



# International Buddy

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HANDBOOK

MUSA / 2018

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INTERNATIONAL  
STUDENT SUPPORT

- 4 **Kia ora!**
- 4 **Handy skills**
- 5 **Weeks of the semester**
- 5 **Specific dates**
- 6 **Getting to know each other**
- 6 **Conversation skills**
- 8 **Ideas**
- 8 **Closing the International Buddy relationship**
- 9 **Tough stuff**
- 10 **Need help?**

## KIA ORA!

Congratulations on getting involved and becoming an international buddy. Over the next few weeks you get to receive quality training, meet with people from around the world, and make a difference. Don't forget to look out for yourself and know your boundaries. We're always here for support and are open to new ideas.

All the best,

Ben  
MUSA President

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**Any questions or issues?** Contact Uli our Student Engagement Coordinator on [sec@musa.org.nz](mailto:sec@musa.org.nz)

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### Handy skills Non-judgment

- Do not interrupt the speaker or assume a conclusion before the speaker has finished
- Use 'I' statements instead of 'you' when going over what you heard. For example, 'I felt uncomfortable by your statement', instead of, 'you made me feel uncomfortable when you said...'
- Resist the urge to provide solutions



### Observation

- Pay attention to silence, facial expression and body language



### Active listening

- Focus all of your attention on your mentee
- Choose a quiet place (that also makes your mentee feel safe)
- Avoid distractions like cell phones and email
- Paraphrase what was said to confirm understanding
- Show that you are listening through the use of actions, such as 'uh-huh' verbal responses and open body language



### Weeks of the Semester Pre-Orientation

Students and their parents arrive - may move into student accommodation from 19 Feb onwards.



### Orientation 19-25 Feb

Students attend international and faculty Orientation. MUSA Orientation events are held this week.



### Week 1 26 Feb-2 March

Start of lectures! Clubs Day.



### Week 2 5-9 March

Lecturers delve into actual content - mentee may feel overwhelmed if English is not their first language.

With training done, meet your buddy! Share study tips and strategies, and how to make friends. Encourage mentees to attend events held by clubs/nationality based student associations. Check in and see how they are going, if they are still aware of support services after o-week.



### Week 3-4 12-23 March

The 'rosy' feeling from orientation starts to fade; mentees start to work on their first assignments and deal with quizzes/ readings.

Support them in managing their time and deciding on their involvement in clubs on campus, or their plan for the year. Encourage them to think about what they want to do for mid-semester break in 2 weeks.

### Week 5 26-29 March

Mentee faces their first stack of assignments and tests!

Support them in dealing with stress and remind them about examination guidelines. Begin drawing formal buddy relationship to a close.



### Mid-Semester Break 4-13 April

While you have formally finished, be prepared for the occasional question as you both transition.



### Specific Dates

#### International Orientation

19-29 February

#### Training option 1 (only need to attend one)

3 March Saturday, 9am-1pm in the MUSA Lounge

#### Training option 2

7 March Wednesday, 5pm-9pm in the MUSA Lounge

#### Social events

9 March Friday, 5pm-7pm in the MUSA Lounge

14 March Wednesday, 12pm-1pm, MUSA Lounge

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### Getting to know each other

Ask where they would like to meet up. At the first mentor-mentee session, introduce yourself.

Be warm and friendly, but not overly so. Most importantly, be authentic.

Share a bit about why you are volunteering as an International Buddy and what you hope to learn from the mentoring experience. Ask them about:

#### Their expectations

- Why would you like a mentor/ International Buddy?
- Where do you want to be at the end of your first semester?
- What are you good at and what are you not so good at?
- How can I support you in getting to where you would like to be?

#### Their current needs

- Have they sorted out the basics?
- What else do they need to adapt comfortably to the new environment? What information could you connect them with?
- What networks do they hope to build at university? Which groups do they want to be involved in?
- Have they been staying in touch with their family? How do their parents feel?



### Some thoughts on mentoring sessions!

- Not every session needs to be geared towards 'solving' a problem. When there are challenges, move the session towards being solution oriented. When there aren't any, simply be yourselves and enjoy the catch up!

- Silence is okay. It is a normal part of the conversation and allows both of you to settle and have a breather for your own thoughts.
- It is okay to be frank that you feel a tad nervous about embarking on this mentor-mentee relationship. Just remember to balance being vulnerable and having self-confidence.
- Check out Brené Brown's TED talk on *The Power of Vulnerability*.



### Conversation skills

Ask open-ended questions - close ended questions impede the flow of the conversation. For example, instead of asking, 'Are you enjoying your classes?' ask, 'What is it that you enjoy most about your classes?'

Resist the urge to provide solutions. People tend not to accept advice that is simply thrust upon them - we tend to go with the solutions we come up with by ourselves. The strategy is to facilitate your mentee's thought process by asking questions.

#### Here are some open-ended questions you may want to try:

**Question type** Possible questions

#### Starting questions

- What has happened since we last met?
- What would you like to talk about?
- What's new?
- How was your week?

#### Understanding questions

- What is exciting to you about this?
- What do you make of it? How does it feel to you?
- What seems to be the trouble/ main obstacle?
- What is stopping you?
- What concerns you most about ...?

### Clarification

- What do you mean?

### Elaboration

- What other thoughts/ feelings do you have about it?

### Example

- Such as?
- What would it look like?

### Outcomes

- What do you want? What do you think is best?
- How do you suppose you could improve the situation?
- Where will this lead?

### Perspective

- In the bigger scheme of things, how important is this?
- What will you think about this five years from now?

### Exploration

- What are your other options? What options can you create?
- What part of the situation have you not yet explored?
- If you could do anything you wanted to do, what would you do?
- If you had to do it over again, what would you do?

### Implementation

- Where do you want to go from here?
- How are you going to get there/ achieve your goal?
- What resource will you need?
- How will you know you have reached it?
- What barriers or challenges do you anticipate?
- What have you tried so far? What has worked so far?

### Supportive

- How confident do you feel about your plan?
- How could I support you?

### Possible conversation topics for future meet-ups

- The challenges they foresee/ what they are apprehensive about
- What interests them about this new culture and country
- How they have been adapting to a different environment
- Their previous experiences with education
- How they decided on New Zealand
- Their plan for the future
- How the resources, networks and opportunities at university could support them in moving towards their dreams
- What's interesting about their degree and classes
- New developments in the week that has passed
- Friends and family that are important to them
- Their country of origin and memories of home

### And about yourself!

- Tell your mentee about something you are reading
- Tell your 'growing up' story, including successes and failures
- Let them know what you are thinking, feeling and observing about a particular situation or challenge you are facing
- Ask your mentee to bring something to the next catch up session that's meaningful to them - a picture, award, letter, soft toy, souvenir ... bring yours too!

Some sessions may be crazy fun, while others would produce more serious responses. Most importantly, remember to ask them what *they* would like to do!



## Ideas

- Take a bus ride
  - Go for a walk around Massey
  - Check out the vet pond eels
  - Find some MUSA rocks for a sweet treat
  - Go along to a new club your buddy is interested in
  - Fix up your bike at one of the bike repair stands
  - Take them to Green Bikes for a cheap bike, and check out the art at Square Edge gallery while you're at it
  - Go to the public library, and check out their monthly events
  - Have a potluck dinner at the flat
  - Play some badminton at the Rec Centre
  - Go for a walk or bike along the river
  - Book an early teaching and learning meeting
  - Have a walk around the Mid-Week Market
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## Closing the International Buddy relationship

Your commitment is to be an International Buddy for a semester. Start to signal the closure of the mentoring relationship in Week 11 and ask to meet up in Week 12.

Feel free to use these discussion points as a guide:

- Let's review how you've grown over this time
  - Let's discuss the high point and the challenging moments
  - Let's share feedback on what it was like to know each other
  - How do we continue to communicate after the closure of this mentoring relationship?
  - Affirm each other with positives and thank yous!
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**For any general International Buddy issues, see Uli, the MUSA Student Engagement Coordinator first. Kerry, the MUSA Advocate, is always there for any advocacy or support needs.**

## Tough stuff Taking care of yourself

It's really important to make sure you have support (tautoko) for yourself when you are supporting someone else, as it can take a lot out of you. Talking to other buddies may be helpful. Exercise and sleep are also critical. If you are struggling or experiencing any issues, talk with Uli first. Always remember that your role is to welcome your buddy and refer them to appropriate services, anything more is your decision.

## Mental Health

If you think someone might be dealing with depression or anxiety, you may feel like avoiding them because you don't know what to do or say, or maybe you don't really understand what it's all about. This can make it harder for them to get through. Be empathetic, non-judgemental, and always take any thought around suicide or self-harm seriously. It's okay to talk about it.

If you think someone is having thoughts about hurting or killing themselves, urgent help is needed. Immediately refer your buddy to the Medical Centre or, if unavailable, contact the Depression Helpline. In an emergency or life threatening situation do not hesitate to contact 111.

**Massey University Medical Centre**  
06 350 5533  
s.counselling@massey.ac.nz  
Medical-Centre-PN@massey.ac.nz

**Depression Helpline**  
0800 111 757

Some good resources are:

[depression.org.nz](http://depression.org.nz)  
[thelowdown.co.nz](http://thelowdown.co.nz)

For those under 24 years old, YOSS (Youth One Stop Shop) provide free counselling and support for anyone who may not be able to access the Medical Centre counselling.

[yoss.org.nz](http://yoss.org.nz)

## Abuse

Are you concerned that your buddy may be experiencing abuse or violence in a relationship? Always be supportive and get, or ask for help as soon as possible. Get in touch with the MUSA advocate, contact details below.

## Get Help

Most importantly, get help as soon as possible if you have any concerns that your buddy may be at risk mentally, in a relationship, in their renting situation, or whatever it is. Kerry, the MUSA advocate, is always happy to talk anonymously and refer your buddy or yourself to services and resources.

**Kerry, MUSA Advocate**  
06 356 9099 ext 86070  
advocacy@musa.org.nz  
Rm 2.22B, Student Centre Building

**Uli, Student Engagement Coordinator**  
06 356 9099 ext 86451  
sec@musa.org.nz  
Rm 2.23, Student Centre Building

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### Need help?

#### Massey University Students' Association

MUSA is an organisation run by students for students. Here at MUSA we are dedicated to making uni the best time of your life. We offer advocacy, clubs and societies, properties to rent, Radio Control, fabulous events and the famous MUSA Shop. Our advocates can support you through any issues. Come on up anytime.



Level 2, Student Centre Building  
Manawatū Campus, Palmerston North

Kerry, Advocate  
advocacy@musa.org.nz

Gunhild, Clubs and Events Coordinator  
clubs@musa.org.nz

Uli, Student Engagement Coordinator  
sec@musa.org.nz

Ben, President  
president@musa.org.nz

#### International Student Support Office

Each campus has an International Support Office to help answer your questions and provide you with a range of services and support while you are studying. They also run comprehensive orientation programmes and throughout the year you will have the opportunity to enjoy social events and functions. If you have any questions, they should be able to help, or put you in touch with the right people.

Level 2, Registry Building  
00646 951 7787  
isspn@massey.ac.nz

#### International Postgraduate & Mature Students Club

IPGMS aims to develop and promote cross-cultural friendship between the different ethnic groups around the world which form such a great part of Massey. The club offers various activities and provides a platform through several events where members can meet and discuss issues of both general and academic nature. Another major goal is to help international students and their families adapt to life and studies in New Zealand. You can join the club by sending an email (please include your name, gender, Student ID number, country of citizenship, study programme, and phone number) to:

[intlpostgradclub@gmail.com](mailto:intlpostgradclub@gmail.com)  
f MUIPGMS

#### Manawatū Centre for Teaching and Learning

The Manawatū Centre for Teaching and Learning provides a range of academic writing, study support services and resources for students.

Level 2, Student Centre Building  
06 951 6540 ext 83540





**musa**

MASSEY UNIVERSITY  
STUDENTS' ASSOCIATION



**MASSEY  
UNIVERSITY**

TE KUNENGA KI PŪREHUROA

UNIVERSITY OF NEW ZEALAND