Tips for Helping Students in Need
Peer Mentor Training Workshops

**General Tips:**
1. Be alert for changes in behavior, attitudes, etc
2. Share info with faculty person, PM supervisor, relevant professional staff (but never with friends, family members, significant others)
3. Ask open-ended questions “what, when, how, who”
4. Listen! – actively (ask questions, summarize, don’t interrupt)
5. Attend and respond to both content and feeling – the issue, and students’ feelings about or reactions to the issue
   a. May be able to assist with one more than other
   b. Be alert for broader, underlying issues
6. Let the student solve the problem – just ask the right questions, encourage them to think problem through, provide info on resources – encourage independence and the development of self-help skills
7. Refer to/use your resources (advocate) – you are not a trained counselor, and are not expected to be. Just know your resources, assist students in making use of resources
   a. It’s OK to say “I don’t know” and then seek out info

**The Art & Science of Making Student Referrals** (Joe Cuseo)

1. **Describe** the goals and services of the referred service. (Don’t assume the student already knows its purpose or function.)
2. **Personalize** the referral – Refer the student to a specific person (give them a name) rather than just to an office.
3. **Reassure** the student of the qualifications and capability of the person to whom he/she is being referred.
4. Help the student identify what questions to ask and how to approach the resource person.
5. Make explicitly sure that the person knows where to go and how to get there.
6. **Phone for an appointment** while the student is in your presence.
7. **Walk** with the student to the referred person’s office.
8. **Follow-up** the initial referral by asking the student if the contact occurred, how it went, and whether there will be future contact.
9. **Praise** the student for making the effort to seek support and taking a step towards self-improvement.