



ARE WE LISTENING?

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FOREWORD

Are we listening?

Seriously, are we really listening?

It is no secret that communication is essential to the success of relationships with our family, peers, children, partners, colleagues, and most importantly, even ourselves. Effective communication, stemming from active listening, helps nurture every relationship whilst helping to enhance everyone's mental wellbeing, including our own.

This leads us to the reason for our chosen campaign theme for 2022 - 'Are We Listening?'.

In a recent study by IMH, about 13% of the 1000 participants reported symptoms of anxiety or depression, with the silver lining being that 81.8% were willing to seek help. Hence, our aim to magnify the importance of help-seeking.*

As part of our campaign, we reached out to persons in different life-stages to share their stories with us, in the hope of letting the community know that they aren't alone in their journey of mental health and wellbeing. We conducted various Instagram live sessions, discussing the impact of listening and communication in the education sector, as a parent, as a caregiver, and as a mental health professional. Most recently, we conducted a Suicide Awareness Workshop in collaboration with MentalACT which was received well by the community. And this is just the beginning.

This guide provides insight into how effective communication impacts our relationships and how active listening can enhance the mental wellbeing of everyone we engage, including ourselves. We work with various mental health professionals as our community partners, and offer these connections as resources of help.

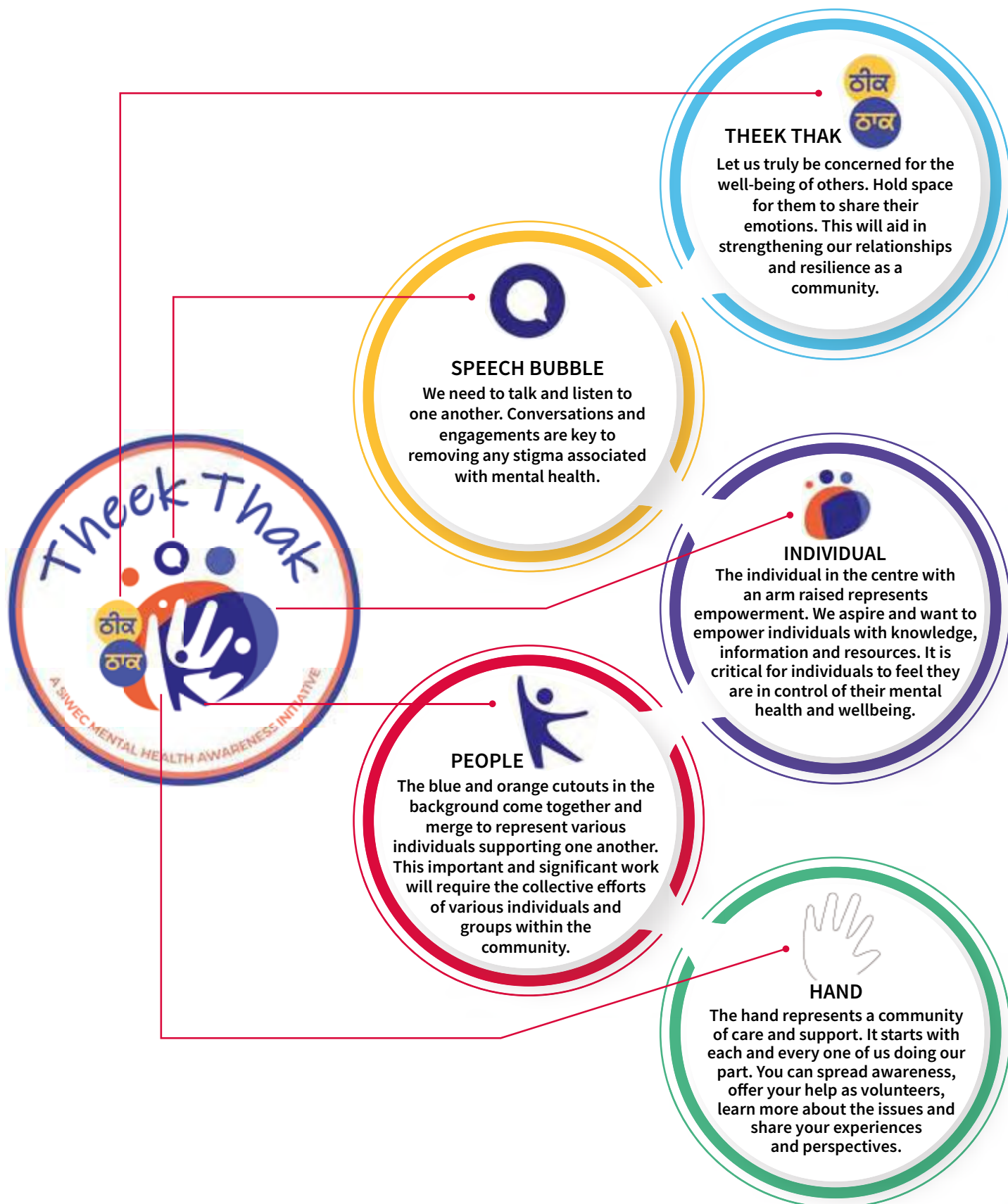
We started *Theek Thak* in 2021 to ask ourselves, and others, 'Are you Theek Thak?' (Are You Okay?). Including this simple, yet powerful greeting in our communication with others, and with ourselves, gives due thought and importance to the state of our mental health and wellbeing.

Our aim is to create and encourage a positive culture of help-seeking and care in the community. We want to reach out to as many in the community on the importance of help-seeking and to eliminate stigma in that space.

The change starts with you. With Us. Together.

Team Theek Thak

*<https://www.straitstimes.com/singapore/health/imh-study-points-to-likely-increase-in-mental-health-issues-in-spore-amid-covid-19>



DISCLAIMER

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LOVE LANGUAGES

What is Communication?

Communication is the act of giving, receiving and sharing information by talking or writing, and listening or reading. Good communicators listen carefully, speak, or write clearly, and respect different opinions.*

Communication is the process of sending and receiving messages through verbal or nonverbal means.**



DIFFERENT TYPES OF COMMUNICATION

There are five types of communication***

- 1) Verbal Communication
- 2) Nonverbal Communication
- 3) Written Communication
- 4) Visual Communication
- 5) Listening

* <https://www.common sense media.org/articles/what-is-communication>

** <https://www.thoughtco.com/what-is-communication-1689877>

*** <https://www.uopeople.edu/blog/types-of-communication-back-to-basics>

1) Verbal Communication

Verbal communication encompasses all interactions using spoken words, or unspoken words, as in the case with sign language.*

Verbal Communication is the use of words to share information with other people. It includes both spoken and written communication.**



* <https://www.uopeople.edu/blog/types-of-communication-back-to-basics/>

** <https://www.thoughtco.com/what-is-communication-1689877>

2) Nonverbal Communication

Nonverbal communication (NVC) is the transmission of messages or signals through nonverbal medium such as eye contact, facial expressions, gestures, posture, and body language.

It includes the use of social cues, kinesics, distance (proxemics) and physical environments/appearance, of voice (paralanguage) and of touch (haptics). It can also include the use of time (chronemics) and eye contact, and the actions of looking while talking and listening, frequency of glances, patterns of fixation, pupil dilation, and blink rate (oculesics).



3) Written Communication

Written communication is any written message that two or more people exchange. It can take the form of anything you write or type, such as letters, emails, notes, texts, billboards, even a message written in the sky!



4) Visual Communication

Visual communication is the process of delivering information and messages, by way of graphical representations or visual aids. Some commonly used examples are slide presentations, diagrams, physical models, drawings, and illustrations.



5) Listening

Listening is a surprisingly important part of communication and to be a great communicator, you must master the art of listening. Remember that listening doesn't just mean hearing, or politely waiting for your turn to speak. When others are speaking, you should practice active listening, which means that you are engaging your mind while the person speaks and intently focusing on what they are saying. This also means listening with empathy and not judging a person when they are sharing their thoughts and feelings.

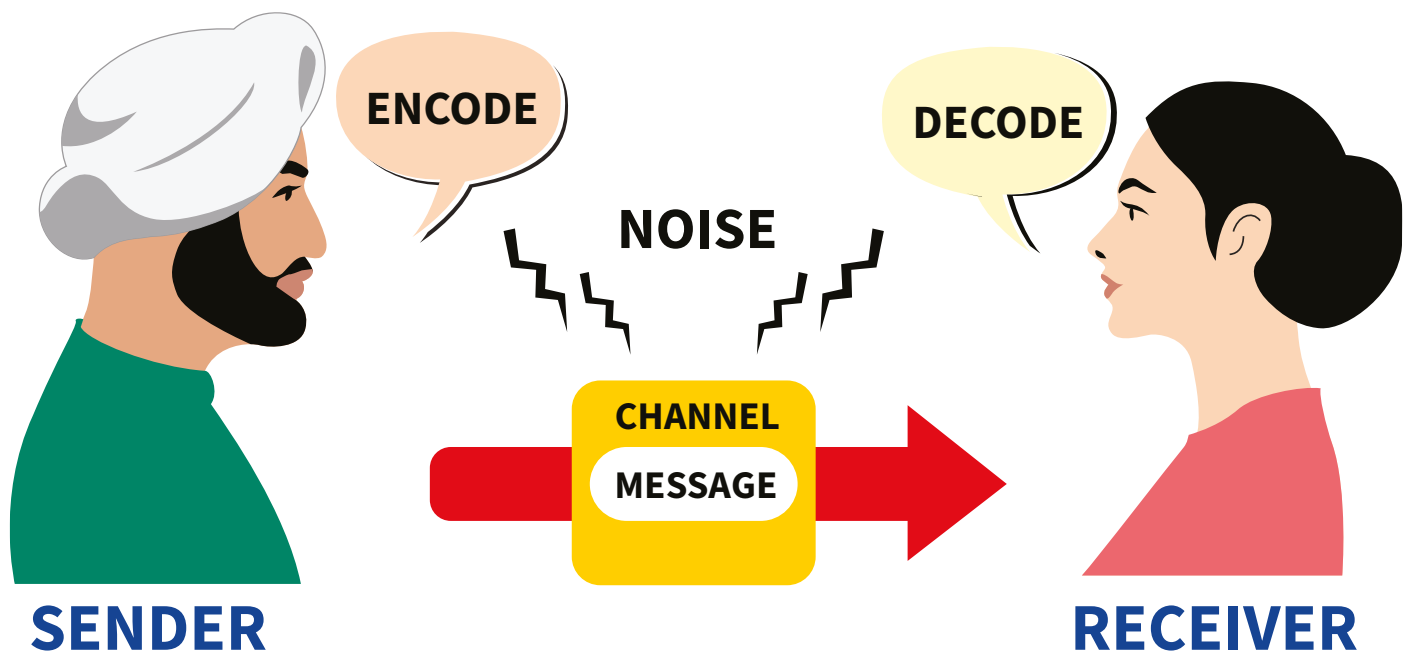


Listening

The Importance of Listening in Communication

Effective communication consists of both speaking and listening. Active listening is a way we listen and respond to another person to improve mutual understanding. It is an important first step to assess the situation and seek solutions to problems. This lesson gives people the opportunity to identify what active listening is and why it is important in managing conflicts.

The Shannon-Weaver Model



Signs of Active Listening

Active listening involves listening with all senses. This means giving full attention to the speaker as it is important that the 'active listener' is also 'seen' to be listening - otherwise the speaker may conclude that what they are talking about is uninteresting to the listener.

Verbal & Nonverbal Signs of Listening

Interest can be conveyed to the speaker by using both verbal and nonverbal messages such as maintaining eye contact, nodding the head and smiling, agreeing by saying 'Yes' or simply '*Mmm hmm*' to encourage them to continue speaking. This feedback will help the speaker communicate more freely and honestly.

This is a generic list of nonverbal signs of listening. People who are listening are more likely to display at least some of these signs. However, these signs may not be appropriate in all situations and across all cultures.

Smile

Smiles can be used to show that the listener is paying attention to what is being said or as a way of agreeing or being happy about the messages being received. Combined with nods of the head, smiles can be powerful in affirming that messages are being listened to and understood.

Eye Contact

It is normal and usually encouraging for the listener to look at the speaker. Eye contact can however, be intimidating, especially for more shy speakers. Therefore gauge how much eye contact is appropriate for any given situation. Combine eye contact with smiles and other nonverbal messages to encourage the speaker.

Posture

Posture can tell a lot about the sender and receiver in interpersonal interactions. An attentive listener tends to lean slightly forward or sideways whilst sitting. Other signs of active listening may include a slight slant of the head or resting the head on one hand.

Mirroring

Automatic reflection or mirroring of any facial expressions used by the speaker can be a sign of attentive listening. These reflective expressions can help to show sympathy and empathy in more emotional situations. Attempting to consciously mimic facial expressions (i.e. not automatic reflection of expressions) can be a sign of inattention.

Distraction

The active listener should not be distracted and refrain from fidgeting, looking at a clock or watch, doodling, playing with their hair or picking their fingernails.

Are We Listening?

IN A GOOD CONVERSATION
ONE PERSON TALKS WHILE
THE OTHER LISTENS



THEN THAT PERSON
TALKS WHILE THE FIRST
PERSON LISTENS...



I LIKE TALKING..
I HATE LISTENING



I REALISE THAT



WHAT ?



VAK Model

To be an effective communicator, you need to learn and always be aware of the 3 primary modes that people use to process thoughts during communication. These are Visual, Auditory and Kinesthetic. Each of us uses one of the 3 modes as our primary form to convey messages during communication. Knowing the mode used by the communicator to convey messages is important. It will help us understand the message more effectively. This in turn helps to reduce conflict and enable seamless communication.

Visual

The speaker will primarily look up, or side to side, as they process information (answers to your questions). Sometimes they may look up to the sky as if they are searching for an answer.

Persons like these are known to be “the fast talkers” as they are able to process visual memories to words a lot quicker than others.



Auditory

The Speaker will primarily move their eyes left to right / right to left (from ear to ear) as they “need to hear” what others are saying.

Persons like these tend to talk at moderate speed.



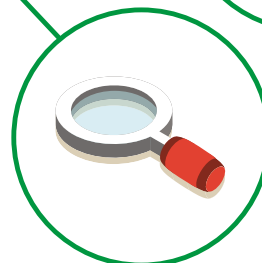
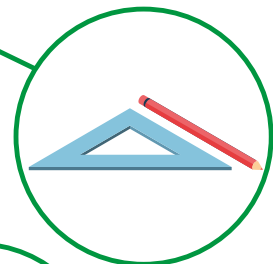
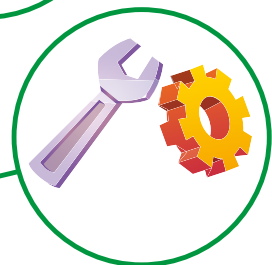
Kinesthetic

The Speaker will primarily look down, and to the right, as “they need to feel” what they are saying.

Typically, persons like these tend to be slow talkers as they need more time to process how they think and feel.



Note: Don't get confused with people looking down and to the left. This is common when people are having internal chatter like reciting a preplanned script.



<https://inlpcenter.org/nlp-submodalities-courtney/>
<https://www.istockphoto.com/vector/visual-auditory-and-kinesthetic-learning-styles-education-concept-infographics-design-gm693867446-128186927>
<https://www.theroadtosiliconvalley.com/education/visual-auditory-kinesthetic-words-effective-effective-communication/>
<https://www.faa.org.my/article/using-the-vak-model-to-understand-learning-styles>

How Can We Communicate Better?

There are four main types of communication we use daily: verbal, nonverbal, written, and visual. We are most effective as communicators when we know how to actively listen, observe, and empathize. Developing these soft skills can help us better understand messages and respond thoughtfully in our daily interactions.

This is applicable to all our personal and peer relationships, at home, in the education space and at the workplace.

Types of Communication and Ways to Use Them



Verbal

- Use a strong, confident speaking voice.
- Practise active listening.
- Avoid filler words.
- Avoid industry jargon when appropriate.



Nonverbal

- Notice how your emotions feel physically.
- Be intentional about your nonverbal communications.
- Mimic nonverbal communications which are effective.



Visual

- Consider your audience.
- Only use visuals if they add value.
- Ensure that visuals are clear and easy to understand.



Written

- Strive for simplicity.
- Take time to review your written communications.
- Keep a file of writing you find effective or enjoyable.

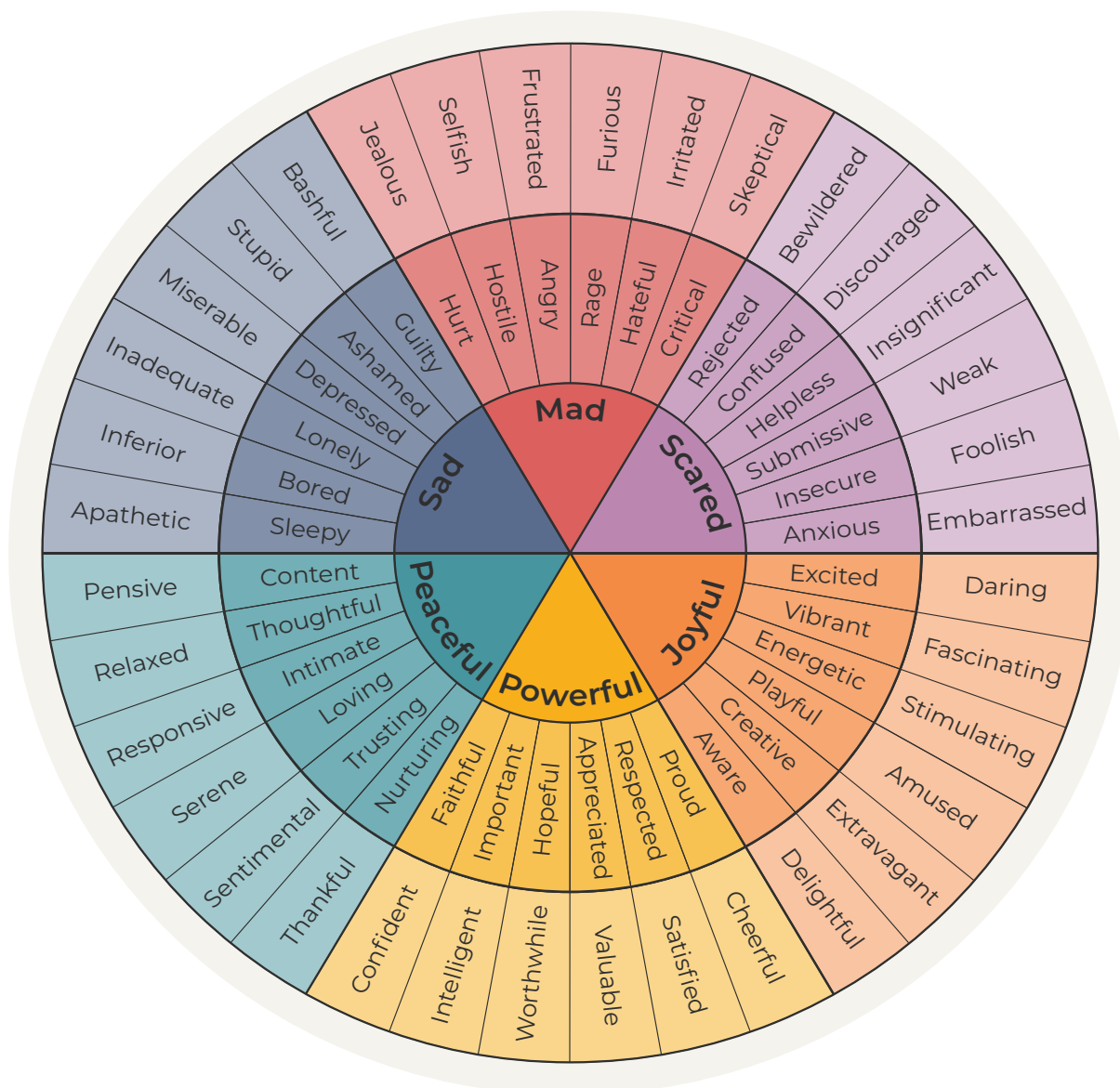


The Feeling Wheel

The Feeling Wheel, developed by Dr. Gloria Willcox, helps us identify or examine how we are feeling at any given moment and reflects the feelings at the opposite end of how we may be feeling. Being able to pinpoint these feelings helps us to initiate how we may want to transform our feelings. The emotions at the center of the wheel are our core emotions, and the emotions on the outer edge of the wheel reflect our more complex emotions.

‘Increased relief comes with increased specificity in identifying our emotions and empathizing with them’

The Gottman Institute
Developed by Dr. Gloria Willcox



How Can We Use The Wheel?

1. Practice often.

Use the Feeling Wheel to stimulate conversations about the highs and lows of each person's day – with the family over dinner, or with your kids in the car on the way to or from school. This allows greater insight into what a person's day has been like, as well as normalizes talking about real emotions instead of using just the easy or go-to answer approach.

By using a Feeling Wheel, we are modeling appropriate ways to process and communicate emotions and give our loved ones or friends an opportunity to share how they feel without feeling targeted or being put in the spotlight.

2. Use it before the breakdown.

All of us including, our child, colleague, peer, or parent, might go through seasons when we are more sensitive or on edge. This might be a good opportunity to have a one-on-one conversation to address the underlying issue for change in emotion or behavior.

Use the Feeling Wheel to help them identify the emotions they are feeling at that moment. Typically, when we hold our emotions in, we may eventually have an outburst. It is important to identify our emotions and not let us get to a point where we are suppressing our emotions for a long period of time. This can then lead to a meltdown, tantrum outbursts, anger fits, or even an emotional breakdown.

3. Use it during a shutdown.

You, your child, colleague, peer, or parent, might not be the “blow up” type, but that doesn't necessarily mean all is well inside. If they seem more quiet or isolated, it can be helpful for you to pursue the matter by checking in. Referencing the Feeling Wheel can help everyone see what they may be experiencing and is a beginning to understanding our emotional state better.

Sometimes we may not realize what is going on in our minds until we are given the words to name our feelings. This can happen when one is faced with overwhelming situations in which one is left confused about their range of feelings and how they can express these feelings to their loved ones, or peers.

4. Empathize.

We all respond to situations differently, and our emotional response is no exception. By being specific in how we use our emotions, we can pinpoint a common shared experience that will help us understand what each of us is feeling. If we empathize with someone in their moment of anger, resentment, or vulnerability, it allows them to feel accepted, even if we do not agree with their method of expressing their emotions.

Again, this may seem like a completely different shift from your family's norm and may even be a little awkward at first, but can you imagine what it would be like for your family to have the freedom to communicate with each other and ask each other how each one is actually doing?

This could be a brand-new avenue for each person in the family, within your peer group and even at your workplace. Not only will we be able to understand each other but we will also know how to take care of each other as well. This will help make your home a safe space for open communication and sharing.



5 Benefits Of Tracking Your Mood

Create space to feel your feelings.

1

The Feeling Wheel helps us identify how we feel and helps us dive deep into how we feel specifically. It is very common to be shamed by others or feel ashamed of having negative emotions. However, it is important that we learn to recognize and embrace ALL feelings. That is the first step to learning how to regulate and help ourselves or others.

Get insight into what you need to best take care of yourself.

2

If you are feeling happy, embrace it by perhaps treating yourself to something that you like, or take the opportunity to celebrate with your loved ones. If you are feeling sad, allow yourself to fully accept that emotion by either seeking solace in listening to music, going to a quiet place of faith to mediate, or even having a good cry if it helps. Taking some time out to regulate yourself and doing something you love helps to move your negative emotional state to a positive one. If you are feeling anxious or depressed, do seek help. You can reach out to loved ones, peers, or anyone that provides a safe space for sharing and active listening.

Recognize patterns and triggers.

3

It helps to try and identify triggers that stimulate negative emotions such as

- Irregular sleep patterns
- Poor diet and nutrition
- Hormonal changes and Imbalance
- The weather
- Your interactions and relationships with others

Communicate clearly to others.

4

If we are clear about how we feel, we can identify how others make us feel. If others bring us joy, we are then able learn to embrace it by expressing gratitude and spending more quality time with them. If others trigger anger or dysregulate our emotions, we can learn to draw healthy boundaries from those relationships.

Get the support you need.

5

It is important to keep track of your emotions and how you feel, especially when experiencing a wave or surge of negative emotions. In instances, where negative emotions are consistently overwhelming and you are unable to regulate them yourself, it is best recommended that you reach out to a Mental Health Professional for help and support.

(refer to Appendix A for the list of recommended support systems)



<https://www.calm.com/blog/5-benefits-of-tracking-your-mood>

Regulated and Non-Regulated States

Emotional Regulation and Its Impact on Communication



What is Emotional Regulation?

Emotional regulation is simply the ability to positively be able to alter our response or reaction to negative emotions or emotional experiences.

For example, in a state of extreme anxiousness, instead of shutting the world out, we can use a few coping mechanisms such as exercise, meditation and listening to music to make ourselves feel better.

What is Emotional Dysregulation?

Emotional Dysregulation is the inability to positively alter negative emotions or emotional experiences. In such instances, when a person is unable to regulate themselves independently, it is advised to seek professional help.

(refer to Appendix A for help hotlines and information)

Why is it important to Regulate Our Emotions?

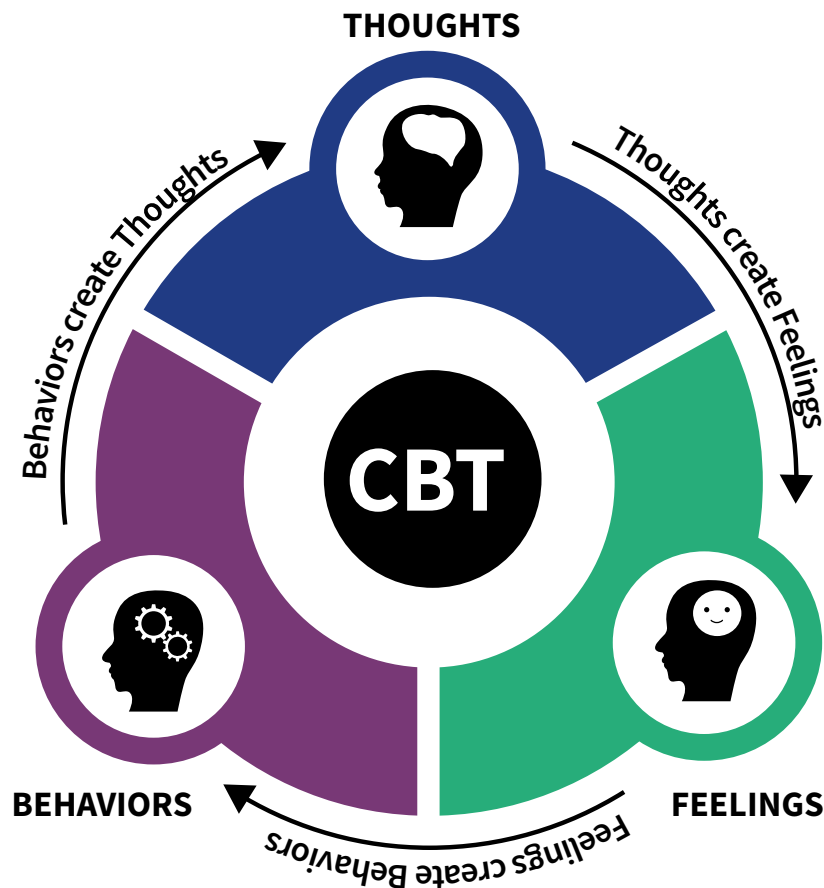
When we have a healthy attitude about our emotions and know how to express ourselves, we will be better equipped to handle the trials and tribulations of life.

Conversely, when we are not in touch with our emotions, we are more likely to experience stress, anxiety, depression, and face other mental health issues without realizing it, or even normalize feeling these negative emotions over a period of time.

How We Feel Affects How We Think, Which In Turn Affects How We Communicate With Others.

Being in a regulated state of emotions enables us to identify, process and express our emotions. Our mental and physical wellbeing is in turn enhanced, so we can better communicate, and build healthy relationships in all aspects of our lives.

Cognitive Behavioral Therapy (CBT)



Thoughts

- Identify our regulated emotions
- Identify dysregulated emotions

Feelings

- Being aware of physiological changes because of your emotions.
- For example, when we feel the emotion of anger, our face is flushed.

When we feel the emotion of anxiety, our heart starts to pound and our muscles are tense.

Behaviour

- Fight
- Flight
- Freeze

Each of these components interact with the other to create moods and emotional patterns. Changing one component results in a chain reaction that affects the other.

FIGHT

- Feelings of irritability
- More ready to engage in arguments with family members or members of the public
- Hoarding items such as cleaning products or toilet paper
- Excessive “competitiveness” for items when shopping and / or
- Criticizing store staff for limited items in stock
- Imagining and planning for scenarios where the person might have to fight to survive



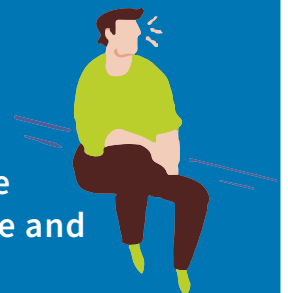
FLIGHT

- “Hiding out”- reluctance or refusal to engage in activities medical professionals have deemed safe for the general public like going for walks or grocery shopping
- Reluctance / refusal to return to activities once restrictions have been lifted
- Passive communication styles or “people pleasing” in order to avoid conflict or confrontation

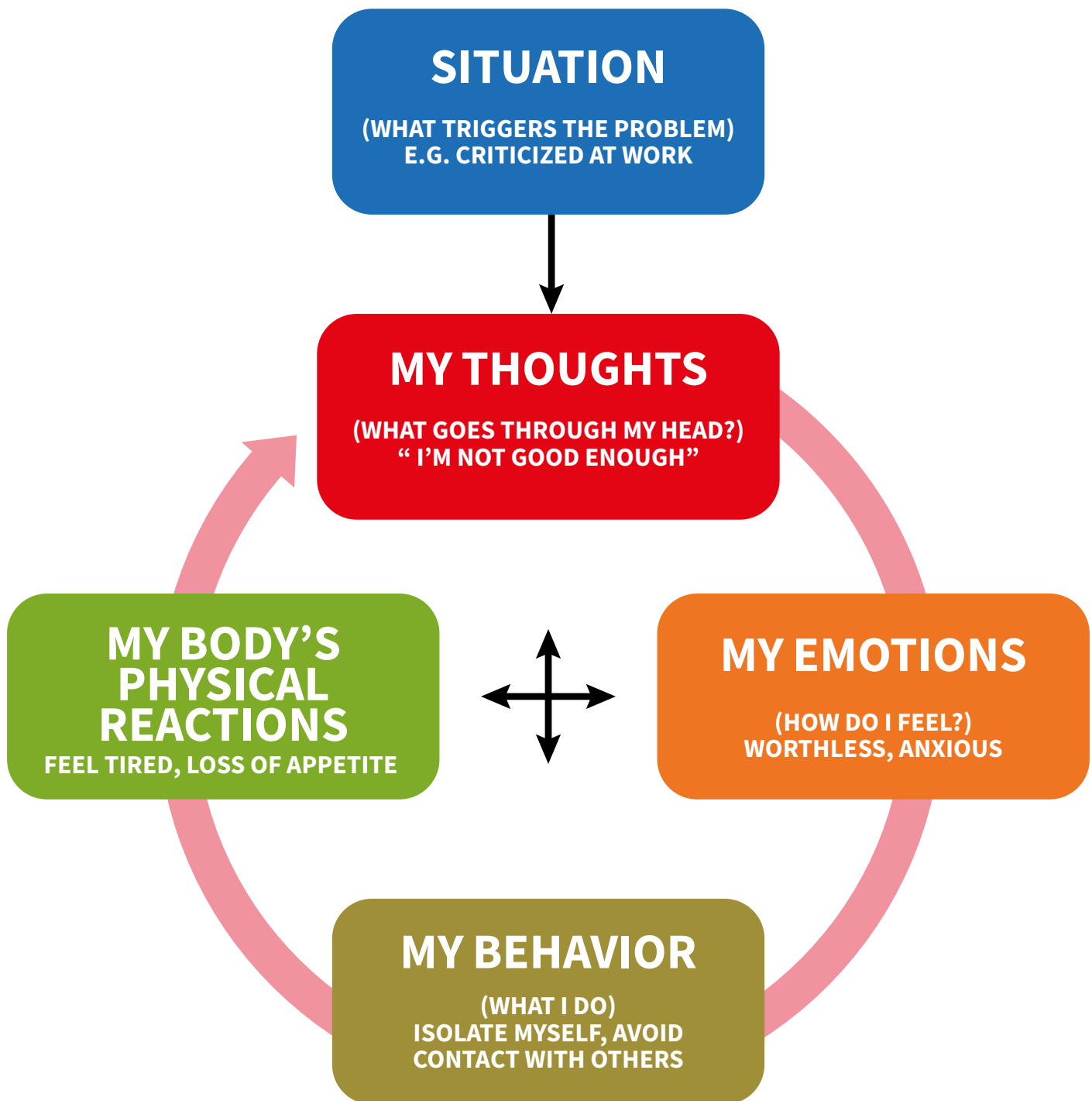


FREEZE

- Numbing behaviours such as substance abuse
- Increased time spent on social media
- Excessive time spent watching TV (when you’re not enjoying the show/movie anymore or are not paying attention to the plot line and are watching just to fill time)
- Gambling and/or disordered eating



Regulated and Dysregulated States and Its Impact on Communication



Dysregulated states of emotion can manifest in many ways such as;

1) Our Behavior

- Avoiding eye contact
- Isolating ourselves
- Indulging in temper tantrums & outbursts

2) Our Body's Physical Reactions

- Feeling tired
- Loss of appetite
- Insomnia
- Brain fog

3) Our Emotions

- Stress
- Anxiety
- Depression
- Worthlessness

4) Our Thoughts

- 'I am not good enough'
- 'Nobody loves me'
- 'I am worthless'
- 'Nobody cares'

5) External Situation Triggers

- Disputes at work with colleagues
- Disconnect with family at home
- Relationship issues with partner
- Stress from studies
- Bullying
- Harassment

If we don't learn how to regulate ourselves, it impacts our mental wellbeing. This in turn affects our relationships in various aspects, such as our relationships with our children, peers, colleagues, and educators.

Coping Mechanisms

1. For Ourselves
2. For Children
3. For Partners
4. For People at the Workplace

For Ourselves

Self-regulation is the ability to identify our emotions and to be able to use coping mechanisms to regulate ourselves when we are dysregulated.

Some examples are as follows:





SELF-SOOTHING

(Comforting yourself through your five senses)

1. **Something to Touch**
(eg: stuffed animal, stress ball)
2. **Something to Hear**
(eg: music, meditation guides)
3. **Something to See**
(eg: snowglobe, happy pictures)
4. **Something to Taste**
(eg: mints, tea, sour candy)
5. **Something to Smell**
(eg: lotion, candles, perfume)

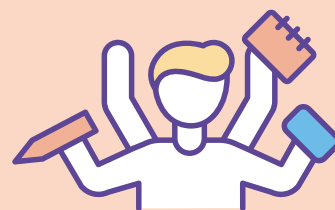


DISTRACTION

(Taking your mind off the problem for a while)

Examples:

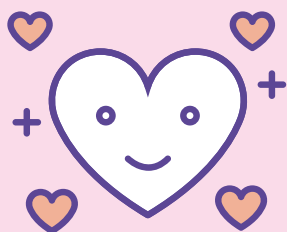
Puzzles, books, artwork, craft, knitting, crocheting, sewing, crossword puzzles, sudoku, positive websites, music movies, etc.



OPPOSITE ACTION

(Doing something the opposite of your impulse that's consistent with a more positive emotion)

1. **Affirmations and Inspiration**
(eg: looking at or drawing motivational statements or images)
2. **Something Funny or Cheering**
(eg: funny movies/TV shows/books)



EMOTIONAL AWARENESS

(Tools for identifying and expressing your feelings)

Examples:
A list or chart of emotions, a journal, writing supplies, drawing/art supplies



MINDFULNESS

(Tools for centering and grounding yourself in the present moment)

Examples:
Meditation or Relaxation Recordings, Grounding Objects (like a rock or paperweight), Yoga, Breathing Exercises.



CRISIS PLAN

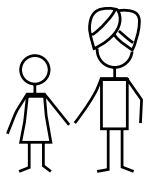
(Contact info of support and resources, for when coping skills aren't enough.)

**Family/ Friends
Therapist
Psychiatrist
Hotline
Crisis Team / ER
999**

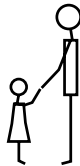
For Children

It is important to understand that there is an emotional regulation hierarchy for children based on the level of their emotions. Refer to the diagram below to identify where your child is in this hierarchy and what tools you can use to co-regulate with them. This will enable better communication and in turn enhance mental wellbeing for your children.

Emotional Regulation Hierarchy



- **EXTRINSIC REGULATION**
Regulate your own body to help the child regulate.



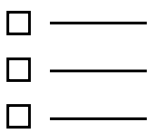
- **MUTUAL REGULATION**
Engage in regulation strategies with the child.



- **VISUAL REMINDER**
Provide a visual reminder of a strategy the child can use.



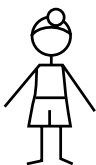
- **VERBAL REMINDER**
Provide a verbal reminder of a strategy the child can use.



- **OFFER CHOICES**
Offer choices for possible strategies.
Start with visual choices (2-3 options).



- **ASK ABOUT NEEDS**
After identifying the emotion, ask the child what might be helpful.


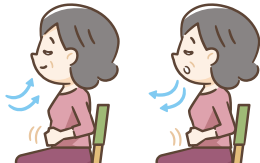

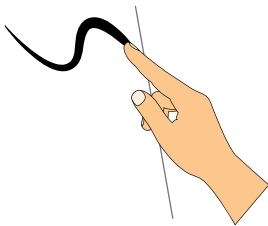




- **SELF-REGULATION**
The child regulates independently.



<https://www.expressyourselfnc.com/blog/what-you-need-to-know-about-emotional-regulation>

Co-Regulation Techniques

TECHNIQUE	DESCRIPTION
LABEL FEELINGS 	<p>Help your child identify big feelings by labeling your child's feelings in a neutral tone of voice. For example, "It seems like that really frustrated you," or "I can see it made you sad when . . ."</p>
BREATHE TOGETHER 	<p>Calmly take deep breaths so your child can see you practicing self-calming. If it does not make your child more upset, sit next to or hold your child while you breathe deeply so your child can feel the rhythm of breathing.</p>
BODY CALMING 	<p>Slowly and rhythmically rub your child's back, feet, etc, when they are recovered. Connecting like this lets them know that you will be there when they are ready to talk.</p>
BACK STORIES 	<p>Tell your child a story while drawing on the top half of your child's back. For example, draw a circle with rays for the sun, draw triangles for mountains, tap your fingers to walk up the mountain, and brush your hand back and forth to make wind. Then, switch places and let your child tell a story on your back.</p>
MUSIC 	<p>Sing or play relaxing songs. Model how to sing/dance/play an instrument. Your child will learn to use music as an active calming tool.</p>
SENSORY ACTIVITIES 	<p>Creating a soothing environment can reduce distress. Try dimming lights and turning off noisy objects. Weighted blankets or other objects that children can touch or feel can help them focus and calm down. A cold washcloth over the eyes can reduce visual stimulation and calm an overly stressed system.</p>

Karen Hayward on Twitter: "So much talk about children's behavioural presentation at the moment. Something in these children's lives right now is making them feel unsafe and dysregulated. Please, before thinking sanctions will 'fix' them, try co-regulation. <https://t.co/yVaFSi3siN>" / Twitter

For Partners

Seriously, are we really listening to our partners? What exactly does it mean to listen, really listen, to our partners?

It is no secret that open communication is essential to a happy and successful relationship. How can we further encourage communication with our partners to enhance our own mental wellbeing and theirs too?

How can we listen and communicate better?

Dealing with some common conflicts in communications

The use of 'I' vs 'you' statements helps to change the viewpoint of communication and enhances our relationships with our partner, as the focus is not on blaming. Instead, it is on sharing a personal perspective and promotes open communication.

(Refer to the diagram on page 30 for some coping mechanisms and tools that can be helpful.)



Most Common Conflicts



ATTENTION

YOU STATEMENT

You don't care about me. You are inconsiderate.
You never make the time to call or text me.

I STATEMENT

When you don't pay attention to me, or call or text me,
I feel disconnected and lonely.



HOUSEWORK

YOU STATEMENT

You don't help out enough. You just expect me to clean up after you.

I STATEMENT

When you don't help out with the housework, I feel overwhelmed
and unappreciated.



MONEY

YOU STATEMENT

You spend money carelessly and don't watch the budget.

I STATEMENT

When you spend money on extra items, it makes me feel nervous
and stressed.



WORK

YOU STATEMENT

You care more about work than you do for your own family.

I STATEMENT

When we don't get to spend a lot of time together as a family,
I feel disheartened and unfulfilled.



AFFECTION

YOU STATEMENT

You never want to hug me anymore. You don't find me attractive.

I STATEMENT

When you don't initiate physical intimacy with me,
I feel unwanted and undesired.



CELL PHONE
USAGE

YOU STATEMENT

You are always on your phone reading, texting, emailing.
You care more for someone or something else than what's
right in front of you.

I STATEMENT

When you keep looking at your phone during dinner, I feel
unappreciated and unimportant.



LISTENING

YOU STATEMENT

You never hear me. You don't understand me.

I STATEMENT

When you don't listen compassionately, I feel helpless and hopeless.
I feel frustrated and alone.

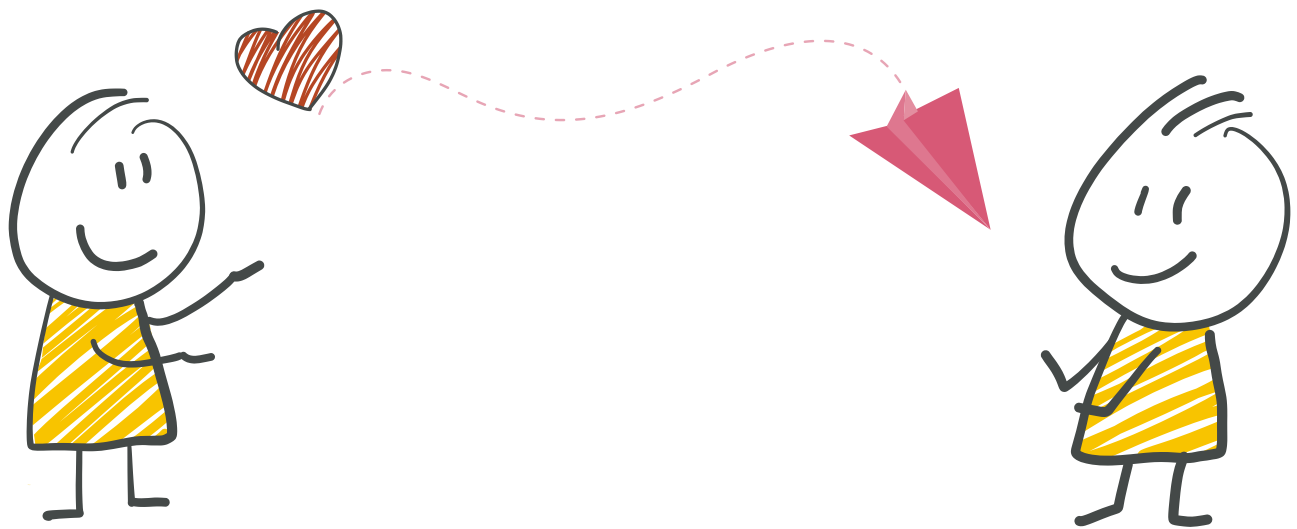
For People at the Workplace

At the workplace, sometimes non-verbal cues can be misread leading to conflicts. It is hence important to be aware of non-verbal cues and how to interpret them. Similarly, we can also learn how to communicate appropriately with nonverbal cues. This will help reduce or eliminate potential conflicts with colleagues.

- 1 Pay close attention to what the person says.** Really listening to what the person is telling you is crucial to being a helpful listener. When you reply, it can be helpful to repeat some of the content of what they told you, using the same language. This attention to detail demonstrates that you care.
- 2 Maintain comfortable eye contact.** Don't avoid eye contact, but do avoid staring. It is important to meet someone's gaze. It shows you are interested and that your focus is on them – quite literally!
- 3 Maintain an open body position.** Avoid crossing your arms over your body – it may appear defensive. When your body position is open, it conveys that you are open to listening.
- 4 Sit down, even if the person is standing.** Being on the same level as someone appears less threatening and can make them feel more comfortable, while avoiding feelings of tension or nervousness when having personal conversations.
- 5 Sit alongside and angled toward the person rather than directly opposite them.** This allows for friendly conversation which is non-confrontational. No one wants to feel like they're being interviewed.
- 6 Avoid fidgeting.** During a sensitive conversation, it may be tempting to fidget, but it can be distracting to the person who is talking. It could also show that you are uncomfortable, nervous or bored.



Love Languages

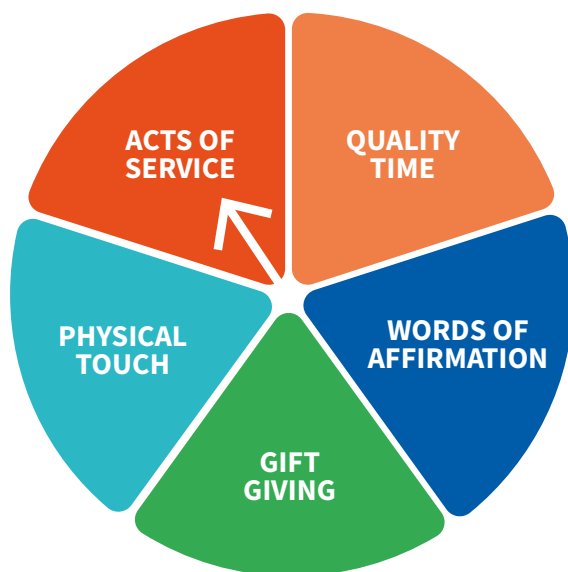


Love languages are basically just different ways of receiving and expressing your love. Your love and appreciation language can inform the way you express love to partners, friends, and family!

So, what are they?





<http://cdn.playbuzz.com/cdn/086b2113-1cf6-43ad-8dbf-b7e40482498c/101d3721-a513-41d0-be9d-35103c667a5a.jpg>
<https://blog.fashionnova.com/post/love-languages-101-what-they-mean-and-why-they-matter>
<https://aninjusticemag.com/love-languages-are-cheesy-and-extremely-important-9bd566b24dd7>

What Is Your Love Language?



THE 5 LOVE LANGUAGES

Understanding how to communicate with the one you love

LOVE LANGUAGE	HOW TO COMMUNICATE	ACTIONS TO TAKE	THINGS TO AVOID
 WORDS OF AFFIRMATION	Encourage, affirm, appreciate, empathize, Listen actively.	Send an unexpected note or card.	Failing to recognize or appreciate effort.
 PHYSICAL TOUCH	Nonverbal use of body language and touch to show love.	Hugs, Kisses, Holding hands. Make intimacy a priority.	Long stints without intimacy. Physical neglect or abuse.
 GIFT GIVING	Thoughtfulness. Make your partner a priority.	Give thoughtful gifts and gestures. Small things matter.	Forgetting special occasions. Giving Thoughtless gifts.
 QUALITY TIME	Uninterrupted and focused conversations. One-on-one time is key.	Create moments together, even if short. Set aside time.	Distractions while together. Long stints apart.
 ACTS OF SERVICE	Use action phrases like. "I'll help..." They want to know you're with them.	Go out of your way. Do chores together. Have breakfast in bed.	Lacking follow-through on tasks both big and small.

<https://blog.fashionnova.com/post/love-languages-101-what-they-mean-and-why-they-matter>
<https://aninjusticemag.com/love-languages-are-cheesy-and-extremely-important-9bd566b24dd7>

**I KNOW YOU
LOVE ME WHEN**

**YOU TELL ME YOU
APPRECIATE ME WITH WORDS**



<https://www.pinterest.com/pin/137570963598977939/>

**YOU DO THOUGHTFUL
THINGS FOR ME**



**YOU WANT TO HOLD
MY HAND AND HUG ME**



**YOU WANT TO SPEND
TIME WITH ME**



**YOU LIKE TO GIVE ME
TOKENS AND PRESENTS**



WHERE TO GET HELP

Helpline Contact Details

Mindline

Online resource that makes it easy for us to do a self-assessment of our Mental Health and link us to resources to improve our Mental Well-being.

Availability : **Daily / 24 Hours**

Website : <https://www.mindline.sg>

Website offers chatbots and also directions to relevant mental health agencies depending on individual requirements

Sikh Welfare Council Singapore Helpline (SIWEC)

Sikh & Singaporean community in need of assistance or counselling to get through life's challenges.

Availability : **Daily / 24 Hours**

Contact : **6299-9234**

Institute of Mental Health

Those suffering from psychological and psychiatric problems.

Availability : **Daily/ 24 Hours**

Contact : **6389-2222**

Samaritans of Singapore (SOS)

Anybody in crisis and the suicidal.

Availability : **Daily/24 Hours**

Contact : **1800-221-4444**

CareText : WhatsApp **9151-1767**

Singapore Indian Development Association (SINDA)

Indian families in need of assistance or counselling.

Availability : **Monday to Friday (9.00am to 5.00pm)**
Saturday (9.00am to 1.00pm)

Contact : **1800-295-4554**

MentalACT

Mental Health services and programmes in the Indian Community.

Availability : **Daily / 24 Hours**

Contact : **9619-3531 / 9776-9067**

National Anti-Violence & Sexual Harassment

For victims of violence and abuse.

Availability : **Daily / 24 Hours**

Contact : **1800-777-0000**

Tinkle Friend (7 to 12 years)

Tinkle Friend is a service provided by Singapore Children's Society

Availability : **Monday to Friday (2.30pm to 5.00pm)**

Contact : **1800-2744-788**

Online chat operating hours

Availability : **Monday to Thursday (2.30pm to 7.00pm)**
Friday 2.30pm to 5.00pm

Sage Counselling Centre - The Seniors Helpline

Direct services to older persons, their family members and caregivers who are facing psycho-social-emotional issues.

Operation Hours:

Availability : **Monday to Friday (8.30am to 5.30pm)**

Contact : **1800-555-5555**

Tel : **6354-1191**

In Singapore there are Family Service Centres (FSC) in all housing estates. FSC are able to support you when it comes to your Mental Health.

Find out more about FSC and the types of services they provide here:

<https://www.msf.gov.sg/policies/Strong-and-Stable-Families/Supporting-Families/Pages/Family-Service-Centres.aspx>

Find out the FSC located nearest to you here:

<https://www.msf.gov.sg/dfcs/familyservice/default.aspx>



**DID YOU
KNOW?**

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**SO WHAT DO
YOU THINK?**



**WHAT DIFFERENCE
DOES IT MAKE?
YOU NEVER LISTEN
ANYWAY..**



**I WAS JUST
MAKING
CONVERSATION**



**WHEN YOU MAKE
CONVERSATION,
YOU HAVE TO
LISTEN TOO!**



YOU DO ?



@THEEKTHAK_SIWEC