

How to Get Un-Stuck With a Student: Strategies From Counseling Services

Danette Norman Till, Director April White, Assistant Director Kris Wise, Triage Specialist





- Spartan Success (Starfish)
- <u>CounselingServices@manchester.edu</u>
- Individual emails directly to one of the counselors
- Office: 260-982-5306 (Kelly Hippensteel, Adm Assist)





Urgent needs:

- Consult/Coaching with faculty
- Rating of 1 10
- 2 brief appoints available afternoons for students
- Out of office reply has resources available to anyone who seeks to reach us outside of business hours









Learning Goals:

- All behavior has meaning (including mine)
- Be curious with yourself, your students & processes
- We are feeling beings first, that happen to think (not the other way around)
- Modeling Resiliency counseling services is here because of you





Backwards Brain Bicycle

- Knowledge is not understanding
- Once you have a rigid way of thinking, you cannot easily change it, even though you may want to
- Could only redesignate the bias, rather than retrain the cognitive bias
- Be careful how you interpret things, you have a bias, whether you think so or not









All Behavior Has Meaning... including mine

What They Say	What They May Be Trying to Say			
F*ck you!	I'm so angry, and you cannot possibly understand how I feel!			
Go ahead, I don't care.	Nothing matters right now, and whatever you say to me or do to me will just add to the troubles I am facing and feeling!			
Whatever!	We are so far apart on our views, it doesn't matter, because you will never walk my walk.			
You think I care?	What you don't realize is that I am protecting myself and defending all I have — myself!			
l wasn't even talking! You didn't get mad at he	Life feels very unfair to me, and no matter what I say, when I say it, or what I do, it's always my fault.			
Oh. My. God!!	Once again, you are so far away from understanding or hearing me! I don't even want a relationship with you! I can not trust you!			
I'm over it.	I need you to give me some space and time. Come back when you're ready to listen to learn instead of just listening so you can respond.			

Excerpt from: Dr. Lori Desautels





Be Curious

- What is going on with me?
- What might they be trying to say?
- How do you find out what they might be trying to say?





The Needed Perspective Shift

"What's wrong with you?"

"What happened to you & how can I help?"



Definitions (Brene' Brown)

- Shame
- Guilt
- Humiliation
- Embarrassment



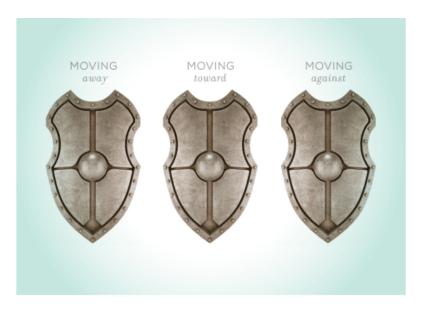
Empathy is the antidote to shame.

The two most powerful words when we're in struggle: me too.

- Brené Brown

www.teach-through-love.com





Below are the three **Strategies of Disconnection** as developed by Linda Hartling, a relational-cultural theorist.

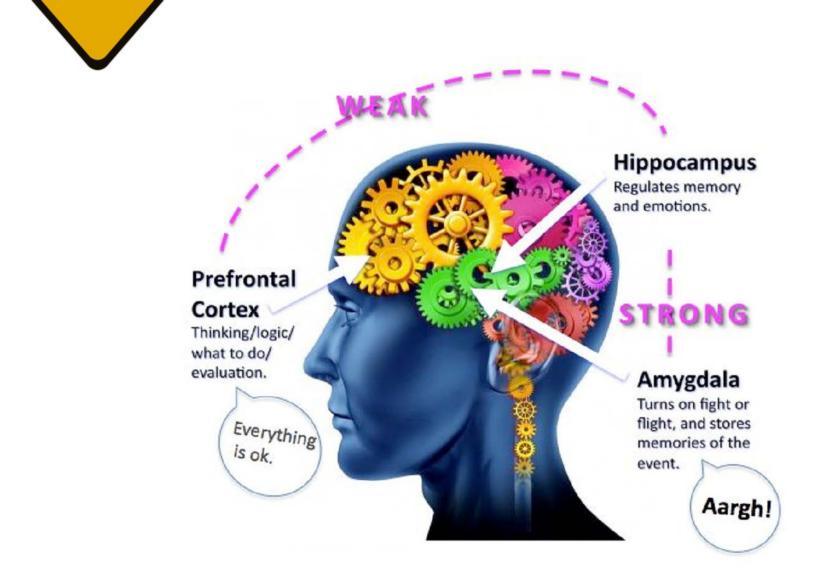
Moving away - withdrawing, hiding, silencing ourselves, and keeping secrets.

Moving toward - seeking to appease and please.

Moving against – trying to gain power over others, being aggressive, and using shame to fight shame.

From Brene' Brown's Daring Greatly website





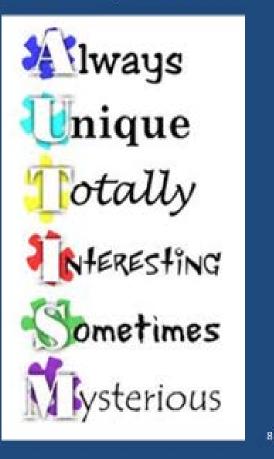






Questions that Shift Perspectives

- Am I important to someone here?
- Can I share my gifts with someone here?
- Can I influence my world here?
- Are my efforts recognized here?



Excerpt from Dr. Lori Desautels



Questions & Validation

- How can I help?
- What do you need?
- Do you have a plan?
- What would be helpful to you?
- What do you see as your resources?
- Who will "get it" if you share this with them?
- What could be the best possible outcome?
- What is the worst thing that could happen?
- What is the first step in improving this situation?
- What is getting in the way of your success?
- Can you tell me more about that?

- That must have made you feel angry.
- What a frustrating situation to be in!
- It must make you feel angry to have someone do that.
- Wow how very hard that must be.
- How frustrating!
- I can see how that might make you feel sad.
- I can imagine that might make you angry.
- What a tough spot.
- I hear you.
- I can understand how confusing that must feel.
- I am feeling confused too, I understand.





Dual Think Sheet - Youth and Adult Working Together

- A. Youth AND Adult answer 1-5 independently.
- B. Discuss and then complete 6-10 together.
- C. Answer additional questions as decided upon by youth and adult.

Youth

- 1. What was the challenge?
- 2. What led up to this challenge?
- 3. How did I handle this?
- 4. Could I have prevented this challenge/problem?
- 5. What are two adjustments I will make the next time?

Adult

- 1. What was the challenge?
- 2. What led up to this challenge?
- 3. How did I handle this?
- 4. Could I have prevented this challenge/problem?
- 5. What are two adjustments I will make the next time?

Both

- 6. What is our challenge?
- 7. What led to this challenge?
- 8. In the future, how can we handle this together?
- 9. Can we prevent this challenge/problem in the future?
- 10. What are two adjustments we will make?

Additional Questions:

- 1. What do you want?
- 2. How can I help you?
- 3. What feels difficult?
- 4. What is the worst thing that could happen?
- 5. What could be the best possible outcome?
- 6. Is your interpretation true and how do you know this?



Dr. Lori Desautels Assistant Professor, Butler University College of Education Phone: 317-940-8095 Idesaute@butler.edu



Creating Resilient Faculty

- Self-care Professional Quality of Life Scale
 Compassion Satisfaction and Fatigue Subscales
- Emotions are contagious
- Model what we are seeking
 - Mindfulness activity
 - Breathing techniques
 - Address concerns, but also willing to say "I don't know what to say right now, can I talk with you later?"
 - Allow help/support from peers/colleagues





Are you above the line or below the line?

https://www.youtube.com/watch?v=fLqzYDZAqCI

