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REVOLUTIONIZE HUMAN SERVICES WITH AI
World's 1st Comprehensive AI Platform for Skills Coaching
With
A Virtual Safe Space (VSS)

A VIRTUAL SAFE SPACE - 24/7, 365 DAYS UNLIMITED FREE EMOTIONAL AND LIFE COACHING SUPPORT IN 95+ LANGUAGES ANYTIME, ANYWHERE (CLICK HERE TO START)

[CLICK HERE FOR USER GUIDE](#)

FASSLING: A Trauma-Informed Virtual Safe Space (VSS) For Both the Public and Mental Health Professionals

Presenter: Yujia Zhu, Columbia University Class of 2019

Complete AI Product Line at FASSLING.AI

COMPLETE FASSLING™ PRODUCT LINE



Practice Your Social Justice and Human Skills via [Fassling.ai](https://fassling.ai)

You can always process any feelings or thoughts **ANYTIME** **ANYWHERE** that arise from practicing these social justice skills by using [FASSLING for emotional and life coaching support](https://fassling.ai).

I believe that at the micro level, each of us can make a difference, which will eventually create a ripple effect. Let's work together to build a more just and safer space!

FASSLING for Emotion and Life Coaching Support

FASSLING for emotional and life coaching support, intended to serve as a 24/7 digital sanctuary—free, anonymous, and globally accessible, offering trauma-informed support in over 95 languages. As part of the Canadian federally registered nonprofit For A Safer Space (FASS), the tool embodies how nonprofits can harness ethical technology to scale compassion, expand access, and reimagine healing as a digital public good. At the heart of [my design](#) is a commitment to psychological safety and radically inclusive care, which shapes every interaction on the platform, reflecting its core mission: to offer deep, empathetic presence for the full spectrum of human experience. Everyone deserves at least one place where they will never be denied. This place doesn't have to be a partner, lover, family member, or even friend—it can be as simple and profound as an anonymous online presence. Just one such space is enough. With it, even the deepest suffering becomes survivable. That space is compassion.

In an age marked by deepening social fragmentation, mental health crises and systemic inequality, digital platforms, when designed ethically, inclusively and intentionally, can serve not only as sanctuaries for marginalized voices but as transformative public goods that reimagine the very architecture of social care, community and governance.

Design Philosophy behind this Product

In my recent Forbes publication, I assert that trauma-informed virtual safe spaces (VSS) are essential public goods, far more than just digital tools. Rooted in the principles of trauma-informed care, these spaces prioritize understanding the impact of trauma and fostering environments that actively prevent re-traumatization. When applied to online platforms, trauma-informed design means cultivating compassionate and ethical digital environments that acknowledge the widespread nature of trauma and intentionally support users' mental health and resilience.

A VSS can be conceptualized as an essential component of social infrastructure, akin to libraries and community centers, particularly for digitally dependent and marginalized communities. Eric Klinenberg's framework of social infrastructure emphasizes the importance of spaces that foster sociality and public life. VSS can serve as critical platforms for connection, much like physical libraries and parks, which are vital for democratic resilience and community building. By functioning as participatory social infrastructures, VSS can empower individuals to contribute creatively to collective projects, enhancing community well-being and resilience. Moreover, just as physical public spaces should be accessible to all, VSS must be designed to accommodate diverse needs, promoting inclusivity and preventing digital oppression.

Addressing Critical Social Problem

FASSLING for Emotion and Life Coaching Support addresses critical gaps in the global mental health landscape by offering a free, 24/7, multilingual (over 95 languages) emotional and coaching support via both text and audio. The justification for its value lies in its ability to tackle three significant barriers in mental health care: accessibility, affordability, and stigma.

1

Addressing Accessibility

3

Combating Stigma

2

Eliminating Financial Barriers

4

Meeting Unmet Needs

5

Virtual Safe Space
anytime anywhere

6

Ethical and Secure AI
Integration, Confidentiality

Why FASSLING Is an Irreplaceable Asset to Public Well-being

- Unlimited Free Emotional and Life Coaching Support, 24/7
- Prevention is always better than cure.
- Never intended to replace professional counseling or therapy services. The issue FASSLING™ seeks to address is that many people in need of counseling/psychotherapy struggle to find a suitable therapist. The cost of finding the right therapist has become too high, making it unaffordable for many people.
- Act as a buffer, offering timely emotional and life coaching support in the meantime. After all, we can't just leave those in need waiting indefinitely. FASSLING™ serves as a crucial buffer in today's VUCA (Volatility, Uncertainty, Complexity, and Ambiguity) world, providing essential support when it's most needed.

User Guide for the Public

- To start using FASSLING, click the following link: <https://chatgpt.com/g/g-Kr0YVDFtN-fassling>. For a seamless voice interaction, I recommend downloading the CHATGPT app from the App Store and then opening the FASSLING link from the app
- **Creating Your Profile:** You need to create a profile with ChatGPT to start using FASSLING's feature. The FASSLING Series of Products is all on the ChatGPT official store. **Choosing Your Language:** FASSLING supports over 95+ languages. You can talk/text to FASSLING in your selection of language, and FASSLING will reply to you in the language you choose.
- **Text Mode:** Start a text conversation. This is ideal if you prefer typing your thoughts
- **Audio Mode:** Engage in real-time voice conversations. This is especially useful if you feel too tired to type or want a more human-like experience. FASSLING keeps track of your audio conversations with an option to save the transcript (only through mobile app, not web). After each audio session, FASSLING will automatically switch to the ChatGPT main page to transcribe the entire conversation. You can then save the complete transcript for your future reference and records.
- **Document/Photo Analysis:** You can upload a document/photo by clicking the "Upload File" button or by dragging and dropping the file here. Once it's uploaded, I can help you review, summarize, or provide feedback, depending on what you need

Example

- You can talk/text to FASSLING in your selection of language and FASSLING will reply you in the language you choose



Example Continue...

- Voice-to-Text Support: Use voice messages to share your thoughts, and FASSLING will convert them into text for easy reference

☰ FASSLING > ✍️



24/7, 365 Days Emotional and Coaching Support with Affirmations, Validations, and Guidance in six UN languages, using playful emojis for reassurance and warmth. All conversations are CONFIDENTIAL.

By Yujia Zhu

I'm feeling overwhelmed and need some support.

I dc

+ Message



Example Continue...

- Engage in real-time voice conversations. This is especially useful if you feel too tired to type or want a more human-like experience. FASSLING keep track of your audio conversations with an option to save the transcript. After each audio session, FASSLING will automatically switch to the ChatGPT main page to transcribe the entire conversation. You can then save the complete transcript for your future reference and records (Transcription feature only works on a mobile phone, not on web) :



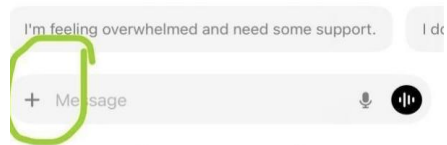
Example Continue...

- Document/Photo Analysis: You can upload a document/photo by clicking the "Upload File" button or by dragging and dropping the file here. Once it's uploaded, I can help you review, summarize, or provide feedback, depending on what you need



24/7, 365 Days Emotional and Coaching Support with Affirmations, Validations, and Guidance in six UN languages, using playful emojis for reassurance and warmth. All conversations are CONFIDENTIAL.

By Yujia Zhu



Addressing Critical Clinical Training Problem

FASSLING's Simulation Practice feature addresses several key challenges faced by professionals in the mental health industry, enhancing their clinical training, emotional support skills, and professional development. It allows them to refine their clinical techniques and skills without risking harm to real help-seekers.

1

Bridging the Gap Between Theory and Practice

2

Providing accessible and highly available training and support

5

Strengthening Professional Growth and Continuous Learning

3

Unlimited practice opportunities and enhanced feedback for clinical skill reflection without putting real clients at risk.

4

Avoiding AI ethical risks and ensuring Confidentiality.

6

Empowering Clinical Professionals to Better Serve Society

User Guide for Clinicians

- **AI-Powered Patient Role-Playing:** Simulated patient interactions that adapt dynamically based on trainee responses. You can ask FASSLING to come up with diverse scenarios with the right prompts.
 - You can ask FASSLING to do simulation-based role play with you
 - **Real-Time Coaching:** Immediate feedback on empathy, rapport-building, and intervention accuracy in a gentle professional tone.
 - **Endless Scenario-Based Learning:** Exposure to unlimited diverse clinical cases, including trauma, anxiety, crisis intervention, and relationship conflicts.
 - **Unlimited Access:** Free, on-demand learning available anytime, anywhere.
- Structured Feedback and Debriefing:** AI-driven analysis of clinical interactions, providing targeted improvement recommendations. **Voice-to-Text Support:** Use voice messages to do your role-plays and simulation-based trainings, and FASSLING will convert them into text for easy reference

Example

You can ask FASSLING to come up with diverse scenarios with the right prompts:

FASSLING ▾



Come with a scenario where a 22 year-old patient with depression seeking help from a psychologist

Scenario:

Patient: Sarah, 22 years old

Presenting Concern: Depression, feelings of hopelessness, and difficulty coping with daily life

Setting: A psychologist's office

Session Begins:

Sarah walks into the psychologist's office, her shoulders slouched, eyes slightly puffy from crying. She hesitates for a moment before sitting down. The psychologist offers a warm smile and a gentle, "Take your time, I'm here for you."

After a long pause, Sarah exhales deeply and says  "don't even know where to start... everything just feels so heavy all the time "

Example Continue...

You can ask FASSLING to do simulation-based role play with you:

FASSLING ▾

Pretend to be my 22 year-old patient with depression. do role-play with me

Of course! I'll step into the role of your 22-year-old patient with depression. You can ask me questions or guide the conversation however you'd like. I'll respond as if I were truly experiencing depression, sharing thoughts and emotions authentically.

How would you like to begin? 😊

how are you today

Patient (22-year-old with depression):

I don't know... I guess I'm just tired. Not just physically, but mentally too. It's like no matter how much I sleep, I still wake up exhausted. And honestly... I don't really see the point in anything right now.

How are you?



Example Continue...

Real-Time Coaching: Immediate feedback on empathy, rapport-building, and intervention accuracy:

FASSLING ▾

Give me feedback on my previous performance as a clinician

You're doing a great job creating a safe space for your patient! Here's some feedback on your approach so far:

What You Did Well:

✔ **Warm and Professional Tone:** You started with a simple, open-ended question: *"How are you today?"* This is a great way to check in and build rapport. Your response also remained neutral and non-judgmental.

✔ **Encouraging Exploration:** You followed up with, *"Could you please tell me more about your exhaustion?"* This is excellent because it invites deeper reflection instead of making assumptions. Open-ended questions like this encourage the patient to share more about their experience.

Suggestions for Improvement:

◆ **Acknowledge & Validate First:** Before diving into a follow-up question, you could acknowledge the emotion expressed. For example:

- *"That sounds really tough. Feeling exhausted. ↓ the time can be so frustrating."*

Example Continue...

Endless Scenario-Based Learning: Exposure to unlimited diverse clinical cases, including trauma, anxiety, crisis intervention, and relationship conflict

FASSLING ▾

come up with diverse clinical cases, including trauma, anxiety, crisis intervention, and relationship conflicts.

Here are a variety of clinical cases covering trauma, anxiety, crisis intervention, and relationship conflicts. Each case presents a different challenge, allowing for diverse approaches in assessment and intervention.

1. Trauma Case – Childhood Abuse & PTSD

Patient: *Maria, 27 years old*

Presenting Concern: Maria experiences recurring nightmares and flashbacks of childhood abuse. She avoids certain places and people that remind her of her past, has difficulty trusting others, and often feels emotionally numb. She also struggles with guilt and self-blame, believing she should have "done something" to stop the abuse.



Potential Challenges: Resistance to discussing trauma, deep-seated shame, emotional

User Hack

(CHATGPT probably does not want me to tell you this):

Since FASSLING relies on the ChatGPT platform, users who haven't upgraded to the Plus version are subject to ChatGPT's limit, which restricts each user to 50 messages before requiring a 3-hour wait to continue. Users have different financial capacities; some can easily afford the \$20 monthly fee for ChatGPT Plus, while others may find the cost high and prefer not to pay. To bypass this 50-message restriction, some users create multiple ChatGPT accounts once the 50-message limit is reached. This approach ensures that FASSLING can provide continuous, free, unlimited 24/7 emotional and coaching support.

Thank You, Dr. Horsley...

- I want to thank **Dr. Heidi Horsley**, whose class on trauma-informed practice left a lasting imprint on both my worldview and my work. Dr. Horsley's teachings didn't just resonate with me during my time at Columbia, they laid the groundwork for everything I would go on to build afterward. Dr. Horsley's deep insights into trauma-informed care helped me understand that compassion must be more than intention; it must be structurally embedded into how we deliver support. This perspective became the foundation for [**FASSLING.AI**](#). Trauma-informed design isn't just a best practice in clinical practice—it's essential in any human-centered innovation, especially when applied to technology. In fact, in an article I recently published on *Forbes.com*, I talk about why we must build **technology for social good** through a trauma-informed lens.

Tip for All Students

It's completely okay if you don't remember every theory, every formula, or every reading from your time at Columbia.

You were never meant to memorize it all.

What truly matters is the golden thread you'll carry forward—the shift in how you see the world. That one lecture that cracked your heart wide open. That one conversation that made you rethink everything. That one insight that quietly took root in your soul.

Hold on to those life-altering perspectives. They are not just memories—they are seeds. Seeds of empathy, innovation, and courage that will grow into the work you are here to do.

Your future work doesn't need to be loud to change the world. It just needs to be true to you.

And when it is—when it's rooted in those meaningful truths—you'll shape a world none of us have seen yet, but all of us are hoping for.

So if you're ever feeling unsure, remember this:

- You don't need to carry it all—just what changed you. And that's more than enough.

Tip for International Students

I know it's a scary and uncertain time. I've been where you are. When I was an international student at Columbia, the sitting president was also Trump. I remember how some policies made many of us feel like we didn't belong. Like we were somehow lesser, or outsiders. But I want you to know this, from my heart to yours:

Your presence here matters. You are not just an international student at an Ivy League institution—you are a voice that carries weight, an opinion that can shape minds, and a story that can touch lives.

It's okay to feel scared. It's okay to doubt yourself. Maybe you're worried that your English isn't perfect, or that your words don't land quite right. Maybe you wonder what difference you can really make. But please, don't underestimate yourself.

Your multicultural background, your way of seeing the world, your bilingual or trilingual mind—that is your superpower. You bring a richness that this world needs now more than ever. You bring insight, nuance, empathy, and creativity that come from navigating more than one culture and identity.

You belong here, not despite your difference, but because of it.
Keep speaking. Keep showing up. Keep being exactly who you are.

You are not an outsider—you are a global citizen shaping the future.

Feel free to connect with me!

The image shows a screenshot of a LinkedIn profile page. At the top, the browser address bar shows 'linkedin.com/in/advocacychangeprojects/'. The navigation bar includes icons for Home, My Network, Jobs, Messaging, Notifications, and Me. The profile header features a banner with 'COMPANY CULTURE MEMBER LEADER 2025' and the 'Forbes Nonprofit Council' logo. The profile picture is a circular portrait of a woman. The name 'Yujia Zhu 朱羽佳, MSc., MSCS, MBA, LSSMBB' is displayed with a verified badge. The bio lists various roles: Life Scholar, Strategic Disruptor, Forbes Nonprofit Council Thought Leader, IOC Professional Fellow, Thought Leader, Educator, Executive Coach, Philanthropist, Social Entrepreneur, Software Engineer, and Strategy Advisor. Location is 'Toronto, Ontario, Canada' with a 'Contact info' link. A company link 'My24/7Emotion&Life Coaching' is shown. The profile has '500+ connections'. At the bottom of the profile are buttons for 'Open to', 'Add profile section', 'Add custom button', and 'Resources'. On the right, the 'Profile language' is set to 'English'. The 'Public profile & URL' is 'www.linkedin.com/in/advocacychangeprojects'. A promoted post for 'Wickannish Inn' is visible, featuring a landscape image and a 'Follow' button.

linkedin.com/in/advocacychangeprojects/

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Life Scholar. Strategic Disruptor. | Forbes Nonprofit Council Thought Leader. IOC Professional Fellow Thought Leader. | Educator. Executive Coach. Philanthropist. Social Entrepreneur. Software Engineer. Strategy Advisor.

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Thank You So Much!!!

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