



Facilitating Supportive Conversations



- Students have ongoing relationship with you
- You are in a direct position to observe students and be aware of their behavior
- You serve as informal help-givers for advice and support

- **Validate** concerns and paraphrase/repeat to verify accuracy
 - "What I'm hearing you say is..."
- **Appreciate** their courage to share
 - Use open-ended questions to encourage sharing
 - Avoid arguing, interrupting, lecturing, offering false reassurances, fixing, challenging/confronting
 - Offer hope and encouragement
- **Refer** multiple resource areas such as The Study, Campus Ministry, Residence Life, etc.
 - Resist problem-solving until student is ready
 - For more resources, visit the **Mental Health Task Force website** by scanning the QR code above

- This likely will not be a one-time conversation
- Continuing to check in with the student demonstrates your care and concern and makes it more likely the student will get connected and stay connected to resources



- Use a relaxed but attentive posture
- Convey a sense of welcome, acceptance, and respect - including comfortable eye contact, speak reassuringly, open body posture
- Be yourself; students will respond well to your authenticity

- "What has gotten in the way of you getting help?"
- "What would keep you from talking to a counselor about these things?"
- "Could it be worth taking this step even though it is difficult?"

Counseling vs. Comfort

Student with evidence of dangers to self or others

Examples:

- Aggressive, disruptive, or bizarre behavior
- Suicidal thoughts or behavior
- Evidence of plan to harm others
- Homicidal thoughts or behaviors
- Significant disconnection from reality

What to do:

- If immediate safety of student/others is in danger contact Public Safety: 410-617-5911
- For mental health emergencies, contact the CC: 410-617-2273 (M-F; 8:30 AM - 5PM) or 410-617-5530 (After 5PM and weekends)
- Contact the Dean of Students (410-617-2621) if additional consultation is needed
- Consult with your supervisor/department chair, and/or the Dean of Undergrad Studies (410-617-5547)
- If after hours, contact Public Safety to be connected to campus resources
- Fill out the Care Team Referral form after emergent needs are addressed

Student with intense & chronic, uncomfortable emotions

Examples:

- Frequent crying
- Difficulty concentrating
- Panic attacks
- Behavioral outbursts
- Social isolations
- Non-lethal self-harm (e.g., cutting)
- Recent traumatic experience

What to do:

- **Green response plus...**
- **Refer to Counseling Center and provide support in scheduling appointment if student is willing**
 - Call 410-617-2273 or walk student to counseling center (HU 150)
 - Consult with CC counselor, who can recommend a crisis appointment or help student schedule appointment
 - After 5pm and weekends: call 410-617-5530
- **Refer to other campus support as appropriate**
- **Fill out Care Team Referral Form**
- **Inform/consult with supervisor/department chair**

Student with uncomfortable emotions

Examples:

- Sadness/crying
- Heightened stress
- Nervousness
- Restlessness
- Social withdrawal
- Family difficulties
- Academic concerns
- Adjustment concerns

What to do:

- **Validate, Appreciate, Refer**
- **Facilitate connection with peers**
 - Resident Assistants, Evergreens, Student Clubs, Group Fitness
- **Facilitate support from Loyola professionals**
 - Residence Life, Campus Ministry, DAS, Career Center, Student Engagement
- **Stay connected - check in with the student occasionally**