Peer Support Program

📅 **03-05 November 2025**

📍 **Online (via Zoom)**

🕐 **09:00-15:00 (GMT +3)**

REGISTER NOW

Scope & Purpose

The purpose of this 3-day training program,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.

The program is grounded in international best practices and regulatory frameworks (e.g., EASA guidelines), focusing on mental health awareness, communication skills, and support strategies. The course also explores the ethical, emotional, and practical aspects of supporting peers in a professional setting.

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 Peer Support Program is designed for individuals working in safety-critical roles who may benefit from or contribute to a structured and confidential support framework. It is particularly relevant for flight crew, cabin crew, air traffic controllers, maintenance and engineering personnel, ground operations staff, and safety officers. The program also addresses the needs of supervisors, team leaders, and line managers who play a key role in fostering psychological safety within their teams. Additionally, it is suitable for individuals selected or trained as peer supporters, as well as professionals in human resources and occupational health who are involved in employee well-being initiatives. The program is ideal for organizations seeking to enhance mental health awareness, reduce stigma, and offer early, peer-based support to personnel experiencing stress, fatigue, or other personal or professional challenges.

Training Content

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

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.

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.

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.

Training Content (cont.)

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.

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.

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.
- 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 an online format, ensuring flexibility and accessibility while maintaining high levels of engagement and interaction.
The benefits of online delivery include:
- Live, interactive sessions that allow real-time discussions, Q&A, and direct engagement with trainers.
- Virtual breakout rooms for role-plays, group discussions, and case study analysis, enabling participants to apply peer support principles in practical scenarios.
- Accessibility and convenience, allowing participants to join from different locations without travel constraints.

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 will be conducted, and the notes will be provided, in English.
- Participation cost:
- Normal Price: €1050 +VAT (19%)
- EAAP Members: €892.50 +VAT (19%)

Registration Deadline

- Registrations must be made no later than 26 October 2025. Registrations will be processed on a first-come, first-served basis.
- Upon registration, an invoice for 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 holds a Bachelor's and Master's degree in Organisational and Work Psychology and serves as a trainer and consultant at Kratis Training and Consulting, specialising in Human Factors, Human Error, and Organisational Behaviour. He is also a Licenced Aviation Psychologist from the European Association for Aviation Psychology. He is a visiting lecturer at Trinity College Dublin and other academic institutions. Previously, he worked as a researcher with the Aerospace Psychology Research Group at Trinity College. Solonas is a certified trainer by the Human Resource Development Authority (HRDA) and a Human Factors Instructor.