

Quarter 4 2024

DreamTouch and positivePumpkin22 - Leadership Development Program

Hi everyone! I hope you're all doing good.

Firstly, a warm welcome to @Arie3, our newest addition to the mentor team. We're excited to have you on board! And a heartfelt congratulations to our October graduates: @Onyx000, @delightfulUnicorn38, @LovelyKittyCat and @radiantUnicorn3506. Your hard work and dedication have truly paid off!

On the LDP course front, we've made some updates. First, sharing testimonials is now an option for elective or honors credit. Additionally, the soul-searching book review has been removed as an elective.

Thanks to the hard work of the LDP team, our program has been running smoothly. We've been able to process/complete all tasks within 3-6 days of submissions. We both have been actively involved in onboarding new trainees and mentors, mentor outreaches, scheduling emails to trainees, badging as well as sending certificates to the graduates and overseeing the overall management of the program.

We look forward to welcoming more trainees in the program and to witness their growth as future leaders! If you're interested, please apply from [here](#)
If you have any questions or thoughts about the changes, please don't hesitate to reach out to us.

Rebekah - Safety Team

Hi, everyone! I hope you're having a great day.

We have some good news from the safety front -- **we're growing!** Since our last update, we have welcomed **13 new Safety Patrol members**: @Alambo905, @FawkesCare12, @eternalHeart2708, @Yati2, @agentsky1705, @kabir22, @kenzolena, @MoonlitSummer, @Nightsskypleasure, @ArtemisStormWolf, @Phoenixthepoised, @HealingWing777, and @Delightfullover2085! Welcome to the safety team, it's lovely to have you with us 🌞

We've also held **7 safety discussions**, which we have found to be a really good way to increase safety awareness!

As always, we are **wanting to expand our team numbers!** If you'd like to join the safety team and engage in our many safety initiatives, please check the link [here!](#)

Thank you for reading 🌞💙

Tommy - Communities (forums)

Hi everyone! We've had a busy few months taking note of your feedback and making meaningful changes to the domain to suit the changing needs of members and listeners alike. We are very grateful for all of your support and we wanted to find a way to show you our appreciation of this. Our new [engagement challenge](#) will help not only ensure everyone gets a response to their post, but also recognise the efforts of all who take the time to be there when others need it.

We are currently in need of new forum leaders. If you have some spare time and think you'd be a good fit for the team, please read more about our available opportunities [here](#). You can also check out our latest discussions (and our most recent engagement challenge leaderboard) [here](#).

As always, do not hesitate to reach out with any other feedback or questions you may have. Have a wonderful November :)

Suryansh - Group Support & Listener Chatrooms

Hello everyone! ✨🍂 I hope you're all having a fantastic October! 🍷🍂

Since the last update, we've welcomed an amazing 45 new Room Supporters, with 11 joining us in October alone. @Kristynsmama, @daydreammemories, @KaylaBella, @sleepysalem, and @WillingToHelpU have joined us as our newest Chatroom Moderators. Additionally, @Kyoshi, @daydreammemories, @audienta, @kieran000, and @ReganL have stepped up as Global Moderators—congratulations to each of you! A huge thanks to all of you wonderful leaders for keeping our rooms safe and welcoming.

We're delighted to welcome @Ranaeil, @daydreammemories, and @DanCat1128 as our new Chatroom Mentors, along with @Kyoshi, @KatePersephone, @ReganL, @Antonio7Cups, @vivelespatates, and @kieran000 as our latest Group Support Mentors. Heartfelt thanks to each of you for guiding our community and helping create a safe, supportive space for all.

A warm welcome to our new Chat Supporters: @WarmLightxo, @Fuechsin, @coolvibes, @WeEarth, @CallumCares421, @daydreammemories, @Listeningsarinn, @Arie3, @kieran000, @izzyy528, @kenzolena, @radiantUnicorn3506, and @incredibleRainbows2036. Your support in mentoring listeners and guiding them through their chats makes such a positive impact!

We're excited to share updates from recent initiatives in Group Support. First, we're thrilled to relaunch the **Group Support Buddy Project 3.0!** This project includes a support request form that allows group support leaders to reach out for guidance on any challenges they're facing. An experienced leader will respond within 24 hours to offer their support. Learn more about this initiative [here](#) and bookmark the [GSBR form](#) to keep it handy!

Grief Support Sessions are back as of October 19, led by the dedicated @CaringEzra. Their efforts mean so much to everyone, so please check out the full details [here](#).

To keep our group chats lively and welcoming, we've made some important updates to the **Group Chat structure**. The rooms for Relationship Support, LGBTQ Support, and the Listener Community have transitioned to pop-up rooms, and the room rotation schedule has been updated. See the details [here](#).

We also introduced the **Playground Group Chat** to support the demand for fun activities and games. If you're looking to unwind with friendly games and wordplay, check it out! You'll find the info [here](#)—we'd love to see you join for some fun! [Here](#) is the link to the Playground Group Chat!

Thank you to @Antonio7Cups for putting together the helpful resource, *A Guide to Finding a Moderator for a Session*. If you haven't already, be sure to check it out [here](#).

We're also thrilled to celebrate the Sharing Circle sessions! View the October leaderboard [here](#), and if you'd like to join the Sharing Circle team, please apply [here](#). Feel free to message our lovely SC Team Mentor Leader, @Lou73, with any questions.

Lastly, don't forget our **Ask Me Anything** space for all things Group Support! You can find it [here](#).

Thank you to each and every one of you for your dedication to making 7 Cups a welcoming space for all. Wishing everyone celebrating a joyful 🧡✨Diwali ✨🧡, and may you all have a spooky yet fun Halloween! 🎃

Soulsings - Teen Transition Mentor - things have been slow since not a lot of teens are applying for transition mentoring
Group Support Buddy- program just started
CML Therapy Community - Keep Therapy Community and 7 Cups Online Therapy in focus
Discussion Host 50+

KristenHR - VL Team

Over the past quarter, the Verified Listener team has processed 137 mock chats to bring on many new verified listeners. We are pleased to welcome @EnigmaticCat24, @radiantUnicorn3506 and @Shannon1996 as verifiers this past quarter.

We started an [Ask Me Anything](#) thread in the Listener Learning & Journey community where any listener can ask questions about becoming a verified listener. It also has many tips on preparing for the mock chat.

@lizzy528 has been working on increasing our connection to teen listeners and working on increasing the number of verified teen listeners we have.

If you aren't a Verified Listener yet or don't know what is a Verified Listener, you can learn more about it and apply here: [Get Verified on 7Cups!](#)

AnnaSilverberg - Evelyne's Admin assistant & Quality Initiatives

Hay you wonderful people ✨!

Winter is here for many of us, I hope that you're all having a cozy time indoors with a blanket to curl up in and a good book to read, or doing some other kind of self-caring.

It's important that we are mindful of our needs, especially when winter arrives.

Here are some updates from our Quality Mentor team!

For our Quality Mentor team, we have 2 new Quality Mentors, @Kieran000 @LovelyKittyCat ✨ and 4 new Teen Quality Stars @lizzy528 @HigherFlyer @radiantUnicorn3506 and @incredibleRainbows2036 and we welcome all them to the team 🌍

In our Quality Mentor/Newbie outreach, which started last summer, our fantastic Quality Mentors have connected with 103 Newbies, offering them resources and if they have been available to do so, their mentorship.

If you're interested in becoming a Quality Mentor, feel free to message me or simply just fill out the form [here](#).

JULY

Tommy - Communities (forums)

Hello everyone, where has the time gone? It feels like this year is flying by! I hope you are all well and are enjoying the sunnier months (if it is summer for your timezone). We have had an exciting few months in the forums, focusing on developing our newer communities and strengthening our leadership teams. Please click [here](#) for our June forum discussion spotlight which includes our pride celebrations. If you are interested in supporting the forums as a leader then please do not hesitate to reach out to me or [submit an application here](#). Happy July!

Clarisse29- Content Development and Marketing Program (7 Cups Academy)

Hello community, I hope this year has been kind to you so far! For this month, CDM has been more focused on the planning and brainstorming bits than the executive ones. With a steady influx of trainees in hand, the team came together to strategize on future projects and modus operandi. We have a lot of fun and informative stuff in store for you soon and we look forward to presenting it all to you! In the meantime, [you can click here to learn more about the program](#).

Rebekah - Safety Team

Hello, all! ☀️ I hope you've had a good month.

We've had some considerable growth this month! We've onboarded **9 new safety patrol team members** (@NotSeven @wishfulForest1871 @Damonchandio @MellowMusic @Ivebutterfly @Riri1616 @Coffeebean26 @whimsicalCloud4661, @Sealiously – Welcome, Croeso, Willkommen)!

Furthermore, we've onboarded **2 new Safety Outreach members** (@rubyjane00, @MelodyoftheOcean – Hello, Shwmae, Guten Tag)!

ST, on the whole, has been **heavily focused on increasing numbers team-wide**, with a focus on Safety Outreach and Safety Discussions. If you're interested in joining the Outreach or Discussions branch of ST, [please read this!](#) It should answer any and all questions you may have ☀️

Thank you for reading, I hope you have a succulent day ☀️💙

KindheartedLily & MelodyoftheOcean - Listener Coaching Team

Heyaa Everyone! I hope 7Cups has been treating you well, and you are doing good. The Listener Coaching Team has been doing very well!, we have been exceeding our monthly goal and taken 93 requests!

We recently got two new applicants, who are currently in the process of training, credits to @BlueRiverCares, who has been working hard on Outreach and Fun Sessions to raise awareness for the Team, and the option to receive Coaching Sessions.

We have been working on improving the teams quality by creating quizzes and refreshers, in which our Coaches did absolutely amazing, a shoutout to every one of you!

In case you would like to further support the team, we are currently accepting applications for Project Agents! If you think this might be for you, please contact @kindheartedLily or @MelodyoftheOcean about it.

If you are interested in becoming a Listener Coach yourself, please click [here](#) for more information. In case you'd like a coaching session to improve your listening skills, [this](#) might be for you!

Have a good day ahead, and please do reach out if you have any questions at all. 🌈

AnnaSilverberg - New Listeners & Quality: Hay everyone ✨! I hope you're all having a wonderful day so far.

We have been putting more focus on our amazing Newbies and now our brilliant Quality Mentors have been doing great at reaching out to them, welcoming them and giving them our Listener Primer as well as offering them their mentorship if they have the availability.

We have also onboarded a new PA, @Fuechsin who is absolutely brilliant at sharing their knowledge in the Listener Support Room (LSR).

@Kristynsmama has been working diligently on sharing their knowledge and just recently made a post on the harmfulness of giving advice, you can read that fantastic post [here](#).

My series, "My Cup of.." is still ongoing and our next one is on validation, feel free to check that one out [here](#).

We are working with our wonderful [Care Team](#) and the newly restarted [Welcoming Committee](#), to make sure that all Newbies to our wonderful community feel welcomed.

We tested our Listener Check-in game in Teen land last month with great success!

We look forwards to share all the magic that this wonderful community has within and showing our Newbies what Cups is all about ✨

HealingTalk - Quality Listening Program

Since our last Update, no less than eight mentors-in-training were formally appointed as Academy Mentors in the QLP, after completing their one-month trial with much dedication, enthusiasm, and professionalism: @AwarmHeart, @DanCat1128, @GracefulBelle, @Maeblyb, @PurifyYourSoul, @Tuffattack, @walkalot and @WonderousLove3994

In addition, the QLP Team has recently been strengthened by the incorporation of two new Mentors-in-training who are doing their 1-month trial right now: @ThoughtLight and @WishfulWillow6962 They are already contributing greatly to the Program by performing Mentor

tasks and we are very grateful to them for that!

Congratulations to @Mari228, QLP Mentor Leader, who, through extensive, continuous and effective outreach efforts, invited them all to join our Team, and conducted their successful training.

On the internal organization front, we have improved our dashboard (adding key indicators) to follow closer the evolution of each trainee, facilitating timely and appropriate interventions and better support them in their QLP experience.

I wish to express my immense gratitude and give my heartfelt farewell to @ComradeRuhi, who is leaving the QLP Team after more than a year of consistent top-notch work at a crucial task. Ruhi has contributed tons of volunteer hours to the Program, with much professionalism and kindness. She now leads the Poetry Community, greatly enlivening this wonderful and important space of expression, healing and flourishing.

Finally, we encourage all Listeners who want to improve their Active Listening skills to enroll in the Quality Listening Program from [HERE](#) Upon graduation, you will get a Certificate you can list in your CV, and you can request a Letter of Recommendation and skills endorsements for LinkedIn. If you wish to join our cozy QLP Team as an Academy Mentor, click [HERE](#) We welcome you with open arms!

DreamTouch - Leadership Development Program

Hello everyone! I hope you're all doing well. First and foremost, a heartfelt congratulations to our newest graduates: @Ivy229, @KristenHR, and @WishfulForest1871.

I'm excited to announce that this month we've welcomed a new mentor to our team - DanCat1128. Congratulations and a warm welcome to Dan! They have been doing amazing in keeping our subcommunity vibrant and engaged.

As usual our program has been running smoothly on the daily tasks - kudos to the LDP team. We've been able to process/complete all tasks within 3-6 days of submissions. We look forward to welcoming more trainees in the program and to witness their growth as future leaders! If you're interested, [please apply from here](#)

Birdie & Snow - Care Team

Heya everyone! I hope life has been kind to you and that you're having a great summer (or winter!) The Care Team has been working so hard to continue supporting our fellow Listeners. I

want to thank all of our Care Team Guides for everything they do for the team and the community at large. You are all so amazing and we wouldn't be where we are without you all!

My fellow Ambassador, @SnowTabby, has been hosting such exciting events recently and we look forward to hosting more in the future, so please keep an eye out!

We have onboarded our newest Teen Project Agent recently! We are excited to have @ReganL on the team and look forward to seeing all that they accomplish! We are also working with another adult Listener to bring them on as our newest Adult Project Agent, too! If you would like to apply to be a Project Agent, you can do so [here](#)! We are always looking for new Guides as well. You can [apply here](#)!

We have been working closely with @AnnaSilverberg and @Heather225 to increase our support to new Listeners and Members! The [Welcoming Committee](#) has been restarted and they are always looking for more people to help! We are excited to continue working to help welcome as many people as we can!

As always, please feel free to submit any requests for any Listeners that you think could use a check-in using our [Care Team Request Form](#). Have a great week everyone!

Clarisse29- Content Development and Marketing Program

Hey Cups Community! I hope this month has been kind to you. And was it kind to CDM? Most definitely! This month, we onboarded more trainees than we have for a while and it's been amazing to see people getting interested in the content side of things!

We had one person graduating this month and with several others making significant progress with their coursework throughout this time span. The team has also been engaged in working on future projects and events to be hosted by the program and the Content Volunteer Team subcommunity.

We are still on the lookout for more mentors to join our team so if you're interested, do fill out [this form](#)! You will be guided through the entire process and put under a training period before you can finally start your role as a CDM mentor with us! We can always use more hands on deck!

With that, I'll take your leave until you see me next month with more updates about the program here! Take care!

MAY

AnnaSilverberg: Hay everyone ✨! Summer has come for many of us, for others it's on its way. This month, we have been putting together a project that will focus on increasing outreach towards our Newbies. More of that will come soon, so stay tuned. We have also been updating our Check-in games that are commonly held in the Listener Support Room. We aim to test out the Check-in games in the Teen Listener Room in the near future. We also have a wonderful new Project Agent on the team and welcome @Kristynsmama to the team. The Community Guidelines has now a new master post where all the forum posts can be found, see that [here](#). There also more posts upcoming in the "My Cup of.." series, [here's](#) the latest post. I wish you all a wonderful rest of your day.

Jenna: This month we have worked hard on Peer Support outreach, focusing on finding listeners for the team. While we reached out to 46 listeners, we brought on 7 new Peer Supporters. We are currently in the writing process of working toward improving our team quality through form-based quizzes and offering feedback to those who take the quizzes. We reached out to everyone on the team for a check-in and everyone seems to be doing well within the team which is wonderful to hear.

@ASilentObserver rolled out a new [project for buddies](#). Peer support is included in this and we hope this will be an effective way for new and old team members to get accustomed and feel supported in their roles. Thanks, Obs for this opportunity.

If you would be interested in supporting your fellow listeners, check out the [Peer Support project](#). It's a great role to get started on in a leadership journey. We'd love to have you!

Gia (LittleBirdie30) - Care Team

Hi everyone! I hope you are all having a great week and that the weather continues to get more beautiful! We are excited to have the Care Team continuing to grow so that we can continue our

mission of supporting our fellow amazing Listeners! Thank you to all of our amazing Care Team Guides because this team wouldn't be what it is without you and we appreciate you from the bottom of our hearts.

We are so excited to have welcomed @daydreammemories and @MindfulJourney22 since the last Ambassador Update! I am also thrilled to announce that @SnowTabby will be joining us as the newest Ambassador for Quality/Care Team!! Please give everyone a huge congratulations when you see them!

If you are interested in becoming a Care Team Guide, you can find the application [here](#). If you have any questions, you can message me, @MelodyoftheOcean (self-care break), or @SnowTabby.

As always, if you know of anyone that you think could benefit from someone reaching out, you can fill in the [Care Team Referral Form](#)! Please don't hesitate to reach out with any questions!!



hopedreamlove - Listener Chatrooms

Hello hello hello! As always, I hope you are all doing alright.

Since the last update, the listener chatroom support team has gained many new leaders. We were super excited to onboard @Tuffattack, @Isabella4, @daydreammemories, @HopefulBambi, @Heartsandrosesandpaws, @DanCat1128, and @Chyni. We also onboarded a fantastic new project agent, @Fuechsin. Please join me in congratulating these wonderful leaders. If you are interested in becoming a Listener Chatroom Supporter (LCS), please click [here](#) for more info.

We have been working hard to ensure that chatroom guidelines and etiquette are clear for everyone. Recently, we created a post that clarifies the guidelines regarding casual chat in the Listener Support Room. You can read the post [here](#).

May this month be full of joy and kindness for each of you. Until next time ♡

ASilentObserver - Group Support Chats, Verified Listener program, Teen Transition program

Group Support Chats:

On the member group chat front, a few key updates

1. The trauma group chat is [open every weekend](#) now for 24 hours. A big thank you to @audienta, @willingtohelpu, and the Trauma team for constantly going above and beyond to scale up support for the members with trauma struggles.

2. If you are 35+, you can access [35+ exclusive group chat 24/7](#) available for shares, meaningful conversations, and support & empowerment to each other in this mental health journey.
3. Also, a huge shout out to @Lou73 for going above & beyond to make [Hosting Heroes](#) a success. It is lovely to see how everyone is coming together to recognize and appreciate the discussion leaders and hosts' efforts in the group chat. I appreciate and am grateful to all hosts for their contribution and compassion in leading group discussions.
4. We started a [Group Chat- Ask Me Anything](#) forum discussion to answer any questions, or confusion related to group chats. [If you have one, share it with us here.](#)

Support, compassion, and empowerment are the outcomes of everyone's efforts in the group support chats. Thank you all for coming together and being here for each other.

Verified Listener Program:

On the Verified Listener program, a couple of key updates are:

1. @izzyy528 stepped up to help me oversee and support the Verifier Team as Teen Project Agent and already going above and beyond to ensure a smooth process.
2. Also, a couple of new members joined the Verifier Team to guide the listeners to become Verified Listeners. If you aren't a Verified Listener yet or don't know what is a Verified Listener, you can learn more about it and apply here: [Get Verified on 7Cups!](#)
3. We are working on updating the Join the Verifier Team application to keep it up to date as per current community needs.

Teen Transition Program

1. We are doing outreach to recruit Teen Transition Supporters. If you are interested in becoming a transition supporter, [please learn more about the role here](#) or you can send me a message with any questions or thoughts you may have..
2. Thank you to @heather225 for starting the [Adulthood 101 forum discussion for teens](#). If you are a teen and have any questions related to adulthood, you can ask in this thread and we will get back to you with our thoughts to support you. We are also working on a group chat version to lead Adulthood 101 discussions in the teen group chats.
3. Also, if you are a teen, [let us know your birthday here](#) and we would love to celebrate your birthday with the community.
4. Stay tuned to get to know our wonderful ATL team members. ATLs are adult-teen listeners who are adults and trained to offer support to the teens in the teen community. We will be launching a cool initiative where we will interview our ATLs and share their thoughts, tips, and experiences with teens.

Internal Acceptance - Anonymous Evaluation Team

We recently welcomed @KristynsMama to team leadership as a Project Agent. Starting in June, she will be hosting AMAs on the first Tuesday of the month to spread awareness about the team

and answer any questions you all may have. This will most likely be in the Listener Discussion Room, though that's still to be determined.

We welcomed @daydreammemories @iPhoenix @HopefulBambi and @TheOnlyChresser to the team in April and @Train1 in May.

DreamTouch and PositivePumpkin22- Leadership Development Program

Hi all! Hope everyone is doing alright. We're excited to share with you that @Mahad2804 has joined us as a Mentor Leader for LDP focussing on Sub-communities. We're excited to see what they bring to the program. [Please join us to congratulate them here.](#)

On the trainee front, we had 4 new graduates on our Leadership Development Program - @JustSophia, @TheOnlyChresser, @daydreammemories, @Brightlynx1428. Big congratulations to all of you!

As usual our program has been running smoothly on the daily tasks - thanks to the LDP team. We've been able to process/complete all tasks within 3-6 days of submissions. We look forward to welcoming more trainees in the program and to witness their growth as future leaders! If you're interested, [please apply from here](#)

tommy: Hi everyone! It has been another fun filled month and we have continued to strengthen our communities. Please [click here](#) to find our latest forum discussions and events for April, a great starting point if you're new to the forum or if you'd like to get more involved with what we have to offer. If you are interested in supporting our forums as a leader please do not hesitate to reach out to me or [submit an application here](#). Here's to another amazing month!

MARCH

AnnaSilverberg - New Listeners & Quality

Hay everyone ✨! Spring is here and the sun is waking up after a long winter. As always, my focus has been on spreading useful and good information to our amazing listeners in this community. I started a new series called "My Cup of.." and it will focus on the listening aspects that we can provide when we use our active listening skills. First one is focused on [Empathy](#) and the second one is on [Reflection](#). My wonderful Project Agents, @Sunisshiningandsoareyou and @dreamlcicle8467 have been doing amazing work in this area as well, focusing on the quality aspect of Active Listening and Mentoring as well, [here's](#) a good post to look at regarding quality by lcy. Sun also made a great post about the importance of being welcoming in chatrooms, you can take a peek at that one [here](#). I hope you enjoy this season of spring and have a wonderful day ✨

hopedreamlove - Listener Chatroom Supporter Role

Hello hello hello! I hope you are all doing well.

In February, four listeners joined the Listener Chatroom Supporter team. We were very excited to onboard @NewYorker11, @Endure777, @Heartsandrosesandpaws, and @Bella20. I am certain these fantabulous leaders will contribute greatly to our listener rooms. If you are interested in becoming a Listener Chatroom Supporter (LCS), please click [here](#) for more info.

If you have any feedback about the listener chatrooms, or suggestions for activities/engagement, please feel free to reach out to me or any of the other chatroom ambassadors. We are also always looking for more people to join our team! Consider applying for the project agent role [here](#).

Wishing you all a wonderful month filled with joy, laughter, and love. Until next time ♥

HealingTalk - Quality Listening Program

At the Quality Listening Program, we are celebrating the appointment of @CordialDancer as Academy Mentor in the QLP, after brilliantly completing her one-month trial with much dedication, enthusiasm, and professionalism.

In addition, the QLP Team has been strengthened by the incorporation of seven new Mentors-in-training who are doing their 1-month trial right now: @serenePeace3726, @DanCat1128, @ThoughtsBubbleExpress, @AwarmHeart, @Maeblyb, @WonderousLove3994 and @GracefulBelle. They are contributing greatly to the Program by performing Mentor tasks and we are very grateful to them for that!

We encourage all Listeners who want to improve their Active Listening skills to enroll in the Quality Listening Program from [HERE](#) Upon graduation, you will get a Certificate you can list in your CV, and you can request a Letter of Recommendation and skills endorsements for LinkedIn.

If you wish to join the QLP Team as an Academy Mentor, click [HERE](#)

We welcome you with open arms!

Tommy - Communities/Forums

It has been another fantastic month for the forums! We have onboarded a number of new leaders and many have taken on additional responsibilities as community mentor and community mentor leader. If you are interested in supporting our forums please apply [here](#).

@Kristynsmama has settled in wonderfully in their new role as Project Agent and has worked hard to help with various leadership initiatives across the domain. Our needs reply team is continuing to develop and we are already seeing an improvement in engagement within this area with many users getting replies much quicker than previously.

Going forward, we will be looking at improving engagement further by promoting and providing exciting discussion opportunities for the community. If you have any feedback please do not hesitate to contact me via PM.

Have a fantastic April!

Gia (LittleBirdie30) - Care Team

Happy Spring everyone! 🌹 It's been an exciting month for the Care Team! We are always continuing to grow and everyone has done an excellent job of contributing to our mission of making sure our fellow Listeners are taken care of in the community too. 😊 We couldn't do it without our amazing Guides, so please make sure to thank them as well if you ever see one of them throughout the community!

We are excited to welcome @SnowTabby as our newest Quality Mentor and @ReganL and @ThoughtLight as our newest Guides!

If you are interested in becoming a Care Team Guide, you can find the application [here](#). If you have any questions, you can message me, @MelodyoftheOcean (self-care break), or @SnowTabby.

As always, if you know of anyone that you think could benefit from someone reaching out, you can fill in the [Care Team Referral Form](#)! Please don't hesitate to reach out with any questions!!



ASilentObserver - Verified Listener Program

The Verifier Team working hard on guiding and supporting our listeners to become Verified. If you haven't verified yet, [please check here for more information](#).

Second, we are working on a one-week-long theme-based Verified Listener Campaign to promote and help our listeners get verified. We will announce the campaign and more details this week. Thank you everyone for your continued support and efforts to serve the community.

Suryansh - Group Support & Listener Chatrooms

Hello everyone! ✨ I hope all of you are doing well and having a fun-filled March.

In the Group Support Leadership, we onboarded 18 Room Supporters (11 in February) and 5 Chatroom Moderators, out of whom 12 are Teen Leaders. @AuRewolf @NovaGalaxy @pamharley003 @ReganL and @Antonio7Cups joined us as our newest Chatroom Moderators this year. We welcome you all to the Group Support Moderation team. We would like to extend our deepest appreciation for our Room Supporters and Moderators in keeping the rooms safe and welcoming for everyone.

In February, the Group Support team conducted a series of events and they all were extremely successful. For more information, feel free to check them out [here](#). We hosted a total of **96 sessions** throughout the month for these events. A huge thank you to @Rebekah, @KristenHR, @Fristo, @DanCat1128 & team for their collaborative efforts and leadership in making this event possible.

A huge congratulations to winners of the [Share Your Positivity for Safer Internet Week Contest](#), @YourCaringConfidant and @TakitoTeka.

Under the Listener Chatroom Leadership, this year, we onboarded @KateDorskocilova @Kristynsmama @dreamlcicle8467 and @ReganL as our newest Chatroom Mentors/Teen Stars. We highly appreciate your support in the moderation and leadership in Listener Chatrooms.

Under the Chat Support team, we have recently onboarded @Kristynsmama @dreamicicle8467 @ReganL @Rui00 @Mya000 @JustSophia @Lou73 and @DanCat1128 as our newest Chat Supporters. We deeply appreciate your support in helping listeners with their chats, mentoring them and nourishing their listening skills.

If you have any suggestions/ideas, feel free to privately message me. Have an astounding month everyone! 💜

Harsvin- Active Listening Grading Team

Hi everyone I hope you are doing well ❤️

We are happy to announce @heathermarie95 as AL Team's new co leader. They did a great job in their leadership role. Please click [here](#) to congratulate them.

I would also like to thank @positivePumpkin22 for their consistent dedication by updating the team's stats/cheers and for being an amazing team leader 🙌

The team has graded 211 tests for the month of February. The passing rates were 91% for AL 1, 88% for AL 2, 94% for AL 3 and 91% for AL 4! I would like to thank all our amazing Graders @positivePumpkin22 @SirenOfSerenity @Azuladragon34 @yourbuddy30 @Amphios @blissart @Raspberrycheesecake @heathermarie95 , @Averyjr23 and @PetiteSouris for their tireless hard work and dedication on grading tests timely, your contribution to our team is very much appreciated.

The AL Outreach Team has reached out to 145 listeners for the month of February! Keep up with the great work @HeatherMarie95 @Averyjr23 @PetiteSouris and @Antonio7Cups You are all doing amazing ❤️

And a special shout out to our amazing listeners who took the initiative of taking AL tests to improve their listening skills. Please click [here](#) to congratulate our recent AL grads

The Active Listening Grading Team is currently recruiting listeners who would like to host AMA (both teen and adults) to spread awareness of Active Listening Tests, if you would like to help out as Project Agent for the team click [here](#) to apply.

Jenna - Peer Support

Happy Spring Time!! 🌸 Throughout February, our [Peer Support team](#) has been focusing on being present in the LSR and working on being more available. We worked hard on forum discussions this month. While the forum discussions have been productive, we've taken a break from them for now as we focus on growing the team. We're also working on creating more quizzes that we hope will be informative and useful for our training program and growing our peer support quality. We also created a [feedback form](#) for Peer Supporters to give at the end of sessions so the listening community can let us know how we're doing.

Yourbuddy - General Academy Ambassador

Hello everyone! The month of February I spent time sending our certificates to Internship Graduates and Academy Courses graduates like Community Building Course, Time management course, Inner Development Goals Course.

You can find them [here](#).

We also have new [academy graduates](#).

We have 3 new mentors who have joined the internship program @DanCat1128, @Avaria, @PetiteSouris and have been doing great work as mentors.

Apart from this I have set up a few academy alerts and I hope to see more trainees enrolling themselves into these programs.

FEBRUARY

AnnaSilverberg - New Listeners & Quality

Hay everyone ✨!

What a wonderful month we've had. I have been focusing on bringing information to our wonderful listeners in both fun and informative ways, for example by having the "Listener Check-in" game that revolves around sharing our knowledge with other listeners in the Listener Support Room and I've gotten wonderful help from @dreamicicle8467 with hosting those fun Check-ins.

This month's forum post is on how Quality Mentors can help us and if we need one, you can read it [here](#).

Both @Sunisshiningandsoareyou and @dreamlcicle8467 who are my two wonderful new Project Agents, are going to be helping me answer any questions that you have, so feel free to ask all the questions you have on Quality Mentoring there and you will get the answers you need. I wish you all a wonderful rest of your day!

Rebekah 🌞 - Safety Team

Hello! I hope your February has been great.

It has been a productive month for safety! We have onboarded 2 new SP team members (@Aristotle01 and @Ei2002snow, welcome!) and are looking to onboard a few more very soon! Furthermore, we are continuing our Safety Discussion initiative (many thank yous to @AuRewolf for her dedication to this! 💙) and are looking to start our room discussions soon.

We are rolling out a feedback form to hear what our team members think, if they have any questions or issues within their role, or if they just want to voice how they feel about the team generally. If you're interested in learning more about the Safety Patrol, [read this!](#)

Thank you for reading; have a great day! 🌞

Harsvin - Active Listening Grading Team

Hi everyone I hope you are doing well ❤️

The AL team has been doing pretty well lately due to an increase in test requests and passing rates.

We have onboarded 3 new projects for our outreach team, congratulations to

@Averyjr23 @PetiteSouris @Reggaeton, click [here](#) to congratulate them for their new role.

As for the grading team, we have recruited @Averyjr23 for AL 2 and @PetiteSouris for AL 1, both are under their 4 weeks trial phase which they will be completing soon.

The team has graded 167 tests for the month of January. The passing rate is 94% for AL 1, 89% for AL 2, 91% for AL 3 and 100% for AL 4! I would like to thank all our amazing Graders @positivePumpkin22 @SirenOfSerenity @Tracey12345 @yourbuddy30 @Amphios @blissart @Raspberrycheesecake @SweetDreamer69 @heathermarie95, @Averyjr23 for their tireless hard work and dedication on grading tests timely, your contribution to our team is very much appreciated.

The AL Outreach Team has reached out to 250 listeners for the month of January!, which is impressive 🙌 Keep up with the great work @HeatherMarie95 @Averyjr23 @Rui00 @PetiteSouris and @Reggaeton
You are all doing amazing ❤️

And a special shout out to our amazing listeners who took the initiative of taking AL tests to improve their listening skills. Please click [here](#) to congratulate our recent AL grads.

The Active Listening Grading Team is currently recruiting listeners who would like to host AMA (both teen and adults) to spread awareness of Active Listening Tests, if you would like to help out as an AMA host Project Agent for the team click [here](#) to apply.

DreamTouch and positivePumpkin22 - Leadership Development Program

Hey everyone! We hope you all had a good start of the year.

LDP team had been doing well this February in case of trainee enrollment, a huge thanks to all our dedicated trainees and mentors. We have two wonderful new mentors join our team - @Kristynsmama and @WeEarth. On the trainee front we have 5 new graduates - @StarryCandy6123 @Soul576 @CaringSub @Lillion @AwarmHEART. Congratulations all! 💜

With the help of our mentors our program has been running seamlessly. We've been able to process/complete all tasks within 3-6 days of submissions. Thank you to all the mentors for their dedication and effort to make this happen

Other than these we've been actively involved in regular tasks of onboarding new trainees, scheduling emails to them, badging as well as sending certificates to the graduates and overseeing the overall management of the program. We look forward to welcoming more trainees in the program and to witness their growth as future leaders! If you're interested to join the program, please apply from [here](#)

HealingTalk - Quality Listening Program

This is a time of much happiness at the Quality Listening Program, as we are celebrating the appointment of our beloved teammate @Mari228 to the role of Academy Mentor Leader for the QLP.

Mari228 has been an exemplary Mentor for a year now. and in that capacity, a pillar of the QLP. We are filled with joy to see her grow as a Leader, and we are certain that she will help the QLP improve even further under her watch.

In addition, the QLP Team has been strengthened by the incorporation of three new wonderful Mentors who are doing their 1-month trial right now: @TuffAttack @SherweetSherif97 and @CordialDancer, while three more talented Listeners are preparing to complete their Mentor Training soon. We are very grateful to them all!

We encourage all Listeners who want to improve their Active Listening skills to enroll in the Quality Listening Program from [HERE](#) Upon graduation, you will get a Certificate you can list in your CV, and you can request a Letter of Recommendation and skills endorsements for LinkedIn.

If you wish to join the QLP Team as an Academy Mentor, click [HERE](#)

We welcome you with open arms!

Tommy

Happy February! It'll be a short and sweet update from communities this month as we continue to enhance processes to better support you on the forums. We have recently onboarded a new Project Agent who is assisting with leadership activities and are also currently onboarding a new co-leader for our Needs Reply Team. This will help a lot with making sure all posts and replies get acknowledged and responded to!

Our focus for the upcoming month is developing our needs reply team and working to clear the needs reply filter regularly. If you have any spare time, we'd really appreciate your help with this. We will also continue working hard to bring events, discussions and icebreakers to you across the different communities.

As always, if you ever have any feedback about the forums, please do not hesitate to reach out to me in PM!

Gia/LittleBirdie30 - Care Team

Happy Valentine's Day to everyone! The Care Team is always working hard to ensure that our fellow Listeners are getting the check-ins and resources they need! I am so proud of each and every one of our Guides who work so hard to bring support to our Listeners every day! I am so excited to share that the Care Team has since an increase in the number of requests we have fulfilled every month for the past 3 months!

We are very excited that we have a new Guide that has just joined the Care Team. Please give a warm welcome to @serenePeace3726! We are so excited to have you and look forward to seeing all the amazing work you will do!

Next week, we are hosting the Care Team Week! There will be a few fun events throughout the week and we are so excited to see you all there! We will have trivia, food, dancing, and all the answers to all your burning questions! You can find more information about where and when our events are taking place in the [7 Cups Community Calendar](#)!

If you are interested in becoming a Care Team Guide, you can find the application [here](#). If you have any questions, you can message me or @MelodyoftheOcean.

As always, if you know of anyone that you think could benefit from someone reaching out, you can fill in the [Care Team Referral Form](#)!

Enjoy the rest of February!

Chevy81 - Listener Coaching Team

Greetings, community! I hope this month of February is treating you well and kindly..

In January, our hardworking listener coaches took 124 coaching requests. If you'd like to peek at listeners who have connected to our coaches, please join us by [giving a shout out to them on this post](#). Their initiative and willingness to learn and grow are so motivating and commendable. Thank you for being an inspiration to us!

Our team also received some valuable insights and feedback, please check [this post to read how the coachees described their experiences](#) from connecting with a listener coach.

Last but not least, please [join in cheering on our listener coaches for working so hard on this post](#).

We still need your help to spread the word about the team so that more listeners are aware of the benefits of connecting with a listener coach. If you're interested in helping with this, it'd be greatly appreciated and literally cheered on! (Yes, Cheers will be rewarded to you.) [Please check this post for more details](#).

You're welcome to privately message [Chevy81](#) or [Lily](#) regarding to the team 😊❤️ Thank you!

Clarisse29: Content Development and Marketing program

Hi Cups! I hope February has been really kind to you, and if not, then you always have us to fall back on regardless! For this month, CDM and the Content Volunteer Team started with its first-ever [CDM alumni interview series!](#) We hope that through this endeavor, our current and future trainees will receive insight and help with going about their CDM course! We had a new graduate and

JANUARY

AnnaSilverberg ✨

Happy New Year everyone! I hope that the new year has had a great start for you all. In the last months I've been focusing on bringing attention to our Community Guidelines, I have created a series that you can find [here](#). It has interesting questions and two fun quizzes, feel free to take a peek. I have also held some fun Listener Check-in games that focus on giving support between listeners, thank you all that have been taking part in the check-ins, you are all amazing! In the coming months I will be holding more check-ins and my focus still remains on helpful information that we can all benefit from along with focusing on quality in our listening. I wish you all happiness in this new year 😊

HealingTalk - Quality Listening Program (QLP)
7 Cups Academy

In January, the QLP almost doubled its capabilities for supporting our students ("trainees") thanks to four new Academy Mentors joining our Team: @ABrightBlueHeart, @hirai111, @Quietlistener2023 and @Rui00, all brilliant, very humane and enthusiastic persons, who are performing their duties with much conscientiousness and passion.

A new Elective was added in collaboration with the LLD Team (thanks to @ASilentObserver and @EmmaE !), consisting of attending or hosting Listener Learning Discussions (LLDs). This allows our students to fulfill a QLP requirement by deepening their knowledge of how best to approach chats on specific topics attending LLDs or even hosting them.

This came immediately after another great new Elective addition: the IDG Course, announced by @Hope in the last Community Update.

Yourbuddy - General Academy Ambassador

Hello everyone! Wish you all a very Happy New Year. Last month of 2023 I spent time sending our certificates to Internship Graduates and Academy Courses graduates like Community Building Course, Time management course, Inner Development Goals Course.

You can find them [here](#).

We also have [new academy graduates](#).

A lot of people were wondering where we could get a masterpost for all Academy courses. We now have a [masterpost](#) for it.

Apart from this I have set up few academy alerts and I hope to see more trainees enrolling themselves into these programs.

Clarisse29 - Content Development and Marketing Program (CDM) Ambassador

Happy New Year! I hope 2024 has been treating you well so far!

For December, CDM has been working hard on improving the course experience for its trainees and our amazing mentor team has been highly prompt and cooperative with everyone who has chosen to learn with us!

2 more people graduated from our program with flying colors!

I worked on formulating key results that we wanted to achieve as a program by the end of this quarter. I also deliberated upon new projects and series that we can launch on behalf of the

Content Volunteer Team this year with @Hope and @SoulfullyAButterfly. It has also been lovely getting in touch with our lovely trainees and mentors for their queries throughout the month!

I am working on putting together a forum series explaining different aspects and features of the Content Development and Marketing Program to help Cupsters gain a better understanding of what it is!

We are still on the lookout for more mentors to join our team so if you're interested, do fill out [this form!](#) You will be guided through the entire process and put under a training period before you can finally start your role as a CDM mentor!

The Content Volunteer Team also has some fun projects like [Prompt of The Week](#), [Icebreakers](#) and [What Happens Next?](#) which I think you should check out! We are looking for more volunteers to help curate and post content for the Content Volunteer Team Forums! Do shoot me a message if you're interested!

You can also join our [Q&A Approval Team](#), [Marketing Assistants Team](#), and the [Translation Project!](#)

Chevy81 - Listener Coaching Team

Greetings, community! I hope this new year is treating you kindly.

I am very pleased to let you all know that in December, the Listener Coaching Team onboarded @KindnessMatters2020 as Mentor Leader and @BlueRivercares as Project Agent. They're both doing so amazing during the trial month and have already been giving tremendous contributions for the team's growth.

Blue texts are hyperlinks (clickable) to their congratulatory posts; please join us in appreciating and congratulating them for their new roles.

A special shoutout to @kindheartedLily for her continuous support and guidance for Kindness and Blue.

Happy New Year, everyone 🤗💛

hopedreamlove - Listener Chatrooms

Hello hello hello! I hope you are all doing well!

In December, we onboarded four new listener Chatroom supporters: @MindfulJourney22, @MollySofia, @Brahmm, and @tranquilBlossom79. We are very excited to have these fantastic

leaders on the team, and are always looking for more. If you are interested in becoming a Listener Chatroom Supporter (LCS), please click [here](#) for more info.

In the past month the chatroom team held a very successful [12 Days of Christmas event in the Teen Listeners room](#). With a variety of sessions in TL, ending with a [holiday party](#), these 12 days were filled with fun, collaboration, and joy. Thank you to each host, participant, and everyone who made this event possible!

Finally, we recently sent out a [post clarifying some of our chatroom guidelines](#). I strongly encourage you to please read it when you have a chance. As always, if you have any questions or concerns, please feel free to reach out.

I hope that this new year is filled with lots of joy, laughter, and good memories. Until next time ♡

EmmaE - Listener Community Discussion Team

Hi everyone! I hope everything is going well for you all so far in 2024.

In December, we onboarded four new discussion hosts: [@dreamlcicle8467](#), [@Kristynsmama](#), [@Fuechsin](#) and [@ReganL](#). We are so happy to have them on the team!

I would also like to recognize our hosts [@ChillingRain](#), [@Takitoteka](#), [@ChaoticListener](#), [@melonMeloncholy](#), [@Powerandsunset25](#) and [@wishfulWillow6962](#) who hosted during December.

The team hosted a total of 25 sessions last month - 16 adult sessions and 9 teen sessions! A huge thank you to all of these hosts for consistently leading discussions. We are grateful for you and your support to the community!

Are you interested in becoming a discussion host? Read more [here](#) to learn about all of our hosting opportunities!

We are also always looking for project agents! Interested in creating or improving Listener learning content? Consider applying for the project agent role [here](#).

Wishing you all the best in 2024 <3

Tommy - Communities

Happy 2024 7 Cups! We had such an amazing time last year and made lots of exciting changes which now make the forums a more inclusive place to be. The most exciting part is that we're not finished! We are working hard to continue to think of ways to improve the forum and are introducing new projects and procedures to best support the community.

Our focus for the upcoming year is to maintain the supportive atmosphere of the forums and to bring more events, activities and discussions to the community. Forum leaders have been doing a fantastic job already planning to incorporate these events within their communities and I'm very excited for you to see their hard work.

If you are interested in joining the forum team, please check out [this](#) thread. If you're currently a forum leader and would like to support the forums more widely, consider joining us as a [Project Agent](#). If of course you have any questions or queries about any of these roles or the forums in general, do not hesitate to reach out to me in private message.

Finally, if you do notice any old or outdated threads/posts, [please let us know about it](#).

Have an amazing January everyone!

Jenna - Peer Support

Happy New Year, everyone! The Peer Support team has been growing a lot in the last month. We started a [Forum Discussion Series](#) to improve our quality and listening skills. It has been great so far, and we have received valuable answers from each post. The different perspectives and insights have shown us the various angles it takes to support someone. @MistyMagic started a [Project Agent Team](#) to involve more teens in the project and community, and it has been successful. We exceeded our goal of bringing on 15 new Peer Supports by bringing on 29. If you're interested in joining or [checking out the team](#), we invite you to do so.

LittleBirdie30 - Care Team

The Care Team has been really busy supporting our fellow new and experienced Listeners! Our amazing Guides are always working hard fulfilling requests to reach out to others to see how they are doing with listening and making sure they have the necessary resources for anything they need on Cups! We are very excited that we have just onboarded a brand-new Project Agent, @ChillingRain! They have just worked with our other amazing PA, @SnowTabby, to host an AMA this past Saturday and it was a great turnout!

We are excited to share that the week of February 18th we will be hosting a few fun events!
More information to come 😊

If you are interested in becoming a Care Team Guide, you can find the application [here](#). If you have any questions, you can message me, @MelodyoftheOcean, or @Shadow.

As always, if you know of anyone that you think could benefit from someone reaching out, you can fill in the [Care Team Referral Form](#)!

We are excited for all the upcoming events coming in 2024!

Harsvin - Active Listening Grading Team

Hi everyone I hope you are doing well, and wishing you all a very Happy New Year ❤️
We have onboarded @blissart for AL 2 Grading Team and @Averyjr23 as a Project Agent for the adult outreach team, both are under their 4 weeks phase which they would be completing soon.

The team has graded 115 tests for the month of December. The passing rate is 92% for AL 1, 89% for AL 2, 86% for AL 3 and 84% for AL 4. I would like to thank all our amazing Graders @positivePumpkin22 @SirenOfSerenity @Tracey12345 @Jenna @yourbuddy30 @Amphios @blissart @Raspberrychesecake @SweetDreamer69 @heathermarie95 , @azuladragon34 for their tireless hard work and dedication on grading tests timely, your contribution to our team is very much appreciated.

The AL Outreach Team has reached out to 71 listeners for the month of December. Keep up with the great work @HeatherMarie95 @Lunaire00 and @Rui00. You are all doing amazing 🌟

And a special shout out to our amazing listeners who took the initiative of taking AL tests to improve their listening skills. Please click [here](#) to congratulate our recent AL grads

The Active Listening Grading Team is currently focusing on spreading awareness of Active Listening Tests, if you would like to help out as Project Agent for the team click [here](#) to apply.

PositivePumpkin22 and DreamTouch - Leadership Development Program

Hey everyone! We hope you all had a wonderful and joyous December.

PositivePumpkin22 has officially joined as an ambassador in LDP and it's a pleasure for us both to collaborate and bring these updates to you. LDP team had a bustling month with an increase in trainee enrollment, a huge thanks to all our dedicated trainees and mentors. We have a wonderful new mentor join our team - @Mahad2804. On the trainee front we have 5 new graduates - @Kristynsmama, @Shannon1996, @WeEarth, @dreamlcicle8467, @ABrightBlueHeart. Congratulations to all! ❤️

Additionally we introduced a new elective to the LDP curriculum - [Inner Development Goals course](#). As part of the holiday festive we hosted an appreciation event and your enthusiastic participation made it a joy to read the responses. With the help of our mentors our program has been running seamlessly. We've been able to process/complete all tasks within 3-6 days of submissions. Thank you to all the mentors for their dedication and effort to make this happen

Other than these we've been actively involved in regular tasks of onboarding new trainees, scheduling emails to them, badging as well as sending certificates to the graduates and overseeing the overall management of the program. We look forward to welcoming more trainees in the program and to witness their growth as future leaders! If you're interested to join the program, please apply from [here](#)

Yourbuddy - General Academy Ambassador

Hello everyone, I hope all of you are doing well with the heat reaching heights in many places in the world.

A lot of interns had been asking us quite a few repetitive questions so @Hope and I have decided to list them down as one post so interns could benefit from the same. You can find the link [here](#).

For the general academy front, I have been working on setting up alerts for our academy programs and also issuing certificates to our amazing academy courses graduates. They have been doing a great job. You can find the link to our [Course](#) and [Academy graduates](#) here.