

Advisor-Advisee Relationship



LIZ LAU

STUDENT COUNSELLING & DEVELOPMENT SERVICE

OFFICE OF STUDENT AFFAIRS

4 'Rs'

- **Reassurance**
- **Role expectations**
- **Reminders**
- **Referral considerations**

Reassurance

- Most of you are experienced teachers/mentors
- Most students are well-adjusted & high functioning
- Occasionally, some may face personal challenges that disrupt their psychosocial functioning
- You are not alone, back-up systems are in place



Personal Challenges Our Students Face

Developmental Tasks

- adjust to multiple changes
- rebuild self-confidence
- manage relationships
- cope with studies & career planning

normal, temporary



Crisis/Trauma

bereavement, accident, illness, legal problem, family crisis

unexpected, overwhelming, temporary

Psychopathology/Mental Illness

depression, anxiety, psychosis, personality problem

abnormal, chronic or acute

The nature and intensity of intervention vary accordingly

Role Expectations

A-A Relationship (Encounter)

Attend to individual student

Develop rapport

Validate student's experiences

Identify areas for concern

Support active self-coping

Offer useful information & help

Refer for appropriate services

Reminders on Effective Communication

- Be friendly & approachable
- Be attentive
- Be sensitive & considerate
- Stay calm
- Listen, listen, listen
- Express empathic understanding
- Be open-minded
- Focus on issues & concerns
- Be positive & reassuring
- Discuss options & solutions
- Form partnership



Your Worst Fears

- ➔ Emotional outbursts
- ➔ Resistance & defensiveness
- ➔ Aggressiveness & violence
- ➔ Suicidal risks
- ➔ Psychiatric illness



Mental Health First Aid

Standard Courses

- regularly organized by the Personnel Office, conducted by the Student Counselling & Development Service, OSA
- certificates issued by the Mental Health Association of Hong Kong & acknowledged by the ORYGEN Research Center of the Department of Psychiatry, University of Melbourne



Offering Help

- **External help:** understanding, emotional support, reassurance, practical assistance, coaching, crisis intervention, referral....
- Realistic expectations & limitations
- **Self-help:** ultimately, it is the student's own responsibility, motivation & resilience that will enable him/her to overcome life's challenges

Referral and Consultation

When

- Problem is beyond your expertise or responsibility
- Your relationship may be compromised
- Student is reluctant to confide in you
- Your help has not been effective
- You feel overwhelmed or overly responsible
- You have personality differences or conflicts



Important to safeguard student's privacy in consultation, information exchange & referral

Operational Guidelines

- Problem has pervasive impact on student
- Cross-unit collaboration & coordination is required
- Offer guiding principles & general procedures
- List relevant resources & information



➤ Handling Problematic & Critical Cases

➤ Handling Suicidal Risks

➤ Referral to the Student Counselling & Development Service

<http://www.cuhk.edu.hk/osa/scds> (full)

<http://www.cuhk.edu.hk/osa/doc/Emergency/InCaseOfEmergency.pdf> (short)

➤ Handling Emergency Situations for Non-local/Exchange Students

<http://www.cuhk.edu.hk/osa/incoming.htm>

Thank You