day training program, supplemented by two follow-up coaching sessions, is to equip leaders with the knowledge and skills needed to implement a successful Peer Support Program within their organizations. The program will cover peer support strategies, confidentiality practices, and mental health management to promote employee well-being and increase overall organizational performance.



Objectives

The program is divided into Knowledge, Skills, and Attitudes objectives for comprehensive learning.

1. Knowledge Objectives:

By the end of the program, participants will be able to:

- Define Peer Support and explain its importance for promoting mental health and well-being in the workplace.
- Identify key components of an effective Peer Support Program, such as confidentiality, trust, and support structures.
- Understand how peer support contributes to employee engagement, retention, and organizational success.
- Recognize and address mental health challenges in the workplace, including stress and burnout.

2. Skills Objectives:

Participants will develop the skills to:

- Implement and manage a Peer Support Program within their teams or organizations.
- Demonstrate active listening and empathy to provide effective peer support.
- Provide confidential and non-judgmental support to employees facing mental health challenges.
- Navigate confidentiality and privacy issues, ensuring compliance with GDPR and other regulations.
- Develop action plans to embed peer support principles into leadership and team practices.

3. Attitudes Objectives:

By the end of the program, participants will:

- Adopt a leadership mindset that values peer support as an integral part of employee well-being.
- Commit to fostering a supportive workplace culture that prioritizes mental health and trust.
- Embrace a proactive approach to addressing employee mental health and stress, recognizing the importance of early intervention.
- Value continuous learning and improvement, ensuring peer support is a sustained initiative within the organization.



Target Audience

This program is designed for business managers, team leaders, HR professionals, department heads, and senior executives across various industries. It is ideal for leaders responsible for implementing peer support programs to enhance employee well-being, manage workplace mental health challenges, and create a supportive, trust-based organizational culture.



Training Content & Detailed Schedule:

Each day consists of 6 hours of clear training, excluding breaks and meals.

Day 1: Foundations of Peer Support and Mental Health Management

08:30 – 09:00 Introduction and Overview

- Introduction to peer support, program objectives, and the importance of mental health in the workplace.

09:00 – 10:30 Defining Peer Support

- What peer support is and why it matters for employee well-being.
- Historical development of peer support programs and adaptation to various industries.
- Case studies of successful Peer Support Programs in organizations.

10:30 – 10:45 Break

10:45 – 12:15 Understanding Workplace Mental Health

- Basic concepts of mental health and well-being.
- Common mental health challenges in the workplace, including stress, anxiety, and burnout.
- Role of leaders in supporting employee mental health and fostering resilience.

12:15 – 13:00 Lunch Break

13:00 – 14:30 Coaching and Empathy in Peer Support

- Introduction to coaching techniques for peer support.
- Developing empathy and active listening skills.
- Role-playing exercises to practice peer support in a coaching context.

14:30 – 14:45 Break

14:45 – 15:45 Day 1 Wrap-up

- Recap of key learning from Day 1, with a focus on mental health and coaching skills.



Training Content & Detailed Schedule:

Day 2: Implementing Peer Support and Ensuring Confidentiality

08:30 – 10:00 Implementing a Peer Support Program

- Steps for designing and implementing a Peer Support Program in different organizational contexts.
- How to create a safe and supportive space for peer support.
- Practical exercises to design a peer support framework for participants' organizations.

10:00 – 10:15 Break

10:15 – 11:45 Confidentiality and Legal Considerations

- Understanding the importance of confidentiality in peer support.
- Introduction to GDPR and privacy laws concerning mental health data.
- Strategies for maintaining confidentiality and balancing organizational needs.
- Practical case studies on navigating confidentiality challenges.

11:45 – 12:30 Lunch Break

12:30 – 14:00 Action Planning and Peer Coaching

- Developing personalized action plans for implementing peer support programs in participants' organizations.
- Peer feedback and coaching on action plans to ensure feasibility and alignment with organizational goals.

14:00 – 14:15 Break

14:15 – 15:45 Day 2 Wrap-up

- Final reflections on key learning from the program, focusing on confidentiality and implementation.
- Commitment to next steps in rolling out peer support initiatives.



Training Method

The program will be delivered in a face-to-face format to maximize interaction, practical learning, and immediate feedback. The benefits of face-to-face delivery include:

- Direct interaction between trainers and participants, allowing for real-time feedback and clarification.
- Hands-on practice through role-plays, group discussions, and workshops that give participants the chance to apply peer support principles in real-world scenarios.
- Collaborative learning environment where participants can share experiences and learn from each other's challenges and successes.
- Immediate coaching during exercises, helping participants refine their leadership and peer support skills.



Certificate of Attendance

Upon completion of the entire training program, a Certificate of Completion will be awarded to participants who successfully complete the program.



Pricing and Language

- The training program is approved by HRDA. Companies/Organizations participating with their employees who meet the requirements of HRDA will be eligible for the corresponding subsidy.
- The training will be conducted, and the notes will be provided, in both Greek and English.
- Participation cost: €140. Total cost: €380. HRDA subsidizes €240. No VAT is charged.



Registration Deadline

- Registrations must be made no later than February 13, 2025. Registrations will be processed on a first-come, first-served basis.
- Please note that final registration must be completed on the HRDA platform - ERMIS.
- Upon registration, an invoice for €140 will be sent to you. The payment must be settled electronically, referencing the invoice number, prior to the start of the seminar.



The Facilitator

Solonas Demosthenous holds a background in Organisational and Work Psychology (BSc, MSc) and is a licensed Aviation Psychologist. For the past 13, years he works as a trainer and consultant for Kratis Consulting, where he develops and delivers training programs on Human Factors, Human Error, Emotional Intelligence, Leadership and other organizational behaviour topics. He also serves as the leader and aviation psychologist of the Pilot Peer Support Program, which is currently implemented at Aegean Airlines and Olympic Airlines for over 800 pilots. His work focuses on fostering mental health awareness and creating a supportive culture within the organization.



For any information or clarification, you can contact us at (+357) 22 449088 or via email at info@kratisconsulting.com. Please note that the final registration must be completed through the HRDA platform, "ERMIS."

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