Making Space for Lurkers in Peer Support
A Community-Supported Approach to Engagement

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Session Plan

- Introduction to ‘The Lurker’
- Community Case Study – DiabetesSisters
- From Exclusion to Inclusion
  - Minority Communities/Populations
  - Disability X Diabetes
  - All type of diabetes
- Strategies for Expansive Inclusiveness
A Lurker Story

The lurker role is the role in which a peer observes other peers engaging in a peer interaction

The Lurker – Group Dynamics

3 roles vital to the peer support process:
- supporter,
- supported, and
- observer (lurker)
The Lurker – Active Learning
Lurking as a form of active participation
Education from within
Not measurable, but still valuable
Non-linear/Cyclical
Transmission of ideas
Stand alone power of “me too”

RE-CREDITING THE LURKER
as an active and engaged person

Case Study Part I: DiabetesSisters
• Digital
  — Monthly e-newsletter
  — Social Media: Facebook, Twitter, Instagram
  — DiabetesSistersVoices: online research
• In-Person
  — PODS Meetups, with educational curriculum, reflection
  — PODS Leader Training
  — Minority Initiative Program
• Do both online and in-person approaches meet at every level?
FROM EXCLUSION TO INCLUSION
Who is excluded and how do we include them?

Underserved and Marginalized Communities
- Minority groups
- All types
- Disabled x Diabetes

Navigating Power Dynamics
- The effect of clinic walls
- The effect of community buy-in
- How to avoid tokenism
Case Study Part 2: DiabetesSisters

- Organization-wide policy of inclusion
- Safe space
- No judgement
- No “right” or “wrong” answers

Strategies

- Community buy-in
- Moving beyond the clinic walls
- Building safety in sharing
- Creating space for the lurker
- Opening up idea of what peer support looks like when more accessible to diverse populations

QUESTIONS?