



# FIRST YEAR PREFECTURAL ADVISORS



# THE PA ROLE

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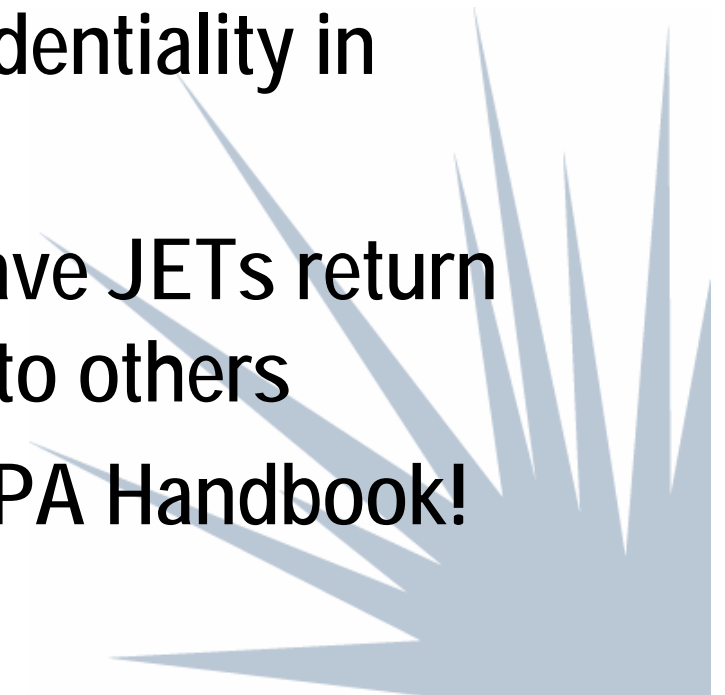
- Providing information for JETs
- Offering counseling and consultation for JETs
- Mediating between JETs and their COs
- Responding to crisis situations involving JETs
- Recording all PA activities



# CONFIDENTIALITY

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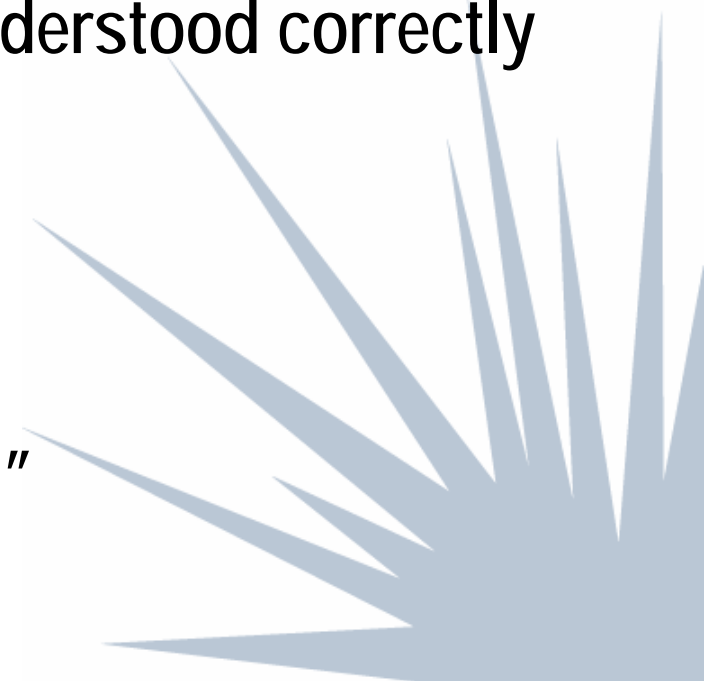
- General rule: maintain strict confidentiality
- When mediating, discuss with the JET about what information to share
- You are allowed to break confidentiality in extreme emergency situations
- Set boundaries for yourself: have JETs return during work hours, refer JETs to others
- Read the ethics section of the PA Handbook!



# Listening Skills

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- Establish Rapport
  - Eye contact and posture
- Clarify and understand the problem
  - Paraphrase to check that you understood correctly
  - Reflect upon their feelings
  - Ask open-ended questions
- Explore options and solutions
  - “I’ll find out, and get back to you”
- Closure and follow up



# TIPS

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- Read resources
  - You are not alone!
  - It's okay to not know
  - Make referrals
  - Set boundaries
  - Listen
  - Keep records
  - Be professional...but be yourself!





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**Any questions?**

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