



A **holistic** approach to support **international** students

Tips and tricks for staff that have
direct contact with students

International Students

- **Eastern Culture – collectivism**
- **Loss of usual support**
- **Transition from teens to adolescent to young adults**
- **Pride and shame**
- **Cultural shock**
- **Some lacks contacts with people from the same backgrounds**

ANXIOUS DEPRESSED OVERWHELMED

STOPPED ASKING FOR HELP



we are their
LIMITED support



The disconnection is real, despite
the advance of internet and
social media resources



Your interaction plays a big role in their experience.

**It's easy to make referral.
It's hard to feel you belong.**

Changing of my approach

**TASK FOCUSED
GOAL ORIENTED
ADVOCACY**

+

**Mindful of how my interaction and
conversation influence their
experience and mental health**

Empathy vs Sympathy

By Dr Brené Brown



Micro-Skills

Counselling micro-skills skills to incorporate into your conversations



[Mirroring](#)



Active Listening –
Paraphrasing and Reflecting



Empowerment –
Motivational Interviewing

Every situation is different

Questions & Discussions

Video Resources

Empathy vs Sympathy

"Brené Brown on Empathy vs Sympathy"

<https://youtu.be/KZBTYViDPIQ?si=chDS4cPSzMXKuDV2>

Mirroring:

"Matching and Mirroring – NLP"

<https://youtu.be/zeLolsrpM0?si=vl-TPxyyj2pX0yTy>

Active Listening:

"The Big Bang Theory Active Listening"

https://youtu.be/3_dAkDsBQyk?si=xj64mpq2cej_X54O

"Active Listening Skills"

https://youtu.be/7wUCyjiyXdg?si=uHoaCQVj85J6_JXZ

Empowerment:

"Motivational Interviewing"

https://youtu.be/67I6g1I7Zao?si=szfJuN_oSiDtL_hL

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