

To whomsoever it may concern,

This is to state that Ms. Siona Dsouza has interned with InnerHour from November 2018 to February 2019.

InnerHour is a technology-enabled platform committed to promoting emotional and psychological health and well-being. We aim to empower individuals (independently, or as part of corporates, schools and colleges) to lead happier, healthier and more productive lives.

During her tenure, Siona interacted with clients on our digital platform. As part of this task, she not only provided technical assistance to help clients connect to therapists, but also offered emotional support to those in distress. Additionally, she carried out psychological research for various projects that the organisation undertook.

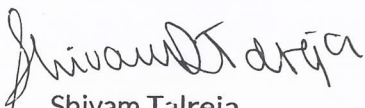
Siona proved to be a quick learner – she picked up the nuances of our platform quickly and did a very good job of offering basic emotional support to our users. She also showed a lot of flexibility in working with us. Her pleasant attitude and strong commitment to her work make her a desirable candidate for any team and/or institution.

We strongly believe that she will be a valuable asset wherever she might wish to be. We wish her all the best for future endeavours.

Regards,



Alisha Kalidhar
Head of Content and Intern Programme,
InnerHour



Shivam Talreja
Manager, Intern Programme
InnerHour

Name: Siona Dsouza

Class: TYBA

UID: 171212

Internship Report

I worked as an intern at Innerhour, Mumbai from November 2018 to February 2019.

As an intern, I had been assigned two different tasks to work on. The first task was conducting Tawk sessions and the second task involved doing psychology based research work.

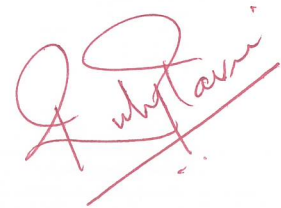
Firstly, considering the Tawk sessions, the work here mainly involved conversing and interacting with the clients online, assisting them with respect to technical issues, listening to their problems and different mental health related issues, understanding and validating them by restating the information provided by them. It involved providing emotional support and guidance to the clients in crisis and helping them find solutions to their problems with regards to the severity of their mental health by either pushing them for therapy which is provided by the organization at both, online platform and in-person or guiding them to take help from other appropriate means.

The second task included conducting secondary research on various psychology based topics and disorders. The research work was done in order to provide information for the organization's monthly blogs, newsletters and also for the conduction of mental health related workshops at different corporate organizations.

Working here for almost three months helped me learn many new things which I had never learnt academically. It was an amazing experience working with the team, whom I found very caring and encouraging. Although it was my first internship, the whole team didn't let any intern feel low and helped me with respect to the work I had been assigned. I learnt how to interact and behave at a workplace, which according to me is really important. Next, the internship program, especially the Tawk sessions helped me gain insight with respect to what I really wanted to do in my life. I felt motivated to listen to problems that the clients faced and I learnt how to remain calm and understand the client's perspective even if they had made a mistake. During the term, I

came across different types of clients from different backgrounds with different mindsets and different issues related not only to mental health, but also intertwined with their cultural, social and economical backgrounds. The interactions helped me look at the client's problems in a systematic manner, considering their different issues. Not all clients were able to afford the Therapy due to cultural, familial or financial aspects. I also learnt that Counseling as a process, is not an easy job, as there are different types of people try seeking help on such a platform but it's not necessary that all of them really want help or change, some people might just fool around and try faking their problems, but in such situations, I learnt to not be judgmental and provide equal support and guidance and rather deal with such clients professionally.

Lastly, I learnt different technical terms as this was an online platform for addressing mental health related problems and also to handle different applications. I was able to apply the concepts of empathy and positive regard my work at this internship program and thus gained more knowledge and experience to my career and life.

A handwritten signature in red ink, appearing to read 'R. P. Singh', with a horizontal line drawn underneath it.