

# Storyboard

**Document Objectives:**

- This document (storyboard) gives the “instructional” representation of the page level content and its representation.
- This document also contains the reference layouts to understand the screen treatment/presentation.
- It also gives the page level audio transcript (wherever applicable). The same would be used to record the audio.
- Terminal learning objectives show the objectives of the module/topic.
- The general comments area poses queries that require comments from customers, reviewers and/or SMEs.

Customer Name: NSW Health	Project/Course Name: Peer Support Network	Module Name: Peer Support Network - Onboarding
El Project Manager: Rashida	Instructional Designer: Majid	SME: NSW Team

Version History			
Date	Version number	Author/Reviewer	Description
14-01-2023	1.0	Majid	First Draft

# Storyboard

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## Project Brief/Requirement

- Seat time: 20 mins ; Language: UK/Aus English
- Interaction levels: Level 1.5
- Input documents for creating this document: Peer Support Network Session 1 Introduction.pptx
- Audio: Yes
- Number of VO artists: 1
- Assessment - number of questions: NA
- Assessment - Passing score: 70%
- Authoring Tool: Storyline
- List with names of Characters/Cast required in the module: NA
- Diversity in characters used: NA
- Overall approach note:
  - This course contains standard and accessible versions.
- All images referred here are from shutterstock.com
- Colour code used for updates: Alpha Edits; Beta Edits; Final Edits

Screen ID:

Audio Transcript:

Hello and welcome to the training session on Promoting Safety.

**Select the Start button to begin the course.**

Welcome to this session on

# Promoting Safety

Select the Start button to begin the session.

START



This course contains audio. Make sure that your headphones or speakers are connected.



A transcript is also available on every audio screen.



shutterstock.com • 1133218187

Graphic Notes and Image IDs:

Welcome Screen

Image link:

<https://www.shutterstock.com/image-photo/healthcare-colleagues-discussing-notes-hospital-corridor-1133218187>

## Introduction to Psychological Safety

# Psychological Safety

*“a shared belief that the team is safe for interpersonal risk-taking.”*

— Amy C. Edmondson



Image Source:

<https://www.flickr.com/photos/192946563@N06/51158730099/>

### Audio Transcript:

The concept of ‘psychological safety’ originated from Amy Edmondson, Professor of Leadership & Management from Harvard Business School. Amy Edmondson defined psychological safety as “a shared belief that the team is safe for interpersonal risk-taking.” We will learn about psychological safety in detail in this session.

### Graphic Notes and Image IDs:

Static Text and Image screen

Image from:

<https://www.flickr.com/photos/192946563@N06/51158730099/>

# Learning Objectives

Upon completion of this session, you will be able to:



Describe psychological first aid



Practice readiness assessment prior to providing psychological first aid



Describe how to conduct a situational assessment



Identify safety and immediate needs



Define psychological safety

Template ID: Learning Objectives  
Template

Screen ID: [Topic 0](#) | [Page 2](#)

Audio Transcript:

Upon completion of this session, you will be able to:

- Describe psychological first aid
- Practice readiness assessment prior to providing psychological first aid
- Describe how to conduct a situational assessment
- Identify safety and immediate needs
- Define psychological safety

Graphic Notes and Image IDs:

Learning Objectives screen.

Icon ids: 4661024, 3156053, 4887155, 5401003, 4986194

Template Reference:



## Your learning journey

 **Select a topic to proceed.**



**Psychological first aid**



**Assessing the situation**



**Action principles**



**Psychological safety**

**Considerations for Promoting Safety**






**Establishing safety and immediate needs**



**Trauma**



-  COMPLETED
-  IN-PROGRESS
-  NOT STARTED

Audio Transcript:

Here are the topics covered in this session. Attempt each topic in the given sequence starting with the first one. Completing a topic brings you back to this screen and allows you to choose the next topic.

**Select a topic to proceed.**

Graphic Notes and Image IDs:

Nounproject.com icon ids:  
1211643, 5391873, 4929623, 2535848,  
2560118, 2686189, 4896025

## What is psychological first aid



shutterstock.com · 1149434279

An important aim of psychological first aid is to build people's capacity to recover.



shutterstock.com · 2229706035

Psychological first aid supports recovery by helping people to identify their immediate needs and their strengths and abilities to meet these needs.

### Audio Transcript:

To begin with, let's understand what psychological first aid is. An important aim of psychological first aid is to build people's capacity to recover. Psychological first aid supports recovery by helping people to identify their immediate needs and their strengths and abilities to meet these needs.

### Graphic Notes and Image IDs:

Static Text and Image Screen

Image 1:

<https://www.shutterstock.com/image-photo/healthcare-concept-professional-psychologist-doctor-consult-1149434279>

Image 2:

<https://www.shutterstock.com/image-photo/healthcare-concept-professional-psychologist-doctor-consult-1149434279>



Psychological First Aid - Guide for Support Workers World Health Organization

Select the PDF icon to download and learn more about psychological first aid.



Audio Transcript:

**Let's identify the goals of psychological first aid.** The goals of psychological first aid include efforts to:

- foster belief in people's ability to cope
- give hope
- assist with screening for people needing further or specialised help
- promote adaptive functioning
- get people through the period of high intensity and uncertainty
- set people up to be able to recover naturally from an event
- reduce the risk factors of mental illness as a result of the event, such as post traumatic stress disorder.

Graphic Notes and Image IDs:

Infographic screen.

Bring the on-screen points one by one in synch with the audio.

Screen is split into 2 slides.

Slide 1 of 2

## Goals of psychological first aid

The goals of psychological first aid include efforts to:

foster belief in people's ability to cope

give hope

assist with screening for people needing further or specialised help

promote adaptive functioning

get people through the period of high intensity and uncertainty

set people up to be able to recover naturally from an event

reduce the risk factors of mental illness as a result of the event, such as post traumatic stress disorder.





## Goals of psychological first aid (Continued)

The goals of psychological first aid include efforts to:

calm people

reduce distress

make people feel safe and secure

identify and assist with current needs

establish human connection

facilitate people's social support

help people understand the event and its context

help people identify their own strengths and abilities to cope

### Audio Transcript:

- calm people
- reduce distress
- make people feel safe and secure
- identify and assist with current needs
- establish human connection
- facilitate people's social support
- help people understand the event and its context and
- help people identify their own strengths and abilities to cope

### Graphic Notes and Image IDs:

Infographic screen.

Bring the on-screen points one by one in synch with the audio.

Screen is split into 2 slides.

Slide 2 of 2



Audio Transcript:

Here are the five key principles of psychological first aid.

## Five Key Principles of Psychological First Aid



1. Promoting Safety



2. Promoting Calm



3. Promoting individual and community efficacy



4. Promoting Connectedness



5. Promoting hope

Graphic Notes and Image IDs:

Static Infographic screen.

Icons ids:5221491, 5034463, 5363454, 4174485, 3503486



Audio Transcript:

**Select a topic to proceed.**

Graphic Notes and Image IDs:

Nounproject.com icon ids:  
1211643, 5391873, 4929623, 2535848,  
2560118, 2686189, 4896025

## Your learning journey

 **Select a topic to proceed.**



**Psychological first aid**



**Assessing the situation**



**Action principles**



**Psychological safety**

**Considerations for Promoting Safety**






**Establishing safety and immediate needs**



**Trauma**

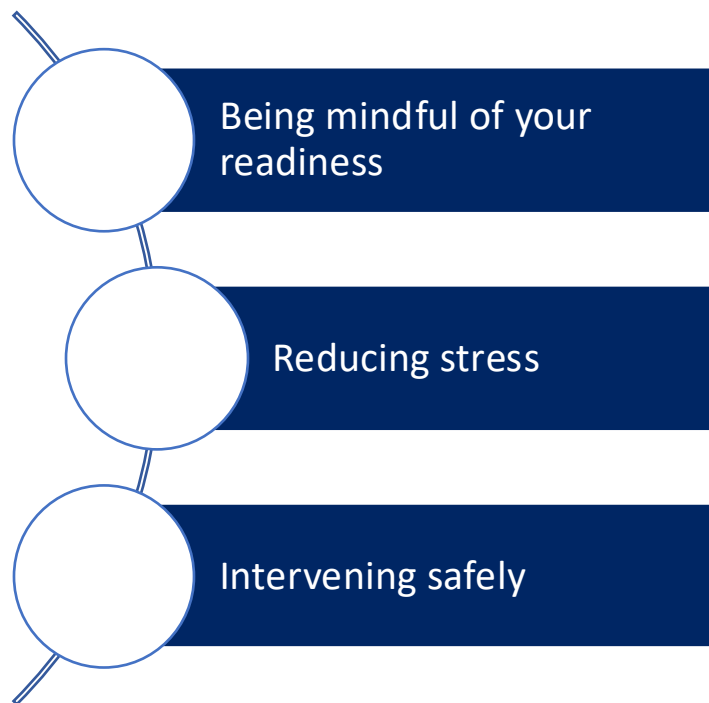


-  COMPLETED
-  IN-PROGRESS
-  NOT STARTED

## What are the key considerations for promoting safety?



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### Audio Transcript:

Let's now focus on the key considerations for promoting safety.

The key considerations include:

- Being mindful of your readiness
- Reducing stress
- Intervening safely

### Graphic Notes and Image IDs:

Static Text and Image Screen

Image 1:

<https://www.shutterstock.com/image-photo/young-hispanic-man-psychologist-reading-report-2219101433>

## Audio Transcript:

Prior to providing PFA, it is important to conduct a brief assessment of your own capacity to deliver support. Select the arrows to learn how you can assess your readiness before providing support.

## Graphic Notes and Image IDs:

Click number interactivity

Reference template:

**Learning Participation to a Productive Learning Culture: The Transformation**

To continue with the learning culture, HCL has transformed from a culture of learning participation to productive learning where each of our employees is involved.

Select the arrows to navigate and learn more about the transformation.



Increasing Choice to Directing Cho

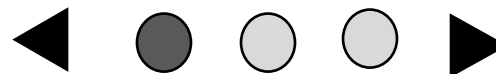
High volume and variety of learning opportunities were altered to selec

**Assess your readiness**

Prior to providing PFA, it is important to conduct a brief assessment of your own capacity to deliver support.

**Select the arrows to learn how you can assess your readiness before providing support.**

There are a number of practical considerations as well as attention to your own health and wellbeing that need to be taken into account.



**Learning Participation to a Productive Learning Culture: The Transformation**

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Increasing Choice to Directing Cho

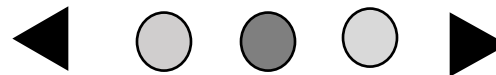
High volume and variety of learning opportunities were altered to selec

## Assess your readiness

Prior to providing PFA, it is important to conduct a brief assessment of your own capacity to deliver support.

**Select the arrows to learn how you can assess your readiness before providing support.**

Practical considerations will depend on the nature of the incident and how long you may need to be providing PFA.



**Learning Participation to a Productive Learning Culture: The Transformation**

To continue with the learning culture, HCL has transformed from a culture of learning participation to productive learning where each of our employees is involved.

Select the arrows to navigate and learn more about the transformation.



Increasing Choice to Directing Cho

High volume and variety of learning opportunities were altered to selec

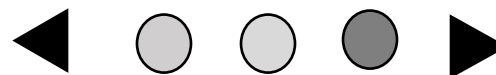
## Assess your readiness

Prior to providing PFA, it is important to conduct a brief assessment of your own capacity to deliver support.

**Select the arrows to learn how you can assess your readiness before providing support.**

It can be useful to have a list of things to check prior to attending an incident; these can be easy to forget when an incident requires a rapid response.

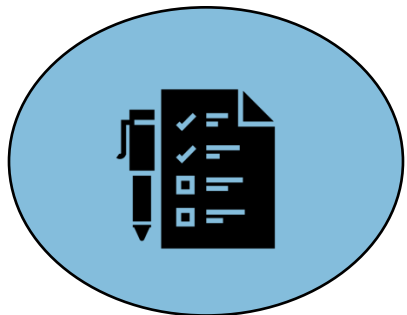
Remember that it is OK to not be OK to respond and provide PFA.



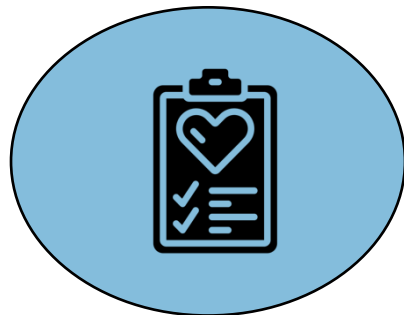
## Factors for assessing your readiness

The two principal factors to help you assess your readiness for support are practical preparations and your health and wellbeing.

**Select each icon to learn about self care and reducing stress.**



**Practical  
preparations**



**Health and wellbeing**

Audio Transcript:

The two main factors that can help you assess your readiness for support are practical preparations and your health and wellbeing. Select each icon to learn about each factor.

Graphic Notes and Image IDs:

Click icon interactivity.

Icons ids: 2085357, 4341008

Reference template:

### Evaluations to Sustain the Learning Culture

Here's how the organisational and team-level evaluations are traced at HCL to balance their learning culture.

Select each icon to explore the different evaluation methods.





Audio Transcript:

Graphic Notes and Image IDs:  
Click icon interactivity.  
Pop-up for 'Practical Preparations'  
Reference template:

## Factors for assessing your readiness

CLOSE

### Practical preparations

- I have everything I need to provided support (equipment, time, contact list)
- Relevant others know where I am (NUM, manager, colleagues)

Practical  
preparations

Health and wellbeing

### Evaluations to Sustain the Learning Culture

Here's how the organisational and team-level evaluations are traced at HCL to balance their learning culture.

Select each icon to explore the different evaluation methods.



Audio Transcript:

Graphic Notes and Image IDs:

Click icon interactivity.

Pop-up for 'Health and wellbeing'

Reference template:

## Factors for assessing your readiness

CLOSE

### Health and wellbeing

- I'm feeling fit and healthy
- I'm not distracted; I'm emotionally available
- The incident is unlikely to evoke strong personal memories for me.
- I have effective coping strategies in place
- I have the capacity to manage my time, set limits, take breaks
- I've been maintaining my self-care

Practical  
preparations

Health and wellbeing

### Evaluations to Sustain the Learning Culture

Here's how the organisational and team-level evaluations are traced at HCL to balance their learning culture.

Select each icon to explore the different evaluation methods.

## What to do when you ill-equipped to provide support?



shutterstock.com · 613423193

If you attend a scene when ill-equipped to do so, you run the risk of not coping.

### Audio Transcript:

At a very practical level, if you attend a scene when ill-equipped to do so, you run the risk of not coping.

### Graphic Notes and Image IDs:

Bring in the OST and images in sync with the voice over.

### Image link:

<https://www.shutterstock.com/image-photo/beautiful-psychotherapist-suit-eyeglasses-holding-folder-613423193>

## What to do when you ill-equipped to provide support?



shutterstock.com · 1740215561

At best, you will not be effectively providing support to others;

At worst, you could end up drawing organisational resources to support you when they could well be better utilised responding to the trauma or disaster scenario.

### Audio Transcript:

At best, this will mean you will not be effectively providing support to others; at worst, you could end up drawing organisational resources to support you when they could well be better utilised responding to the trauma or disaster scenario.

### Graphic Notes and Image IDs:

Bring in the OST and images in sync with the voice over.

### Image link:

<https://www.shutterstock.com/image-photo/medicine-technology-healthcare-concept-female-doctor-1740215561>

## What to do when you ill-equipped to provide support?



shutterstock.com • 1316006516

If you are not sure, this is a great time to call on a Peer Support colleague, Peer Support Coordinator or trusted peer to act as a sounding board and to get some advice.

### Audio Transcript:

If you are not sure, this is a great time to call on a Peer Support colleague, Peer Support Coordinator or trusted peer to act as a sounding board and to get some advice.

### Graphic Notes and Image IDs:

Bring in the OST and images in sync with the voice over.

### Image link:

<https://www.shutterstock.com/image-photo/female-receptionist-talking-by-phone-clinic-1316006516>



## Being Ready – Reduce Stress



shutterstock.com • 360888332

Stress will not resolve spontaneously.



shutterstock.com • 528930796

People need to take steps to break the cycle of stress.



shutterstock

It is important to identify what causes stress for you and put in place some steps to reduce stress.

### Audio Transcript:

Stress will not resolve spontaneously. People need to take steps to break the cycle of stress.

It is important to identify what causes stress for you and put in place some steps to reduce stress.

### Graphic Notes and Image IDs:

Static Text and Image

Bring the on-screen points one by one in synch with the audio.

Screen is split into 3 slides.

Slide 1 of 2

Image 1: [Link](#)

Image 2: [Link](#)

Image 3: [Link](#)



## Being Ready – Reduce Stress (Continued)

This sort of self care is especially important if we wish to support others during times of crisis:

Think about what has helped you cope in the past and what you can do to stay strong.

Try to take time to eat, rest and relax, even for short periods.

Try to keep reasonable working hours so you do not become too exhausted.

Consider, for example, dividing the workload among helpers, working in shifts during the acute phase of the crisis and taking regular rest periods.

### Audio Transcript:

This sort of self care is especially important if we wish to support others during times of crisis:

- Think about what has helped you cope in the past and what you can do to stay strong.
- Try to take time to eat, rest and relax, even for short periods.
- Try to keep reasonable working hours so you do not become too exhausted.
- Consider, for example, dividing the workload among helpers, working in shifts during the acute phase of the crisis and taking regular rest periods.

### Graphic Notes and Image IDs:

Infographic screen.

Bring the on-screen points one by one in synch with the audio.

Screen is split into 3 slides.

Slide2of 2





## Being Ready – Reduce Stress (Continued)

This sort of self care is especially important if we wish to support others during times of crisis:

People may have many problems after a crisis event. You may feel inadequate or frustrated when you cannot help people with all of their problems. Remember that you are not responsible for solving all of people's problems.

Minimise your intake of alcohol, caffeine or nicotine and avoid non-prescription drugs.

Check in with fellow helpers to see how they are doing, and have them check in with you.(Find ways to support each other).

Talk with friends, loved ones or other people you trust for support

### Audio Transcript:

- People may have many problems after a crisis event. You may feel inadequate or frustrated when you cannot help people with all of their problems. Remember that you are not responsible for solving all of people's problems.
- Minimise your intake of alcohol, caffeine or nicotine and avoid non-prescription drugs.
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- Talk with friends, loved ones or other people you trust for support

### Graphic Notes and Image IDs:

Infographic screen.

Bring the on-screen points one by one in synch with the audio.

Screen is split into 3 slides.

Slide 3 of 3





Audio Transcript:

**Select a topic to proceed.**

Graphic Notes and Image IDs:

Nounproject.com icon ids:  
1211643, 5391873, 4929623, 2535848,  
2560118, 2686189, 4896025

## Your learning journey

 **Select a topic to proceed.**



**Psychological first aid**



**Assessing the situation**



**Action principles**



**Psychological safety**

**Considerations for Promoting Safety**






**Establishing safety and immediate needs**



**Trauma**



-  COMPLETED
-  IN-PROGRESS
-  NOT STARTED



## How would you assess the situation?

Select each tab to learn how to assess the situation.

**Making a note of questions**

**Gathering information**

**Considering the kinds of questions**

Make a note of the questions you will need to ask to assess the situation. This may be in relation to a PACE clinical incident debrief, or after the impact of weather events or community tragedies.

Audio Transcript:

After assessing your readiness for support, your next task is to assess the situation. Select each tab to learn how to assess the situation.

Graphic Notes and Image IDs:  
Tab interaction screen



Audio Transcript:

Graphic Notes and Image IDs:  
Tab interaction screen

## How would you assess the situation?

Select each tab to learn how to assess the situation.

**Making a note of questions**

**Gathering information**

**Considering the kinds of questions**

In 1:1 situations where there is little time to gather information, the interaction itself will be both emotionally supportive and information gathering. This isn't about hearing the story out of interest alone, but to hear the impact it has had upon your colleague and to determine if there are others that need your support.



## How would you assess the situation?

Select each tab to learn how to assess the situation.

**Making a note of questions**

**Gathering information**

**Considering the kinds of questions**

Also consider what kinds of questions you would ask about:

- the incident
- who else is involved, for example, other support agencies
- safety or security concerns.

A proper situational assessment is a critical aspect of safe engagement in PFA and equips you to understand your role and plan to provide PFA safely.



Audio Transcript:

**Select a topic to proceed.**

Graphic Notes and Image IDs:

Nounproject.com icon ids:  
1211643, 5391873, 4929623, 2535848,  
2560118, 2686189, 4896025

## Your learning journey

**Select a topic to proceed.**



**Psychological first aid**



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**Action principles**



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**Establishing safety and immediate needs**



**Trauma**



- COMPLETED
- IN-PROGRESS
- NOT STARTED

## How to establish safety and immediate needs?



shutterstock.com · 1932915311

In most circumstances, you won't be actively establishing safety after a disaster – but you may.

### Audio Transcript:

Next, we'll learn how to establish safety and immediate needs. In most circumstances, you won't be actively establishing safety after a disaster – but you may.

### Graphic Notes and Image IDs:

Bring in the OST and images in sync with the voice over.

### Image link:

<https://www.shutterstock.com/image-photo/confident-afro-american-nurse-seriously-posing-1932915311>

## How to establish safety and immediate needs?



shutterstock.com • 400845925

You may also be responding to support staff after violent incidents – having an understanding of what you are going into, and attempting to foresee risk

### Audio Transcript:

You may also be responding to support staff after violent incidents – having an understanding of what you are going into, and attempting to foresee risk will be a critical factor in your preparations.

### Graphic Notes and Image IDs:

Bring in the OST and images in sync with the voice over.

### Image link:

<https://www.shutterstock.com/image-photo/diverse-multiracial-medical-team-consulting-on-400845925>

## How to establish safety and immediate needs?



shutterstock.com · 2035500488

You should consider the following at all times:

- Physical safety first, do not put yourself or others in harm's way.
- Consider aspects of the environment you might need to change to safely and effectively provide support.
- Establish immediate health and safety needs.

### Audio Transcript:

Whether you are actively engaged in risk assessing or simply being aware, you should consider the following at all times:

- Physical safety first, do not put yourself or others in harm's way.
- Consider aspects of the environment you might need to change to safely and effectively provide support.
- Establish immediate health and safety needs.

### Graphic Notes and Image IDs:

Bring in the OST and images in sync with the voice over.

### Image link:

<https://www.shutterstock.com/image-photo/female-doctor-calming-her-colleague-clinic-2035500488>





Audio Transcript:

**Select a topic to proceed.**

Graphic Notes and Image IDs:

Nounproject.com icon ids:  
1211643, 5391873, 4929623, 2535848,  
2560118, 2686189, 4896025

## Your learning journey

 **Select a topic to proceed.**



**Psychological first aid**



**Assessing the situation**



**Action principles**



**Psychological safety**

**Considerations for Promoting Safety**






**Establishing safety and immediate needs**



**Trauma**



-  COMPLETED
-  IN-PROGRESS
-  NOT STARTED



## Action principles of psychological support

Select each icon to learn about the action principles.



Look



Listen



Link

World Health Organisation (2011). Psychological First Aid: Guide for field workers.

Audio Transcript:

Let's go through the action principles of psychological first aid. Select each icon to learn about the action principles.

Graphic Notes and Image IDs:

Click icon interactivity.

Icons from page 12 of source content: [Link](#)

Reference template:

### Evaluations to Sustain the Learning Culture

Here's how the organisational and team-level evaluations are traced at HCL to balance their learning culture.

Select each icon to explore the different evaluation methods.



Audio Transcript:

Graphic Notes and Image IDs:

Click icon interactivity.

Pop-up for 'Look'

Reference template:



## Action principles of psychological support

Se  
pri

### Look

- Check for safety.
- Check for people with obvious urgent basic needs.
- Check for people with serious distress reactions.

CLOSE



Look



Listen



Link

World Health Organisation (2011). Psychological First Aid: Guide for field workers.



Audio Transcript:

Graphic Notes and Image IDs:  
Click icon interactivity.  
Pop-up for 'Listen'  
Reference template:



## Action principles of psychological support

Se  
pri

### Listen

- Approach people who may need support.
- Ask about people's needs and concerns.
- Listen to people, and help them to feel calm.

CLOSE



Look



Listen



Link

World Health Organisation (2011). Psychological First Aid: Guide for field workers.



Audio Transcript:

Graphic Notes and Image IDs:

Click icon interactivity.

Pop-up for 'Link'

Reference template:



## Action principles of psychological support

Se  
pri

### Link

CLOSE

- Help people address basic needs and access services.
- Help people cope with problems.
- Give information.
- Connect people with loved ones and social support.



Look



Listen



Link

World Health Organisation (2011). Psychological First Aid: Guide for field workers.



Audio Transcript:

**Select a topic to proceed.**

**Select a topic to proceed.**



**Psychological first aid**



**Assessing the situation**



**Action principles**



**Psychological safety**



**Considerations for Promoting Safety**



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**Trauma**



- COMPLETED
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Graphic Notes and Image IDs:

Nounproject.com icon ids:  
1211643, 5391873, 4929623, 2535848,  
2560118, 2686189, 4896025

## Resources to support wellbeing

Providing psychological first aid involves identifying the symptoms of trauma and using strategies to resolve its reactions.



shutterstock.com · 1813431475

Select each button to learn how to deal with trauma.

### Identifying signs of trauma



Look for signs of trauma, especially look for individuals who appear disoriented, confused, frantic or panicky, extremely withdrawn, apathetic or 'shut down', extremely irritable or angry, or impulsive.

### Asking useful prompt questions



Audio Transcript:

Providing psychological first aid involves identifying the symptoms of trauma and using strategies to resolve its reactions. Select each button to learn how to deal with trauma.

Graphic Notes and Image IDs:

Accordion Interactivity

Image:

<https://www.shutterstock.com/image-photo/female-doctor-therapist-wearing-white-uniform-1813431475>

Icon id: 4291991



Reactions to Trauma

Select the PDF button to download and review the People and Culture wellbeing resources on Reactions to Trauma.

## Resources to support wellbeing

Providing psychological first aid involves identifying the symptoms of trauma and using strategies to resolve its reactions.



shutterstock.com · 1813431475

Select each button to learn how to deal with trauma.

Identifying signs of trauma



Asking useful prompt questions



Useful prompt questions for you when establishing safety and immediate needs:

- Are there any safety concerns that should be addressed? What are they?
- Are there any other immediate needs that should be responded to and what are they?
- In what order would you address them, and why?

Audio Transcript:

Providing psychological first aid involves identifying the symptoms of trauma and using strategies to resolve its reactions. Select each button to learn how to deal with trauma.

Graphic Notes and Image IDs:

Accordion Interactivity

Image:

<https://www.shutterstock.com/image-photo/female-doctor-therapist-wearing-white-uniform-1813431475>

Icon id: 4291991

RDE path: [Link](#)



Reactions to Trauma

Select the PDF button to download and review the People and Culture wellbeing resources on Reactions to Trauma.





Audio Transcript:

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-  COMPLETED
-  IN-PROGRESS
-  NOT STARTED



### Audio Transcript:

Let's learn what psychological safety is.

Psychological safety in the workplace is:

- an environment of trust and staff feel safe to speak up
- important to how teams work and their effect on patient safety.
- the belief that you will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes.
- advocated for, demonstrated and modeled by Peer Supporters.

### Graphic Notes and Image IDs:

Infographic screen.

Bring the on-screen points one by one in synch with the audio.

Screen is split into 3 slides.

Slide2of 2

Do not allow learners to move to the next screen without clicking the PDF.

PDF link: [Link](#)

## Psychological safety in the workplace

This sort of self care is especially important if we wish to support others during times of crisis:



Psychological Safety – what is psychological safety

**Select the PDF button to download and learn more about psychological safety.**

## Modelling psychological safety

Psychological safety in the workplace translates into:

- greater staff satisfaction
- improved retention rates
- decreased absenteeism
- improved consumer outcomes

As a Peer Supporter, it is imperative that you model the values every day.



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Psychological Safety – what is psychological safety

**Select the PDF button to download and learn more about psychological safety.**

### Audio Transcript:

You will play a key role in modelling and advocating for a psychologically safe workplace.

Psychological safety in the workplace translates into greater staff satisfaction, improved retention rates, decreased absenteeism and improved consumer outcomes.

As a Peer Supporter, it is imperative that you model the values every day.

### Graphic Notes and Image IDs:

Static Text and image

Image:

<https://www.shutterstock.com/image-photo/four-healthcare-workers-scrubs-walking-corridor-737467600>

PDF link: [Link](#)



## Online meetings with Peer Support colleagues



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Regular online Peer Supporter group supervision sessions will occur throughout the year.

These sessions will be important for sharing with others your experiences, challenges and solutions.

### Audio Transcript:

Regular online Peer Supporter group supervision sessions will occur throughout the year.

In addition to sharing positives stories of engagement as a Peer Supporter, these sessions will be important for sharing with others your experiences, challenges and solutions.

### Graphic Notes and Image IDs:

Simple Text and Image Animation

Slide 1 of 2

Image:

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## Online meetings with Peer Support colleagues

The structure is largely informal with a range of methods for sharing your experience.

This will help both you and your colleagues understand

- the work that is being done,
- validate your experience,
- to share any learning and
- problem solve if necessary.



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### Audio Transcript:

The structure is largely informal with a range of methods for sharing your experience. This will help both you and your colleagues understand the work that is being done, validate your experience, to share any learning and problem solve if necessary.

### Graphic Notes and Image IDs:

Simple Text and Image Animation

Slide 2 of 2

Image:

<https://www.shutterstock.com/image-photo/smiling-casual-business-man-headset-working-1235323897>



Audio Transcript:

It's time to check your understanding with some questions.

Graphic Notes and Image IDs:

Free text 'Type in' questions.  
There are no correct or incorrect answers.

## Knowledge Check 2

Q 1. You have been asked to provide a Peer Support role in the emergency department by Grace, another Peer Supporter. You have both connected with one another in supervision sessions and whilst this isn't typically something Peer Supporters will do – it isn't unreasonable nor unexpected. Grace was one of the lead clinicians in a patient presenting with traumatic self-inflicted injuries and Grace would like to be able to step away from a formal Peer Support role to focus on the PACE debrief.

***Type your response and Submit.***

**Submit**



## Knowledge Check 2

### Feedback

**Thanks for your response. Compare your answer with the answer given here.**

**Answer:** You agree. What information might you gather before the debrief? What risks should you consider?



Audio Transcript:

Graphic Notes and Image IDs:

Second question

Free text 'Type in' questions.  
There are no correct or incorrect answers.

## Knowledge Check 2

Q 2. You are involved in an incident whereby a relative threw chairs at staff and was abusive before being removed from the premises by security. You want to facilitate the PACE debrief, feel you are the only appropriate person, and are also the only Peer Supporter that can be present.

How would you proceed?

What are you vigilant for?

How do you care for yourself and others afterwards?

**Type your response and Submit.**

**Submit**





## Knowledge Check 2

### Feedback

**Thanks for your response. Compare your answer with the answer given here.**

**Answer:** Consider how prepared you feel to engage – either as a Peer Supporter of PACE facilitator

My own and others' emotions

Awareness of resources that can help people that require emotional support afterward

- A. Peer Supporters
- B. Managers
- C. Trusted friends or colleagues
- D. AccessEAP

Take time out to reflect, pay attention to feelings both physical and emotional, put into place coping/resilience/stress reduction strategies that you have previously recognised work for you, check in with others, talk to others about how you are travelling.

## Audio Transcript:

You have reached the end of this session. Here are the key messages from the session.

## Graphic Notes and Image IDs:

## Static Summary Screen

## Summary

Here are the key takeaways from the module.

Learning is an integral part of life, at home or at work, and is significant since people plunge into creative situations and outcomes.

Learning in an organisation is required because in situations of rapid change, only those that are flexible, adaptive and productive will excel.

Learning opportunity, learning capability and learning environment.

## Summary

Here are the key messages from the session.

Most support will occur outside of the critical incident or natural disaster space; however, it is important to approach each situation with the guiding principles of being safe, prepared, emotionally ready and mindful, and engaged.

Promoting safety includes considering your safety and the safety of others.

Safety needs are both physical and psychological.

It's important to prepare yourself before providing PFA.

Examine your role in providing and modelling psychological safety in the workplace.

Work out what the immediate needs are and who is addressing them.



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**Thank you and congratulations  
on completing this session on  
Promoting Safety.**

Select 'Menu' to revisit any topic or 'Exit '  
to close the session.

Template ID:

Screen ID:

Audio Transcript:

Thank you and congratulations on completing this session on 'Promoting Safety'.

You can select the 'Menu' button to revisit any topic or the 'Exit' button to close the session.

Graphic Notes and Image IDs:

This is the conclusion screen.

Image:

<https://www.shutterstock.com/image-photo/team-healthcare-workers-hospital-smiling-camera-1133218364>