



WARRIOR TOUGHNESS: CRITICAL SKILLS

Peer-to-Peer Support

Peer-to-Peer Support: The First Line of Defense

- 1 **OSCAR Communication:** a technique for opening a discussion with a person
- 2 **Empathic Listening:** a method of listening without judgment
- 3 **Connection to Resources:** connecting individual to the right resource with a warm handoff
- 4 **Follow-Up:** caring for the individual as they make progress toward resolution



O BSERVE	Actively observe behaviors. Look for patterns.
S TATE OBSERVATIONS	Address behaviors only, just the facts without interpretations or judgments.
C LARIFY	State why you are concerned about the behavior. This validates why you are addressing the issue.
A SK	Seek clarification; try to understand the other person's perception of the behavior.
R ESPOND	Clarify concern if indicated. Discuss desired behaviors. State options in behavioral terms.

Visit [MyNavy HR](#) to learn more about Warrior Toughness.

