



# TAKE 5 HEALING THE EMOTIONAL LIVES OF PEERS (H.E.L.P.)

A practical strategy for helping learners recover from adverse events

## WHAT YOU CAN DO...

### 1 ACKNOWLEDGE THE EVENT

- Reach out to learners who are involved and proactively acknowledge the event and its potential impact on personal well-being.

### 2 ASK THE LEARNER QUESTIONS

- Ask learners HOW they are feeling given the recent clinical event as this opens the door for communication.
- Use open-ended questions, which allow the learner to expand on how they are feeling.

### 3 ACTIVELY LISTEN TO THE LEARNER

- Be present both physically and emotionally, decrease distractions by finding a place suitable for the conversation, and allow for moments of silence.

### 4 NORMALIZE THE EXPERIENCE

- Acknowledge how involvement in stressful events can trigger strong emotional responses, even among experienced healthcare professionals.
- Share a personal example if possible and validate that the emotions they are feeling are real and reasonable.

### 5 OFFER ADDITIONAL SUPPORT THROUGH THE HELP PROGRAM

- Follow up with the learner within a few days of the event.
- Show them the HELP Program website where support from a trained professional can be requested.  
<https://intranet.mayo.edu/charlie/help-program/>
- Offer to complete the activation form on behalf of the learner.

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