



# HOW ARE YOU?

## A Conversation Tool for Mental Wellness

Peer Support Leaders Training  
Teachers / Practitioners Training  
Materials & Resources

Prepared by:  
JEM wayoflife



## Foundational Concepts

It is increasingly harder to show concern and understand others through questions like “how are you” or “how have you been”. Typically, even when they are not okay, the common replies will be “I’m good” or “I’m fine”. While some people may patronise with “I’m tired or “I’m stressed”. People tends to either be uncomfortable with sharing their feelings and thoughts or lack the self-awareness and ability to express themselves.

So therefore, we use the HOW ARE YOU Cards to help ourselves and others understand or express feelings, thoughts and needs. With the intention to improve mental wellness, the HOW ARE YOU Cards is a tool to facilitate meaningful and deep conversations.

<https://youtube.com/shorts/CxXXKHJ2vs0?feature=share>

There are 3 chunks of cards: thinking, feeling and acting.  
And 2 types of cards: awareness and questions.



- 17 limiting thinking patterns, each accompanied by respective reframing questions.
- 5 categories of feelings when needs are met and questions to explore ways to have more of these feelings.
- 6 categories of feelings when needs are not met and questions to explore ways to regulate these feelings.
- 6 human needs, and respective questions to explore possible actions to meet the need





## Foundational Concepts

The cards are based on a series of research and theories, with the concept of “Our Head, Heart, and Body are one.”

**F**  
EELING

### NON-VIOLENT COMMUNICATION

EXPLAINS THAT COMPASSIONATE LANGUAGE AND METHOD OF COMMUNICATION CREATES EMPATHY AND UNDERSTANDING OF DEEPER FEELINGS.

IT IS USED IN HAY AS...  
A LIST OF EMOTIONS (NEITHER POSITIVE OR NEGATIVE) TO IDENTIFY HOW WE FEEL WHEN OUR NEEDS ARE MET OR NOT MET AND WAYS TO REGULATE THEM.

### EKMAN'S ATLAS OF EMOTIONS

EXPLAINS THE CORRELATION BETWEEN EMOTIONS, POSSIBLE TRIGGERS AND HOW TO RECOGNISE OR UNDERSTAND THE EMOTIONS WE EXPERIENCE.

IT IS USED IN HAY AS...  
A FRAMEWORK OF USING SOMATIC OR MICRO-EXPRESSION AWARENESS TO CATEGORIZE AND GAIN DISTINCTION OR CLARITY OF DIFFERENT EMOTIONS.

**A**  
CTING

### TONY ROBBINS' 6 HUMAN NEEDS

EXPLAINS THE CORE HUMAN NEEDS THAT DRIVE EVERY DECISION WE MAKE TO ACHIEVE OUR GOALS AND DESIRED QUALITY OF LIFE.

IT IS USED IN HAY AS...  
A LIST OF PRIMARY DRIVING FORCES TO CATEGORIZE PEOPLE'S BEHAVIOURS AND UNDERSTAND THE REASON BEHIND THOSE ACTIONS.

### MASLOW'S HIERARCHY OF NEEDS

EXPLAINS THE HIERARCHY OF NEEDS FROM ESSENTIAL BASIC HUMAN NEEDS TO PSYCHOLOGICAL AND SELF-FULFILMENT NEEDS.

IT IS USED IN HAY AS...  
A FRAMEWORK OF NEEDS TO FORM THE CONNECTIONS BETWEEN HUMAN MOTIVATION OR BEHAVIOURS WITH THE DEFICIT OR FULFILMENT OF NEEDS.

**T**  
HINKING

### COGNITIVE DISTORTIONS

EXPLAINS VARIOUS MENTAL FILTERS OR BIASES OF UNHELPFUL AND REPETITIVE WAYS TO INTERPRET WHAT IS HAPPENING.

IT IS USED IN HAY AS...  
A LIST OF THOUGHT PATTERNS TO CATEGORIZE OUR THINKING OR SELF-TALK HABITS WHICH MAY BE LIMITING OUR PERSPECTIVES.

### META MODEL VIOLATION

EXPLAINS A PROCESS OF DELETION, DISTORTION AND GENERALIZATION WHICH LEADS TO AN INCOMPLETE REPRESENTATION OF OUR THOUGHTS.

IT IS USED IN HAY AS...  
A FRAMEWORK OF QUESTIONS TO REFRAME OUR THOUGHT PATTERNS BY GATHERING INFORMATION, CLARIFYING PERSPECTIVES, AND CHALLENGING LIMITS.

**C**  
ONVERSATION PROCESS

### COGNITIVE BEHAVIOURAL THERAPY

EXPLAINS HOW THE ENVIRONMENT, OUR FEELINGS, THOUGHTS AND BEHAVIOURS ARE CONNECTED.

IT IS USED IN HAY AS...  
WAYS OF BREAKING DOWN THE DECK INTO SMALLER FOCAL POINTS TO EXPLORE HOW THE INTERNAL AND EXTERNAL FACTORS AFFECT OUR WELLBEING.

### NEURO-LINGUISTICS PROGRAMMING

EXPLAINS THE DYNAMIC BETWEEN OUR THOUGHTS AND LANGUAGE WHICH AFFECTS OUR BEHAVIOUR TO ACHIEVE DESIRED OUTCOMES.

IT IS USED IN HAY AS...  
WAYS OF ASKING FOLLOW-UP QUESTIONS TO WIDEN PERSPECTIVES AND ACHIEVE MORE AWARENESS OR DEEPER UNDERSTANDING.

### EXPERIENTIAL LEARNING CYCLE

EXPLAINS THAT LEARNING CAN BE OBTAINED FROM OUR EXPERIENCES THROUGH A CONTINUOUS CYCLE OF: EXPERIENCING, REFLECTING, THINKING, ACTING.

IT IS USED IN HAY AS...  
WAYS OF SEQUENCING THE FLOW OF CONVERSATION TO PROCESS EXPERIENCES AND EXPLORE PERSONAL GROWTH OR FORWARD MOVING ACTIONS.



## Peer Support Leaders Training

Peer Support Leaders play an important role in the ecosystem of support for students’ mental well-being, as students may prefer to approach their peers when they encounter challenges. However, with the rise of mobile phone usage and increased time spent on social media or gaming, teens today are finding it harder to engage in meaningful interpersonal interactions. Even simple tasks like starting a conversation can feel challenging, let alone asking effective questions to keep the conversation going. Thus, it is important to empower the Peer Support Leaders to: (1) increase self-awareness and ability to reflect (2) be more understanding and empathic (3) adopt an easy process to start and continue conversation (4) learn and practice self-care.

	Peer Bonding	Peer Helping	Peer Influencing
Distinction	Refers to the formation of strong connections and relationship between individuals	Refers to individuals providing encouragement, assistance and guidance to each other	Refers to the impact that individuals have on each other’s beliefs, attitudes and behaviours
Focus	Building supportive relationships within a peer group	Offering support, empathy and practical assistance to peers in need	Shaping each other’s thoughts, actions and choices
Characteristics	<ul style="list-style-type: none"> <li>Shared experiences</li> <li>Mutual respect</li> <li>Positive and fun environment</li> </ul>	<ul style="list-style-type: none"> <li>Empower others</li> <li>Emotional support</li> <li>Positive coping strategies</li> </ul>	<ul style="list-style-type: none"> <li>Influence others</li> <li>Role modelling</li> <li>Positive behaviour and mindset</li> </ul>
Required Skills	<ul style="list-style-type: none"> <li>Rapport building</li> <li>Trust building</li> <li>Active listening</li> </ul>	<ul style="list-style-type: none"> <li>Problem solving</li> <li>Facilitate conversation</li> <li>Empathic listening</li> </ul>	<ul style="list-style-type: none"> <li>Conflict management</li> <li>Stand making</li> <li>Persuasive communication</li> </ul>
Use of How Are You Cards	<ul style="list-style-type: none"> <li>Initiate conversation</li> <li>Share emotions, thoughts and needs</li> </ul>	<ul style="list-style-type: none"> <li>Identify signs of distress</li> <li>Explore coping or regulation strategies</li> </ul>	<ul style="list-style-type: none"> <li>Understand other’s behaviours</li> <li>Explore perspectives</li> </ul>



## Teachers / Practitioners Training

### Appreciative Coaching and HAY Method

Appreciative Coaching	HAY Method
Discover (experience dilemma or challenges, engage in self-reflection)	Use awareness cards to express experiences or identify dilemma.
Dream (recognise shared experiences, challenge beliefs or assumptions)	Use awareness cards to identify shared experiences. Use question cards to challenge beliefs or assumptions.
Design (explore options or new behaviours)	Use question cards to explore different perspectives and options.
Destiny (build competence and self-confidence)	Conclude conversation with commitment of practice. Acknowledgement of practice.

Appreciative Coaching shows individuals how to tap into or discover their own sense of wonder and excitement about their present life and future possibilities, an approach rooted in appreciative inquiry. It help to guide individual through change by focusing on their strengths.

The HAY cards can be used as a tool for Appreciative Coaching. Making it easy for student to express how they are experiencing. And making it easy for teachers to have transformative or deep conversations with the students. Engage in a conversation focusing on appreciation and recognising of strength, then inquiry into what's possible and commit to practice actions. Thus, achieving transformative learning.





## Teachers / Practitioners Training

### Restorative Practice and HAY Method

Elements of Restorative Practices	HAY Method
Community Engagement – Address and discuss the needs of the community, every voice is heard	Use awareness cards to express experiences or identify behaviours and underlying needs.
Relationship Building – Foster supportive relationship and create nurturing environment	Use the HAY group sharing method to facilitate group conversations, ensure all voices are heard and understood.
Behaviour Management – Reduce, prevent, improve harmful behaviours	Use question cards to explore different perspectives and healthy behaviours.
Conflict Resolution – Hold individuals and groups accountable in fair and constructive manner	Use awareness cards to reflect on misbehaviours and underlying beliefs. Use question cards to shift behaviours or challenge assumptions.
Harm Repair – Restore positive relationships, promote healing and reconciliation	Use awareness cards for self-expression. Use question cards for perspective taking and promote understanding.

According to Social Discipline Window, Restorative Practice serves as a valuable tool for assessing the most suitable response to a particular incident or ongoing concern. With effective adoption, it builds relationship within a community as well as prevent and respond to conflict and wrongdoing.

Use the HAY cards to facilitate the conversation when everyone are brought together to discuss the event and explore steps to restore a positive relationship. It make easy the process of exploring the impacts of disruptive behaviour, expressing the experience or what is going on, and communicating the needs which contributed to the misbehaviour. It also make easy the formal or informal conversations that strengthen relationships and prevent conflict.



## Materials & Resources

Item	Specifications	Price
1.	1 x Box of HAY Cards	S\$80.00
2.	10 x Boxes of HAY Cards (UP: \$70.00)	S\$700.00
3.	50 x Boxes of HAY Cards (UP: \$65.00)	S\$3,250.00
4.	100 x Boxes of HAY Cards (UP: \$60.00)	S\$6,000.00
5.	200 x Boxes of HAY Cards (UP: \$50.00)	S\$10,000.00
6.	500 x Boxes of HAY Cards (UP: \$45.00)	S\$22,500.00



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## Materials & Resources

Item	Specifications	Price
7.	1 x Quotation Postcards	S\$1.50
8.	10 x Quotation Postcards (random) (UP: \$1.20)	S\$12.00
9.	100 x Quotation Postcards (UP: \$0.90)	S\$90.00
10.	500 x Quotation Postcards (UP: \$0.60)	S\$300.00







## Materials & Resources

Item	Specifications	Price
11.	1 x Inspiration Postcards	S\$2.00
12.	10 x Inspiration Postcards (random) (UP: \$1.50)	S\$15.00
13.	100 x Inspiration Postcards (UP: \$1.00)	S\$100.00
14.	500 x Quotation Postcards (UP: \$0.60)	S\$300.00





## Fundamental Training Concept – Team Dynamics

We value giving the best to all participants. Thus, the team servicing any project will be made up of Trainers and Facilitators with relevant experiences and competencies. We assemble a team of Trainers who are specialised in their respective areas of passion to design and deliver the program. We conduct extensive learning sessions within the team to cross share knowledge, so as to widen the entire team's exposure to the ongoing needs of the community, refine skillset and gain deeper understanding of their own specialisation. For this team, we have Yvonne who specialises in neurolinguistic programming, positive psychology, and experiential learning to design the learning & delivery mode, ensuring that the session is engaging and effective. We also have Cornelia who specialises in social psychology to provide sound and evidence-based concepts, ensuring the quality and relevance of learning.

## Life Coach/Trainer's Profile (Yvonne Lim)

She is nurturing and passionate about creating breakthrough and self-mastery. Since graduating in 2010 from **NUS Business School**, she has been conducting leadership and character development program. Her passion in self-mastery led her to pursue a **Master of Leadership in Organisational Learning** and be an innovative experiential programme designer. She believes that the best form of learning is through games and hands-on experiences. Coupled with her keen ability to ask impactful and thought-provoking questions, participants can look forward to deep and meaningful reflections that have transformative effects.

In her program designs, she incorporates and uses, **Experiential Learning, Positive Psychology, Brain-Based Learning, and**

**Neuro-Linguistic Programming** as foundation. She specialises in leadership models such as 7 Habits of Highly Effective People and The Leadership Challenge, profiling tools such as Enneagram Personality and DISC Behaviour, and leadership competencies such as Effective Communication, Collaboration and Facilitation.







## Fundamental Training Concept – Program Design

We conduct programs in an experiential approach on both in-person and virtual platforms. As we desire for maximum engagement and knowledge retention, we are determined to keep the essences of experiential training even on a virtual platform. Participants will be actively engaged at the intellectual, physical and emotional level. Opportunities will be created for participants to learn from others and to inspire others through interpersonal interactions during the program. A variety of methods (mini-lectures, individual/team activities, active-review reflection, and learning communities sharing) will be used to keep the program fresh and engaging. The set up of each activity and debrief are purposefully designed to deliver the learning outcomes, while the program flow is sequenced intentionally to gradually increase the level of openness, willingness and challenges.

## Counsellor/Trainer's Profile (Cornelia Hendrawan)

Started out facilitating outdoor adventure learning at the age of 19, she has since transitioned to focus on leadership and character development workshops. As a **Bachelor of Arts – Psychology** graduate and a **Master of Counselling** graduate, she uses her in depth knowledge in psychology to enrich each training program design and to ensure that the emotional and mental wellbeing of participants are safeguarded. Her caring nature means that she goes out of her way to connect and understand the needs of each participant. She is committed to the creation of impactful and fun learning experiences, using theories from **Social-Emotional Learning (SEL)** and **Cognitive Behavioral Therapy (CBT)** as foundation to empower participants to take charge of their life.



As a tenacious individual, she has already encouraged thousands of people, with varying ages, to take steps towards achieving mental resilience and self-compassion.





## Trainers' Experience

Trainer	Program Description	Year	Participants	Remarks
<b>Yvonne Lim</b>  Years of Experience = 17  - Master of Leadership Org Lrng - BBA - Master NLP Practitioner - Certified ACLP Facilitator - Certified TLC Facilitator - Certified DISC Behavioural Consultant - Certified Positive Psychology Practitioner - Certified ICI Life Coach - Certified Neuro Linguistic Enneagram Coach	1hr SP FOC (Private Victory)	2019	17 – 19	1Hr; No of pax = 750
	WRSS Teacher's Training (Integrate TLC into CCA)	2019	Teachers	2 x 3Hr; No of pax = 25
	Virtual Soul Journey	2020	16 – 25	2D1N; No of pax = 20
	Bartley Sec Empathy Workshop	2020	14	2Hr; no. of pax = 200
	Lifeskills Workshop for NYP	2020- 2024	17 – 19	1.5Hr; No of pax = 50
	EJC Leading with Resilience	2020	17 – 18	1.5Hr; No of pax = 80
	SHINE Experiential Facilitation	2020	Social Workers	1.5Hr; No of pax = 10
	Crescent Girl's School Staff Mindful Workshop	2020	Teachers	1Hr; No of pax = 80
	Virtual Changemakers Leadership Summit	2021	13-16	2.5D; No. of pax = 80
	SP Virtual Townhall (Resilient and Virtual Engagement)	2021	Student, Lecturers	1Hr; No of pax = 250
	Mental Wellness Talk	2021	30 – 60	1Hr; No of pax = 50
	SP DSA Experiential Learning Integration Workshop	2021	Lecturers	4 x 1.5Hr; No of pax = 15
	WRSS S3 NT LLP Workshop	2022	15	2 x 4Hr; No of pax = 30
	Lifeskills Workshop for NYJC	2022- 2024	16-18	1 x 3.5Hr; No. of pax = 50
	SBFF-ITE Mentoring	2022, 2023	17 – 50	6 x 4Hr; No of pax = 60
	DHS Facilitation Workshop	2023	14-15	4Hr; No of pax = 40
	Deyi How Are You Workshop	2023, 2024	12-15	2 x 3.5Hr; No. of pax = 50
	ITE Central Resilience Workshop	2024	17 – 18	10 x 2Hr; No. of pax = 40
	FMS(Pri) Key Personnel Enneagram Workshop	2024	Teachers	2 x 3.5Hr; No. of pax = 35



## Trainers' Experience

Trainer	Program Description	Year	Participants	Remarks
<b>Cornelia Hendrawan</b>  Years of Experience = 6  - Master of Counselling - Bachelor of Arts Psychology - Certified Experiential Learning Facilitator - Certified Neuro Linguistic Enneagram Coach	E-workshop for NYP	2020	17-19	1.5Hr; no. of pax = 50
	Virtual Soul Journey	2020	16 – 25	2D1N; No of pax = 20
	Bartley Sec Empathy Workshop	2020	14	2Hr; no. of pax = 200
	Lifeskills Workshop for NYP	2020- 2024	17 – 19	1.5Hr; No of pax = 50
	SP Virtual Townhall (Resilient and Virtual Engagement)	2021	Student, Lecturers	1Hr; No of pax = 250
	Virtual Changemakers Leadership Summit	2021	13-16	2.5D; No. of pax = 80
	Boys Home STEM workshop	2022	13-17	2 x 3Hr; No. of pax = 10
	WRSS S3 NT LLP	2022, 2023	14-15	3.5Hr; No. of pax = 30
	Crescent Girl's School OBS Parallel Program	2022, 2023	15	5 x 5Hr; No of pax = 25
	SBFF-ITE Mentoring	2022, 2023	17 – 50	6 x 4Hr; No of pax = 60
	Lifeskills Workshop for NYJC	2022- 2024	16-18	1 x 3.5Hr; No. of pax = 50
	Morning Star NOVA SEL program	2023	8-10	5 x 4Hr x 10 weeks; No. of pax = 8
	DHS Facilitation Workshop	2023	14-15	4Hr; No of pax = 40
	Deyi How Are You Workshop	2023, 2024	12-15	2 x 3.5Hr; No. of pax = 50
	ITE Central Resilience Workshop	2024	17 – 18	10 x 2Hr; No. of pax = 40
	Raffles Girl's School OBS Parallel Program (VIA)	2024	15	2 Runs x 5 x 5Hr; No of pax = 25
	FMS(Pri) Key Personnel Enneagram Workshop	2024	Teachers	2 x 3.5Hr; No. of pax = 35
	EJC Leadership Week Facilitation Workshop	2024	16-18	2 x 2Hr; No. of pax = 30



## Company's Track Record

Clients	Program Description	No.of Pax	When	Remarks
SHINE	Virtual Experiential Facilitation	10	2020	3 hrs
Public	Virtual Soul Journey	20	2020	2D1N
EJC	Leading with Mental Resilience	80	2020	1.5 hrs
Crescent Girl's	Staff Mindful Workshop	80	2020	2 x 1 hrs
NTSS	Facilitation Workshop	40	2021	4 hr
Syngenta (Asia Pac)	Mental Wellness Week (Immersive Talk)	50	2021	1 hr
SP	SP DSA Experiential Learning Integration Workshop	15	2021	4 x 1.5 hr
NYP	Lifeskills Workshop Series	40 – 70	2020 – 2024	1.5 – 2 hrs
Crescent Girl's	OBS Parallel Program	20	2020 – 2023	5 x 5 hrs
SP	Leadership Townhall (Resilient / Personal Effectiveness)	250	2021, 2022	1.5 hr
NYJC	Facilitation / Communication / Conflict Management / Leadership Styles	50 – 80	2021 – 2024	2.5 – 3 hrs
AsiaWorks	Leadership Wkend Ropcourse	10 – 20	2021 – 2024	1 Day
NYP	Program Design and Safety	70	2022	1 Day
TKSS	OBS Parallel Program	20	2022	4.5 hrs
SBFF-ITE	Mentoring and Leadership	60	2022, 2023	6 x 4 hrs
=DREAMS	Onboarding Program	25	2022, 2023	2 Days
WRSS	Sec3/4 NT LLP Workshop	30	2022, 2023	2 x 4 hrs
Deyi Sec	Peer Support Leadership	50	2023, 2024	2 x 3.5 hrs
ITE Central	Resilience Workshop	40	2024	15 x 2hrs
FMS(Pri)	Key Personnel Enneagram Workshop	35	2024	2 x 3.5Hr
SASS	Sec 2 Peer Support Leader	56	2024	1 x 7 hrs

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