



Welcome to PlusVibes

Becoming a listener at PlusVibes is a unique opportunity to join a community of dedicated listeners who are making the world a better place, and we are thrilled to have you onboard!

Viber Onboarding

< Search



PlusVibes - Vibers

Mental Health and Well-Being

OPEN



1

Search and download **PlusVibes - Vibers** on the App Store or Google Play Store.

2

Once you open the app, click '**Let's Start**'.



plus
vibes

Vibers

LET'S START

SIGN IN



Sign In

NEXT

Your email address

hanna@plusvibes.com

We'll send you a quick email to sign you in

3

Key-in the **same email address** that you've provided on the Volunteer Listener Google Form.



New PlusVibes Account Sign In

From your mobile device, tap the button below to confirm:

SIGN IN MY ACCOUNT

Or copy-paste the login code below:

021974

If you haven't requested this email, there's nothing to worry about - you can safely ignore it.

4

You will receive a **login code** through your email for you to key-in during the sign-in process. The email should look as the above.

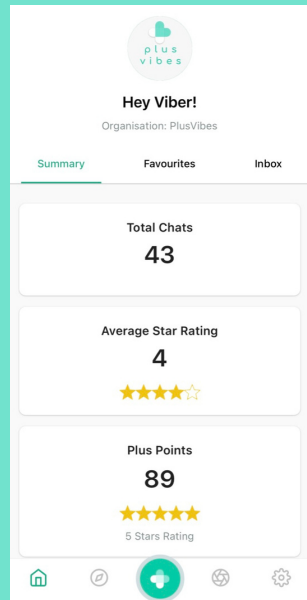


5

You should now be able to access the Vibers app. You will see the following under **Summary** on your homepage which keeps track of the number of chats you've taken, your Average Star Rating as well as your total Plus Points.

Favourites features posts that you previously liked from the Explore Page.

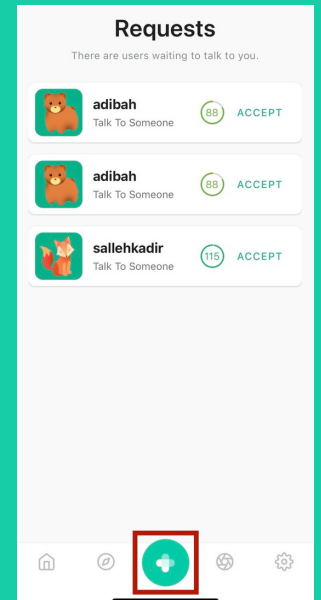
Inbox comprises past and ongoing chats with users.



6

To access the **Chat Requests**, simply click on the middle button as highlighted in the photo. Here you will see the list of users that have clicked on the 'Talk to Someone' button through their 'PlusVibes - Support & Motivate' app.

Each request will last for **2 minutes** per user, therefore the Viber has 2 minutes to either accept or ignore the Chat Request.



Navigating Through The App



PLUSVIBES - VIBERS

now

A user has a chat request!

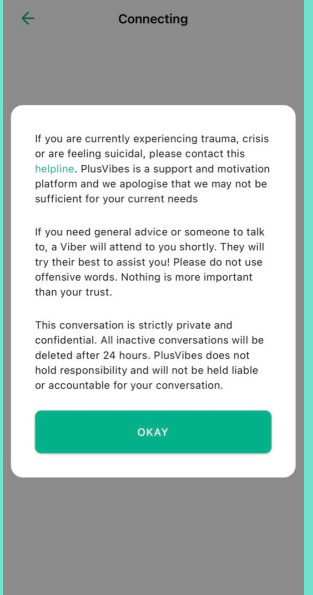
This request will end in 2 minutes, you can choose to accept or ignore it.

99 more notifications

You will be notified of any new Chat Requests through **Push Notification**, therefore please enable notification alert for the **PlusVibes - Vibers** app on your device.

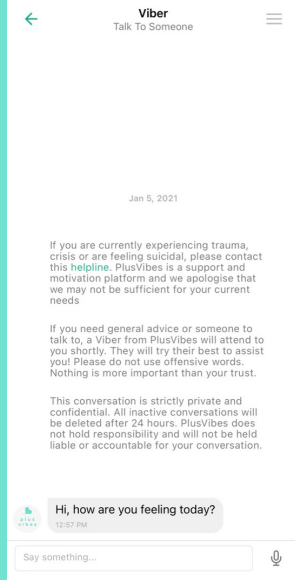
In the 2 minutes duration after a user requests to chat, they will be notified of the following disclaimer.

The **helpline** button highlighted in green gives access for the users to connect to **Befrienders** (24/7 Suicide Helpline).



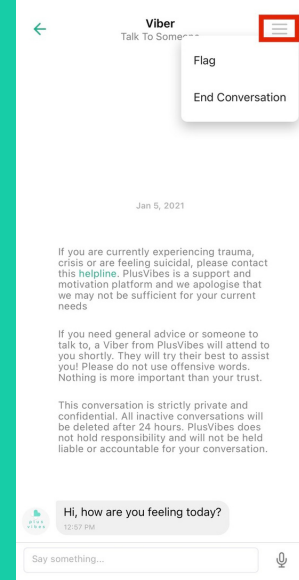


After a Viber has accepted a Chat Request, the user and the Viber will be redirected to the **Chatroom** and you may now begin chatting with the user via **text messaging** or **voice note** exchange.



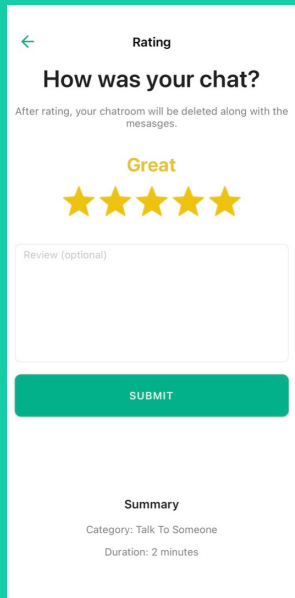
After the chat has ended between both parties, the user or Viber may choose to **End Conversation** by clicking on the button on the top right (as highlighted in the photo).

There is also an option to **Flag** any inappropriate conversations from either parties which will notify the management to take the appropriate action.



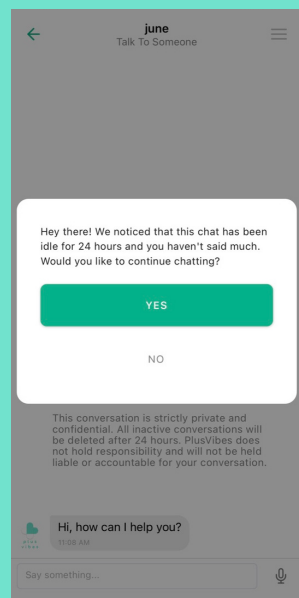
After the conversation has ended, the user will be prompted to provide a **rating** for the chat and they may also include a review which will be accessible to you under **Settings > Reviews** on the Viber app.

The ratings will contribute to your **Average Star Rating** and **PlusPoints** which we are working towards incentivizing our Viberers accordingly in the future.



Please note that the chats are only accessible for the first **24 hours**. This is to ensure the privacy and security of the users.

However, the users have the option to continue the conversation the following day or another time by going back to the same chat and re-activating the chatroom with the previously assigned Viber, if the chat has not been ended by either parties.





Viber Guidelines

Tips & Templates for Volunteer Listeners

Greeting Users



"Hi, my name is Jane and I am a qualified listener. Welcome to PlusVibes, I'm glad you are here. How may I address you?"



"Hello, what's wrong with you?"

Flag Conversation

1

"Dear User,
We apologise, however our Vibers have been advised to not continue this conversation as it is our duty to protect the mental health of our Vibers too. We sincerely apologise as we are unable to assist you in this issue. This chatroom will now be flagged."

2

Flag the chat.

Language Preference

1

"Dear User,
I apologise as I am only able to assist you in English. But don't worry, we have other Vibers who are able to speak other languages. Please request for another chat if it makes you comfortable speaking in another language 😊"

2

End the chat.

Ending An Unresponsive Chat

1

"Dear User,
I understand that you may not be ready to have a conversation with me now. Not to worry, we are always here for you when you're ready to open up. I will be ending this chatroom now, however you can always request to chat again when the time is right for you. Thank you and hope you're staying safe."

2

End the chat.



Understanding User's Conflict Resolution Style

Upon user's profile registration on the **PlusVibes - Support & Motivate** app, users are required to select a display picture, from a series of animals, that suits them best. The selected animal of their choice represents the respective user's conflict-handling style, based on Thomas-Kilmann Conflict Mode Instrument - which allows Vibers to identify the user's personality traits and understand how they handle and respond to challenges.



Shark: Competitive

Strengths: Ability to be strong, courageous, and bring a conflict out in the open quickly. A shark is a leader that can confront bullies.

Struggles: May be too pushy, tactless, and hurt people's feelings. Sharks can escalate emotions and create barriers easily.



Owl: Collaborative

Strengths: Owls can build trust, respect and deeper relationship. They are not tied to their way and tend to have an open mind for pragmatic solutions that create a win-win experience.

Struggles: Must have two willing parties to collaborate. These parties must have high levels of communication skills and emotional intelligence. Some conflicts require quick solutions and this style may take too long.



Turtle: Avoidant

Strengths: This person can easily look past conflicts and realizes most conflicts will solve themselves. They are calm on the outside and help de-escalate emotions in conflict.

Struggles: Has the tendency to minimize, deny, and avoid conflict altogether. Major conflict tends to grow worse when it isn't addressed.



Bear: Accommodating

Strengths: Likeable and lovable in most situations. They want and need harmony. They will accept blame just to bring peace to angry situations.

Struggles: May be taken advantage of. They can enable others by not allowing them to face and wrestle with conflict. Secretly, they tend to have a low self-esteem and use likability from others as a way to build their own self-confidence.



Fox: Compromising

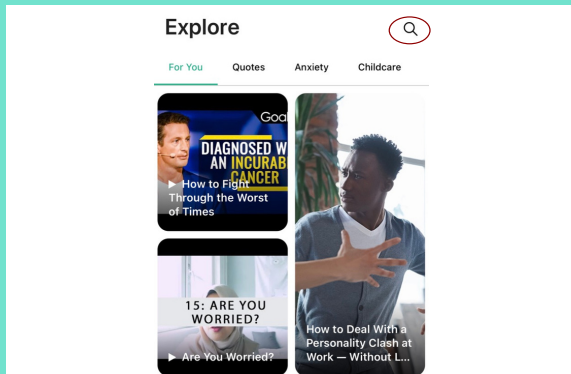
Strengths: Communication and willingness to find win-win or lose-lose compromises. Often the fox is able to craft intelligent intermediate solutions.

Struggles: Deceptiveness and manipulation. People may feel "outfoxed" and cheated by foxes.

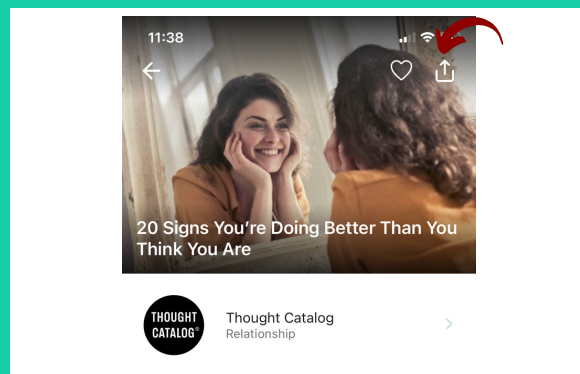



Share Motivational Content

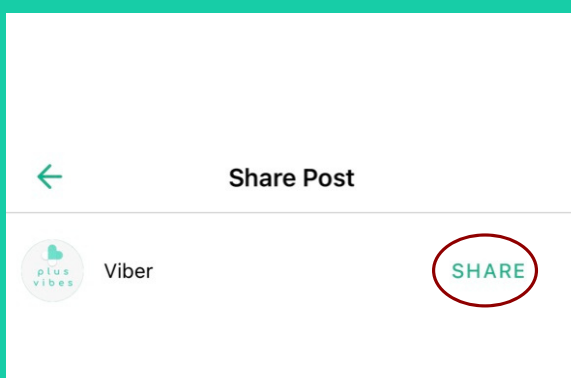
Vibers have the option to share posts such as motivational articles or videos within the PlusVibes app with users that they have been chatting with. We encourage Vibers to practice this as a guidance, especially for new users. Please see below for the step-by-step on how to share a post.



- 1 On the Explore page, click on the circled button to search for content based on keywords. You may search for articles or videos that you deem beneficial to the user based on their current situation.

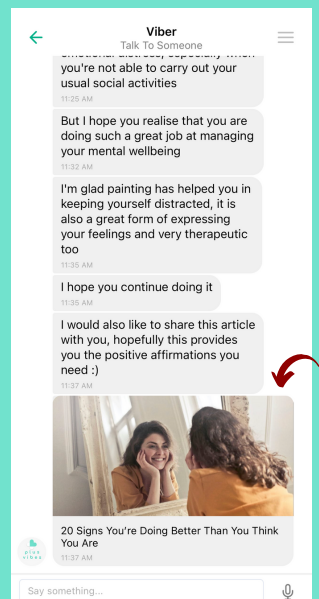


- 2 Once you've selected the relevant post, click on the  button as highlighted above. You may also choose to share posts that you have previously *liked* from your 'Favourites'.



- 3 Select the user you would like to share the post with and click "Share".

- 4 As shown in the photo here, once the selected post has been shared with the user, the post will then be reflected in the chatroom for the user to access.





Example of Chat Response

Here at PlusVibes, our aim is to create a community that understands and empowers one another! The following is a sample chat to guide you on how you may interact as a Viber to ensure each user feels supported.

Hi there, my name is Jane and I am a qualified listener. Welcome to PlusVibes, I'm glad you are here. How may I address you?



Hi, I'm John.

Nice to meet you John, how are you feeling today?



Always give a warm, supportive welcome to the user you are providing support to!



I'm feeling really nervous right now, it's overwhelming.

Sounds like you're going through a challenging time. Can you tell me more?



Show the user that you are listening to them by giving a brief outline of what has been said. Giving a summary helps them see their situation in a new way.



Yes, that's it. Sometimes I get really upset because I'm working hard and not seeing any positive results. When I don't do well, which is often, my heart starts racing. I feel panicked!! It feels like I will not be successful with anything in my life.

It sounds like you are experiencing some anxiety.



Identify the emotions that the user is describing. Showing understanding is the first step in building an empathetic, supportive relationship.



My family is putting so much pressure on me to be successful. I'm really frustrated. I study so hard in school, but still did not do well. I think I might not pass my exams.

It seems like you're experiencing physical and emotional signs of anxiety from the pressure of doing well in your parents' eyes.



Yeah, I guess that's it. Whatever it is, I just really want it to stop. I feel like my mind won't stop worrying. Do you know what I mean?

Yes, I understand. I'm sorry that you're going through this, I know it must be hard to live in constant fear and worry that you might fail, especially after all the hard work you've put in.



Empathy is the ability to sense and imagine what someone else is feeling, put yourself in their shoes. Showing empathy is the first step in letting a user know you care and building a supportive relationship.



Now that we're talking about it - I can see that I have experienced anxiety in other areas of my life and for quite a while.

Can you tell me more about your experience of anxiety? When do you usually experience it?



This is an open-ended question that allows the user to answer in a variety of different ways.



I feel nervous often. Socially, I feel like I cannot be my true self around my friends. I feel like I have to act a specific way to fit in. In school, I am always trying to keep up with the work. At home, my family puts pressure on me to be successful in areas that do not interest me. Please help :(Do you have any ideas or tips for me?

I am not qualified to give you specific advice on this topic, however I can give you tips on other areas.



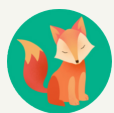


I get it, you cannot give advice. But I really need some. This feeling is so overwhelming right now, what can you do for me?

I can support and listen to you. I can empathise with what you are going through. Also, I can point you to helpful resources. Have you tried out the Relaxation Activities on the app? I would suggest you to try out "Emotional Freedom Techniques" (EFT) under Anxiety Relief Techniques the next time you feel overwhelmed.



It's important to refrain from giving advice of any kind. We encourage you to refer users to the motivational content and Relaxation Activities within the PlusVibes app. You may also share an article or video that you find would benefit the user through the chat.



Thanks for the suggestion, I will definitely give it a try. I guess the area that is bothering me the most is school. Everytime I sit down in class, I get hot and uncomfortable.

When are the times that you feel safe at school?



Open-ended questions are a great way to keep the conversation moving forward and the user engaged.



My biggest fear is that everyone will find out I'm not smart. That I am faking it. I often worry that the lecturer will call on me and I will not have anything to say or that I will say something wrong and everyone will laugh at me.

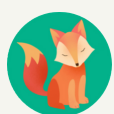
Sounds like you are feeling afraid and maybe concerned about being embarrassed.



Guess so. I really want to be successful. I want to build a great life for myself and doing well in school is the first step.

I understand where you're coming from. I think you're on the right path as you have set goals for yourself and you're doing your best to achieve them. It's important for you to acknowledge and celebrate your successes, no matter how big or small.

You may put in your own words how you would like to show empathy towards the user. Relate to people seeking help as if you are a good friend. Walk a moment in their shoes. Showing compassion at every step of the way is central to building a strong connection and providing a user support.



I'm starting to feel more calm. I never thought about myself as anxious but now that I have put a word on it, it feels more manageable for me to address and improve.

I'm glad you feel it is more manageable :)
Aside from EFT, I think journaling might help you. It allows you to keep your thoughts organised, analyze your issues and concerns, helps you self-reflect, among many others. If you need a guide on this, you may search for "Journaling" programs in the search tab under Relaxation Activities.



Thank you, you've been really helpful. I'm going to go through the videos you suggested now.

Would you like to message me after you go through the guided videos to tell me more about what you learned?

A specific plan for your next communication is a great way to end the chat.
You may inform the users that they are able to reactivate the same chatroom after 24 hours should they wish to speak to you again. Or, you may inform the user that you will now be ending the chatroom after the conversation has ended.



Yes, that sounds great. I'll send you a message once I go through the videos!

Great! You can request for a chat with our Vibers anytime you need someone to talk to. It works just like text messaging. I'd also like to inform you that all chats are automatically deleted after 24 hours to ensure the security and privacy of our users. However, if you would like to speak to me again, I will not end this chat so that you can return back to this conversation and reactivate the chatroom on a different day.

Viber T&C

TERMS AND CONDITIONS

- 1 Vibers should not give advice. Your role is to support and motivate the users
- 2 Vibers should not entertain sexually offensive conversations or arguments with users
- 3 Vibers should not reveal any personal or contact details (E.g. Age, Phone Number, Email, Address)
- 4 If encountered with a suicidal user, connect them to Befrienders and wait for the user to end the conversation
- 5 Certificates are awarded if the number of chats as below are met for three (3) consecutive months, from the first day of onboarding;
 - i. PlusVibes **Basic** Listener Certificate - min. of **30** chats per month
 - ii. PlusVibes **Senior** Listener Certificate - min. of **40** chats per month
 - iii. PlusVibes **Professional** Listener Certificate - min. of **50** chats per month
- 6 Vibers should not be inactive for more than 3 days
- 7 Vibers with less than 20 chats a month will be discontinued from the programme without further notice

