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?"

**Focus on Needs & Feelings**
Avoid trying to fix the problem or give advice, and instead restate what you hearing about needs and feelings.

**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.

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

Learn more at care.unc.edu
Heels Care

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**Take Time**
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**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.

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Learn more at care.unc.edu
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.
Heels Care

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