

# HOW *to help a friend?*

Whether friends approach you about a problem or you want to approach them about a concern, be mindful of these general guidelines:

Find a place that is private and comfortable to talk. Put electronic devices away and dedicate your time and attention to the conversation.

Be specific about why you are concerned. Tell your friend what you have observed, such as her eating less or him missing class. Use examples.

Listen. People in need benefit most from a friend who actively listens to their concerns. Do not rush to fix, correct, or disagree with your friend... just listen. While being an active listener, look at your friend directly, ask him or her to clarify things you do not understand, summarize what your friend says and ask questions to help your friend take a closer look at what he or she is saying. When people feel they've been heard and understood, they are more receptive to ideas and advice.

## CONTACT TICC

CALL OR STOP BY TO HAVE AN INITIAL CONSULTATION

MON – FRI | 9AM – 5:30PM  
G-BLOCK, ROOM NO. 105, THAPAR  
INSTITUTE OF ENGINEERING &  
TECHNOLOGY

+91-8872739998 / +91-9781700762  
(including outside office hours to reach TICC counselor on call)

OR VISIT US AT  
[ticc.thapar.edu](http://ticc.thapar.edu)

### OUR COUNSELORS

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## HOW TO HELP A FRIEND



# THINGS YOU CAN DO TO HELP YOUR FRIENDS

**VALIDATE**, Understand, repeat, and acknowledge your friend's distress and feelings. Validation often calms people as they no longer have to convince the listener that they have a serious problem.

**AVOID** minimizing your friend's concerns. Don't say "Everything will be better" or "Don't worry".

**RESIST** the inclination to judge, evaluate, or criticize, even if your friend asks your opinion. These responses could push them away.

**BRAINSTORM** options. After you've validated their problem, work together on resolutions. Suggest resources, such as friends, family, clergy, advisors, or other campus professionals.

**RESPECT** your friend's wishes for confidentiality, but don't make promises you can't keep. You may need to talk to a professional about your concerns.

## KNOW YOUR LIMITATIONS

Recognize situations where you need to contact professionals to help your friend, such as:

- Your friend expresses thoughts or desires to self-harm or hurt others.
- Your friend acts differently, withdrawing, seeming depressed, agitated, and anxious.

## MAKING A REFERRAL TO TICC

Suggesting counseling is a way to help your friend.

- Assure your friend that seeking professional help is a sign of strength.
- If applicable, share your own counseling experience.
- Offer to walk with your friend to TICC or call TICC together to schedule an initial appointment.

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## A GUIDE FOR TIET STUDENTS

College friends learn together how to deal successfully with balancing academic and extracurricular stress, developing independence, and experiencing new people, cultures, and ideas. Friends help each other through difficult times like breakups or family tragedies.

## WHEN TO BE CONCERNED ABOUT A FRIEND

Everyone feels depressed or upset at one time or another. But when distress persists and interferes with school or social life, there may be cause for concern.

## PHYSICAL OR PSYCHOLOGICAL SIGNS YOUR FRIEND MAY NEED HELP

- Overtly suicidal thoughts, such as referring to suicide as a current option
- Unprovoked anger or hostility
- Irritability, Constant anxiety or Tearfulness
- Deterioration in physical presence or hygiene
- Visible increase or decrease in weight
- Excessive alcohol or drug abuse
- Excessive fatigue or difficulty sleeping
- Exaggerated personality traits or behaviors
- Marked changes in concentration and motivation
- Frequently missing classes

## OTHER FACTORS TO CONSIDER

- Written note or verbal statement that has sense of hopelessness
- Direct statements indicating family problems or personal losses (such as illness, death of a family member, financial problems or a breakup)
- Expression of concern about your friend by faculty, staff or other classmates

# TICC *Can Help You Out*

Don't manage your friend's stress alone. There are professionals across campus who can help if you feel overwhelmed, fearful or uncomfortable. Reach out and call TICC. You will be helping your friend by getting involved.

Remember to take care of yourself. It's great to be a supportive friend, but you need not be a hero. Tend to your own needs. Don't let helping a friend cause you stress, health problems or academic difficulties. Call TICC to talk to a counselor yourself.

## MESSAGE FROM DOSA

Helping a friend through a difficult time is perhaps the single greatest indicator of how deeply you value friendship. Naturally, you would want to do so. However, once you do decide to intervene, it is of paramount importance that you do not underestimate the fragility of the situation. Know when and where it is appropriate to bring up your concerns, show unconditional positive regard so as to ensure they are comfortable in vulnerability, and most importantly, be aware of your limitations despite your personal emotions and encourage seeking professional help.

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