

PEER-TO-PEER PSYCHOLOGICAL FIRST AID

HOW TO HELP A COLLEAGUE NEEDING SUPPORT

THE THREE FS: FACTS, FEELINGS AND FUTURE

1 FACTS

- Allow the person to describe what happened.

2 FEELINGS

- Reassure them that feeling powerful thoughts or emotions is normal.
- Be empathetic and acknowledge their point of view.

3 FUTURE

- Let them know they may experience more reactions in the following hours or days, such as loss of appetite, interrupted sleep or distractedness. These are usually short-lived.
- Encourage self-care, such as contact with loved ones or any healthy activity that leads to a sense of peace for them.
- Ask how they plan to care for themselves. What will they do between now and the end of the workday? What will they do during the hours between work and sleep?

