



THE OHIO STATE UNIVERSITY

OFFICE OF STUDENT LIFE

Why are You Crying in My Office?!
How to Support Student Emotional Well-Being
for Busy Faculty and Staff

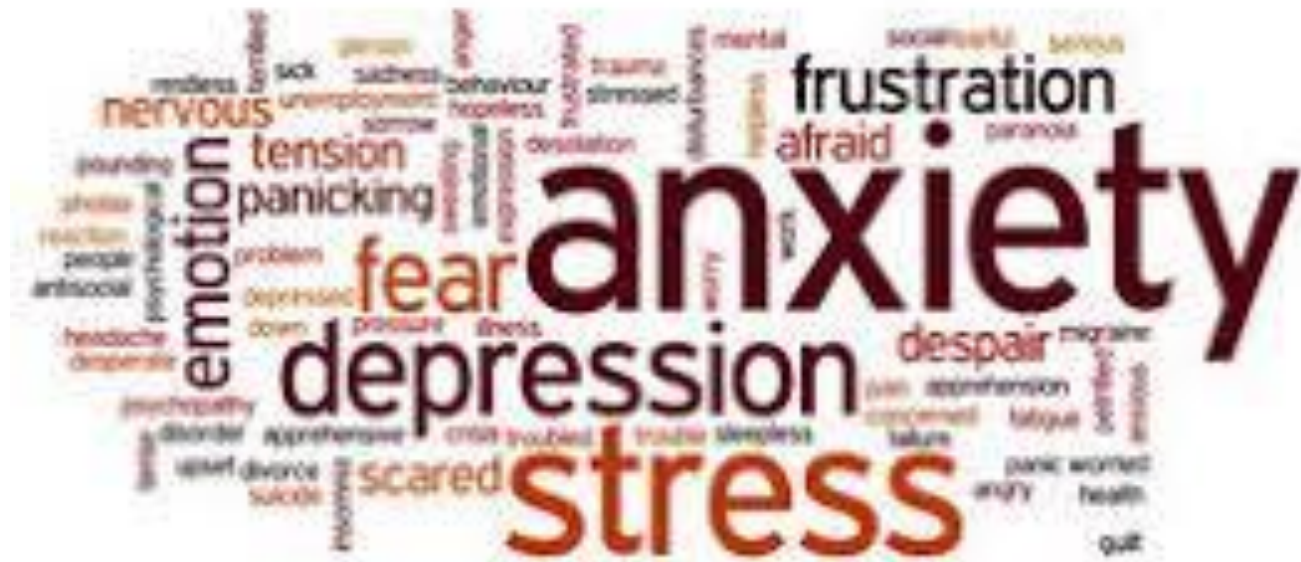
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Counseling & Consultation Services



Agenda

- What would you like to learn today?
- Common warning signs of distressed students
- Assisting students in distress
- Boundary Setting / Managing your own reactions
- Reflective Listening
- CCS services
- Overview of Resources on Campus
- Sample the Skills



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Common Warning Signs

Academic

- Excessive procrastination
- Change in preparation or performance
- Repeated requests for special considerations
- Excessive absence or tardiness
- Unusual or changed interaction patterns
- Inability to stay awake in class
- Disruptive or threatening behaviors



Common Warning Signs cont.

Interpersonal Problems

- Excessive neediness/emotional connection
- Inability to get along with others
- Social withdrawal from others
- Conflict with wide range of others
- Concerns and complaints from other students



Common Warning Signs cont.

Behavioral Problems

- Change in appearance and hygiene
- Signs of disrupted sleep
- Dramatic weight gain or loss
- Difficulty concentrating
- Impaired speech
- Change in mood; loss of interest
- Inappropriate or exaggerated emotional expressions
- Smell of alcohol/drug or evidence of excessive use



Suicide Warning Signs

- Feeling and/or stating that life doesn't seem "worth it" anymore.
- Talking about dying or self-harm
- Written work with references to self harm or content that appears strange
- Expressing feelings of hopelessness
- Giving away personal possessions
- Risk factors: extreme stress, drug and/or alcohol abuse, past suicide attempts
- Protective factors: Support system, signs of resilience



How to Assist Students in Distress

- Observe
- Reach out/Take action
 - Listen (content, theme, emotion/feelings)
 - Be non-judgmental
 - Maintain regular contact with the student
 - Make a verbal or written contract for safety, if necessary
 - Do not be sworn to secrecy
- Differentiate thoughts/intent/plan



How to Assist Students in Distress

- Offer hope that alternatives are available
- Make a referral to CCS or other resources on campus or in the community, if necessary
- When in doubt, CONSULT with your supervisor or experts
- Document your interactions with the student and other faculty and staff



Boundary Setting / Managing Your Own Reactions

- Limitations of your role
- Inappropriate use of office hours, electronic communication, or concerning content in papers or class assignments
- Be aware of your blind spots and triggers
- Know your personal limits
- If the person expresses discomfort or hostile feelings, don't take it personally
- Debrief your experience with your colleagues or supervisor
- Build a support system
- Engage in self-care activities to restore your balance



How to Consult with CCS Regarding a Student

- Call our Front Desk at 292-5766 & leave a message with our staff
- The first available therapist will return your call & consult with you
- Can contact your liaison as well
- Providing specific student info allows CCS to 'connect the dots'



How to Persuade a Person to Seek Help

- **Normalize the person's ambivalence toward seeking help**
 - "Talking to a stranger about your personal issues can be difficult"
 - Self disclose, if you feel comfortable, your own experience with mental health treatment.
- **Positively reframe the person's view on seeking help as a sign of strength not weakness**
 - "Being able to identify what you need help on shows your ability for self-reflection"
 - "Seeking help takes a lot of courage and it also demonstrates your resourcefulness"



How to Persuade a Person to Seek Help

- **Emphasize possible benefits in concrete terms**
 - “Counseling can help you find better solutions to your problem”
 - “You can learn some coping strategies, mood management skills, stress management skills, and/or time management skills through counseling”
 - “Talking to a professional who is not in your life can help you gain a different perspective on your situation”



Role Play: A student that is well known to you and typically does well in class comes to your office hours to explain their recent absenteeism from class. They are tearful, apologetic, and say they are feeling “off.”

GO!



CCS Services: A Multi-Modal Approach

- CCS: www.ccs.osu.edu
- 4th Floor, Yunkin Success Center (292-5766) / 10th Floor Lincoln Tower

Services

- Individual counseling, couples counseling
- Group counseling (30 groups a semester): ADHD, Mindfulness/Stress management, Depression, Substance use, Eating disorders, Graduate student group, Men's group, Women of color, etc.
- Daily Workshops: Mental Skills, Self-esteem
- Psychiatry
- CCS Phone App



OFFICE OF STUDENT LIFE

COUNSELING AND CONSULTATION SERVICE



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News (More News)

[Poor sleep and poor grades might go together](#)

[Mental Health Benefits of Volunteering](#)

Events (More Events)

[I thought it was Me \(Group Screening Required\)](#)

[Memory Circle \(Group Screening Required\)](#)



The CCS Workshops!

- **Learn resiliency skills**
- **Free / Drop-in**
- **Registered with FYE and STEP**
- **DAILY**
- **www.ccs.osu.edu/ccsworkshops**

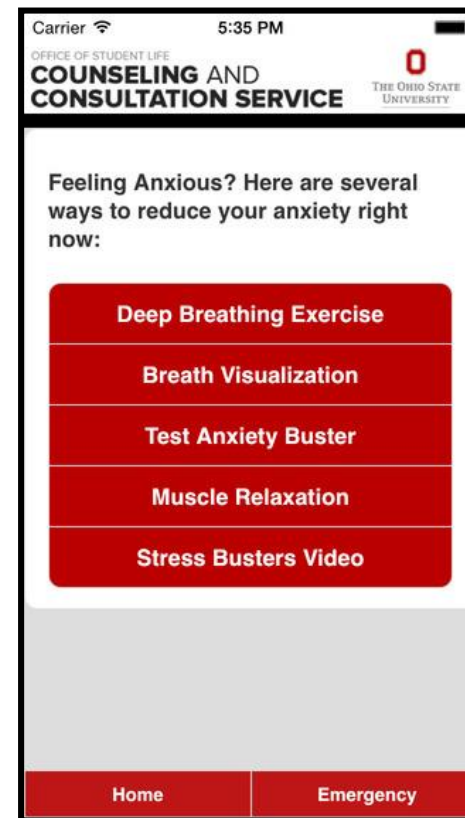
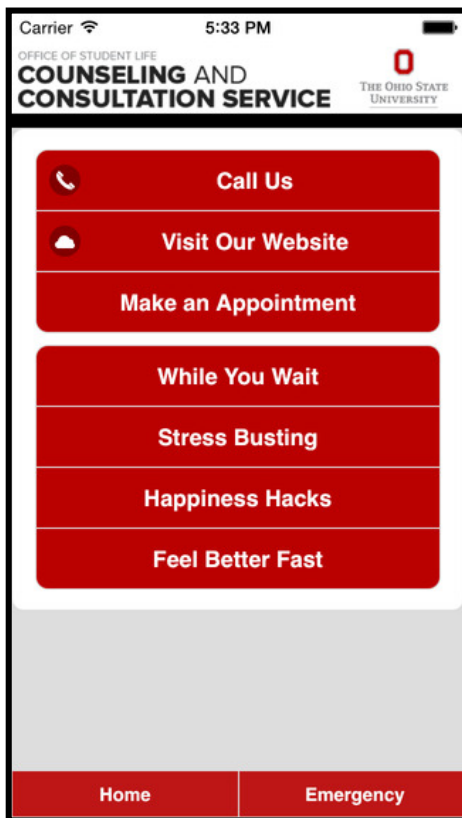


How Students Make an Appointment

- Triage System – “phone screening”
- Students can call our front desk at **292-5766**, or schedule online!
- Schedule a phone screening appointment
- A therapist will contact the student during the scheduled appointment time
- Brief screening with a therapist (10-15 minutes)
- Recommend services to best fit the needs of the student



OSUCCS App



DOWNLOAD NOW!!! OSUCCS



Care Managers

- Meet with students while they are at the hospital to orient them to services at CCS
- Link students to brief, outpatient services at CCS
- Support the student in re-entering the academic and residential environment
- If students are not appropriate for CCS, provide individualized & specialized referrals to community specialists & providers
- Offer consultation to faculty, staff and parents on appropriateness of services & scope of practice at CCS



ProtoCall

- After hours crisis counselor
- Consultation
- Crisis counseling for residents
- CCS receives a report on each call
- Call main number: 292-5766



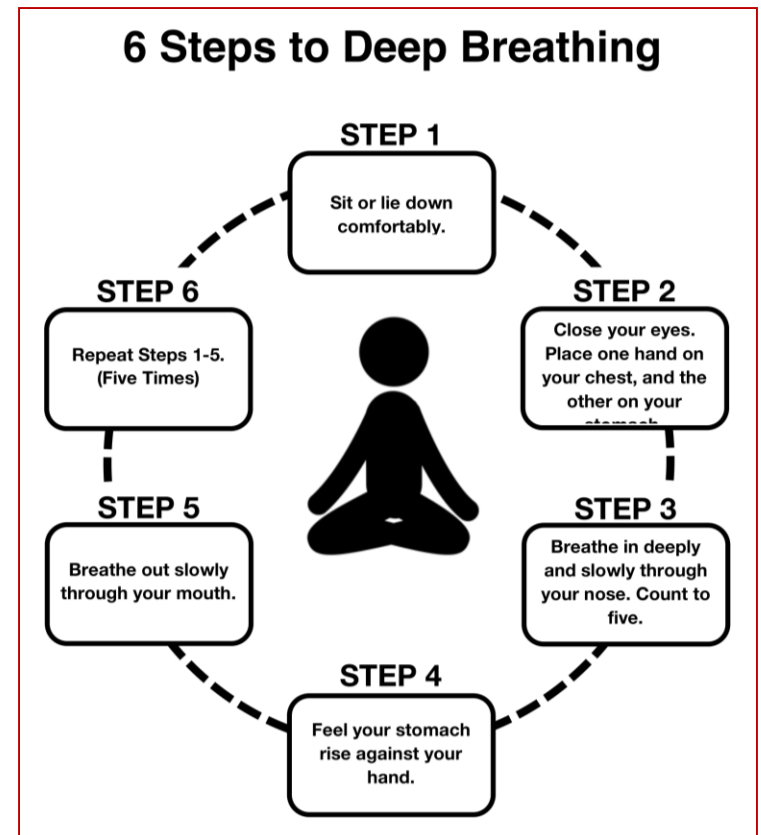
Resources on Campus

- University Police: 292-2121
- Student Advocacy:
www.studentlife.osu.edu/advocacy/
- Wellness Center: www.swc.osu.edu
- CAT Team
- Harding Hospital/Emergency Department
- Dennis Learning Center



Deep Breathing Exercises

- **Test Anxiety Exercise on App**
- **Breath Pacer**
- **Guided Imagery**





Benefits of Deep Breathing:

- Increases serotonin and calms the mind
- Helps center our thoughts
- Take in more needed oxygen
- Expel damaging toxins
- Lowers heart and respiratory rates
- Lowers blood pressure
- Enhances mood



Questions/Comments