

## **Communicating With A Student When You're Concerned About Them**

1. **DO** provide a listening ear.
2. **DO** try to give a sense of being understood by practicing empathy.
3. **DO** help the student feel supported.
4. **DO** remain unbiased in your feedback, as much as possible.
5. **DO** help the student understand they are not alone.
6. **DO** share your concerns, observations, and thoughts in a respectful and calm manner.
7. **DO** help connect the student to on-campus or off-campus resources as necessary.
8. **DO** encourage the student to connect with other students, activities and events on campus.

### **Things To Try Not To Do/Say**

1. **DON'T** make promises you can't keep.
2. **DON'T** say "Everything will be okay" because it might not be.
3. **DON'T** comfort the person by hugging, touching, etc. without asking permission. Consider other ways to show support and affection.
4. **DON'T** tell the student how to feel. Be careful about saying "I know how you feel."
5. **DON'T** get frustrated if your feedback is not taken. Everyone handles things differently. Everyone has a different approach and thought process.
6. **DON'T** take on the person's problems on your own. Reach out to Counseling Services or your own support network for encouragement and to problem solve.

Give yourself credit to attempting to talk with the person regarding what may be a difficult topic. Regardless of their reaction, know you made an effort to express concern and offer support. It may take time for the student to consider your conversation and make their own decision about what to do next.