



Heels Care

Listening in Relationships

Feeling genuinely heard and accepted is one of our most important needs. Providing empathy and acceptance is one of the most soothing things one can do for another. As the listener try to:

Give Your Full Attention

Show that you are listening by maintaining eye contact, good body language.

Listen Non-judgmentally

Resist the impulse to judge who is right or wrong, good or bad, should or should not have done something.

Avoid Assumptions.

Assumptions may lead to misunderstandings. Ask for clarification instead.

Reflect

Repeat what you hear and ask the person "Did I get it?". This ensures you are fully understanding the situation at hand.

Ask Questions

"What would help?"
"Is there anything that would make this situation easier?"
"Do you want to do this together?"

Take Time

If you feel your emotions taking control of your behavior, ask to pause the conversation and collect yourself. Communicate when you are ready to engage with the issue again.

Focus on Needs & Feelings

Avoid trying to fix the problem or give advice, and instead restate what you hearing about needs and feelings.

Communicate well

Show that you are listening by maintaining eye contact, good body language.



Learn more at
care.unc.edu



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Repeat what you hear and ask the person "Did I get it?". This ensures you are fully understanding the situation at hand.

Ask Questions

"What would help?"
"Is there anything that would make this situation easier?"
"Do you want to do this together?"

Take Time

If you feel your emotions taking control of your behavior, ask to pause the conversation and collect yourself. Communicate when you are ready to engage with the issue again.

Understand Needs & Feelings

Avoid trying to fix the problem or give advice. Make sure you show you understand what the other person's needs and feelings.

Communicate well

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Learn more at
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Student Services on Campus



Campus Health

Speak to a caring medical provider about your mental health needs and their impact on your physical health. Campus Health also provides medication management.

campushealth.unc.edu



Counseling and Psychological Services

On-campus mental health provider for students and post-docs. Offers a range of resources including a 24/7 phone line for mental health crises and referral coordination for out-of-practice care.

caps.unc.edu



Peer2Peer

Peer2Peer is a student-led group that advocates for the mental well-being of the members within our community through peer support. Offers one-on-one sessions to talk with a student peer responder.

uncpeer2peer.com



LSN Peer Support

LSN (Listen, Support, Navigate; pronounced listen) are students who provide peer support by listening to you, supporting you, and navigating you to the appropriate resources. Access LSN using the peer chat hosted on the Heels Care Network and CAPS website.

care.unc.edu



CAPS Support Groups and Programs



All in the Family

This support group is for students who come from difficult family dynamics and exists to help them build connections, share about their experiences, and give and receive support.



Body Image Group

Open to women struggling with self-esteem as related to body image and comparing self to others.



Dancing Mindfulness

Open to all BIPOC students, this CAPS group is a mix of small group discussion and self-reflection based on *The Gifts of Imperfection* by Dr.

Brown with the incorporation of dancing mindfulness principles.



Meditations & Mindfulness in Uncertain Times

Learn and practice mindfulness and meditation skills to find a more positive, centered daily life.



Nature Rx

Learn and try experiences to deepen your human-nature experience in order to reconnect with nature, ourselves, and others.



Write-on

Practice 5 therapeutic writing types (your writing is private and not shared within the group) with time to think, breathe, write, analyze your own writing, and share.



CAPS Support Groups and Programs



All in the Family



Asian-American
Support Group



Body Image Group



Breaking Free
From Anxiety



Autistic Students
Social Group



Chronic Illness Support



Courage to Heal: A
Sexual Assault Recovery
Group



Dancing
Mindfulness



Dissertation Support
Group



Emerge: A BIPOC Sexual
Violence Survivors
Group



Emotional Wellness



Empowering Black
Women

CAPS Support Groups and Programs



First in the Family



International Students



Graduate/Professional
Students of Color
Support Group



Grief Group:
Living with Loss



Intersections: A
QTPOC Support
Group



KORU 2.0 Advanced
Mindfulness



Koru: An Intro to
Mindfulness &
Meditation



Men's Process Group



Medical Student
Support Group



Meditation &
Mindfulness for Mood



Nature Rx



Gender & Sexuality
Spectrum Group



Connections:
Understanding Self,
Others, & Relationships



Self-Compassion
Mindfulness



Taming Your Inner
Critic



Write-On!