FRONTLINE FRAMEWORKS

WHAT TO SAY / WHAT NOT TO SAY

Peer Support Communication Guide

START THE CONVERSATION

- ☑ "I noticed you seem a little off today. Want to check in?"
- ☑ "How's today hitting you?"
- ☑ "I'm here if you want to talk, no pressure.

Avoid This:

- "What's wrong with you?"
- "You're fine."
- "Just get over it."



WHEN THEY'RE OVERWHELMED

- ☑ "Let's reflect for a moment, what's the first thing you're feeling?"
- ☑ "Want to take a minute and breathe with me?"
- ☑ "What's one small thing that would help right now?"

WHEN THEY SHARE SOMETHING HEAVY

- ☑ "Thanks for telling me, that takes a lot."
- ☑ "That makes sense why you'd feel that way."
- ☑ "What part of that feels hardest right now?"

Avoid This

- "It's not a big deal."
- "You shouldn't feel like that."
- "At least it wasn't worse."

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IF THEY DON'T WANT TO TALK

- ☑ "That's okay, I'm still here if you need me later."
- ☑ "No pressure. Just checking in."



Avoid This:

- "Why won't you tell me?"
- "Whatever."
- "You have to talk about it."

HELPING THEM TAKE NEXT STEPS

- ☑ "Want help figuring out the next step?"
- ☑ "Do you want someone to check in later?"
- ☑ "I can walk with you through this."

Avoid This:

- "I'm done."
- "Hopefully you're better tomorrow."
- "Don't bring this up again."

CLOSING THE CONVERSATION

- ☑ "Thanks for talking with me."
- ☑ "Check in with me later, okay?"
- ☑ "We've got each other today."

SCAN HERE

Scan for Additional Guidance and Resources

