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| **Sentiment** | **Definition** | **Tips** | **Examples** |
| **Positive** | Positive sentences describe feelings of pleasure, gratitude, satisfaction, compliment, or recommendation. Emojis and punctuation can be indicative of positivity. | Affirm the help-seeker’s strengths and motivations. Provide reassurance and encouragement. | 你咁樣已經做得好好 (You have done very well) |
| Utterances that involve setting goals, making plans or express intentions to change or improve the situation | 我都好想改變 (I really want to change) |
| **Neutral** | The neutral label is used for any sentences the annotator could not identify as positive or negative. Factual sentences that do not present sentiment orientation, such as “I am 25 years old” and sentences the annotator cannot completely comprehend were annotated as neutral. Sentences that are routine replies from the counselor, such as ‘Is there anything you want to share with me today?’ were also labeled as neutral. | Describe experiences that contribute to the appealing problem | 我同男朋友拍左八年拖 (I have been dating with my boyfriend for 8 years) |
| Ask for information, seek help, advice, affirmation, or reassurance | 不如你講多少少你同屋企人嘅相處我聽呀 (Why don’t you tell me more about the way you get along with your family?) |
| Concise rephrasing of the other person’s statements | 你突然發現一個咁親密既人背叛自己 仲要自己去挽留對方 (You suddenly found that someone so close had betrayed you and you had to try to salvage the relationship) |
| Reflection of feelings | 明白你呢刻好傷心 (I understand you feel very sad right now) |
| Provide suggestions and plans about how to change | 不如都比多啲時間空間自己呢 先讓自己好好休息啊 (It is better to give yourself more time and space. Take a good rest first.) |
| Provide useful information, such as factual data, referral services | 你可以試下聯絡呢度 呢度都有幾個關於戒賭既專業機構 (You can try to contact here. There are several professional organizations related to quitting gambling) |
| Greetings in the beginning and saying goodbyes in the end | 如果您日後有需要，歡迎您再入嚟平台搵我哋再傾 (If you have any needs in the future, you are welcome to come back to the platform and find us for further discussions) |
| **Negative** | Negative sentences describe feelings of disagreement, sadness, complaint, or hate. Factual information such as the description of the help-seeker’s sad issues is also considered negative. Emojis and punctuations are also indicative of negativity. | Nervousness | 我而家好緊張 (Now I am very nervous) |
| Hopelessness | 好似都冇可能做到 (It seems that it cannot be done) |
| Restlessness or fidgety | 我都俾佢搞到好煩躁 (He made me so annoyed) |
| Depression | 我成日好抑鬱沮喪 (I am depressed and frustrated all day) |
| Worry | 我好擔心你 (I am so worried about you) |
| Worthlessness | 全世界都唔鍾意我 (Nobody likes me) |