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

Copyright reserved
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/osascds](http://www.cuhk.edu.hk/osascds) (full)

- Handling Emergency Situations for Non-local/Exchange Students
  [http://www.cuhk.edu.hk/osaincoming.htm](http://www.cuhk.edu.hk/osaincoming.htm)

Copyright reserved
Thank You