

# **Appreciative Advising through Email Coffee Conversation**

**February 26th**

**8:30am Pacific Time**

**9:30am Mountain Time**

**10:30am Central Time**

**11:30am Eastern Time**

**12:30pm Atlantic Time**



# Hello!

## Welcome to our Coffee Conversation

Roberta Rea, Appreciative Advising Community Steering Committee  
Member, Oakland University

Tyler Hall, Appreciative Advising Community Chair, Dalhousie  
University

# Conversation Structure

- **15 minutes:**
  - Learn strategies to framing email communication through an appreciative advising mindset
  - See examples of disarm, deliver, and don't settle in email communication
- **45 minute:**
  - Discuss and reflect on on incorporating appreciative advising practice through email communication with Appreciative Advising Community

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*Believe in the goodness of the advisee and treat him/her like one would want a close relative to be treated by an advisor*

*~The Appreciative Advising Revolution*

*(Bloom, Hutson, He, 2008, p. 27)*

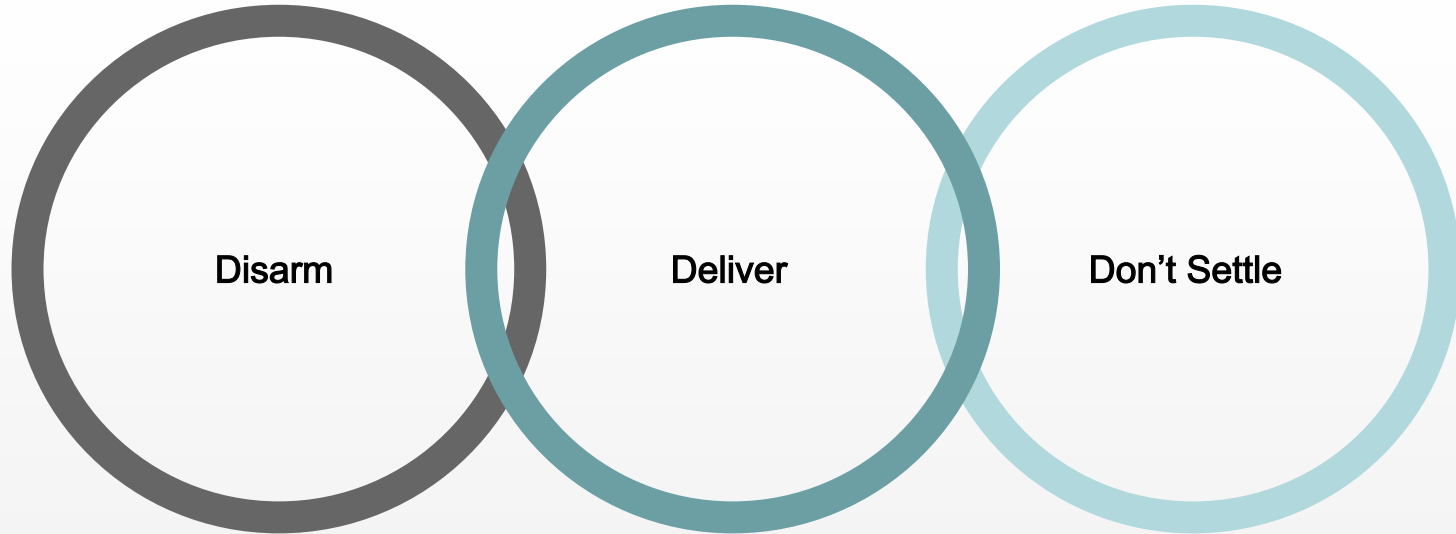


# Emails

How many advising emails you send in a  
typical week?

(you can type your answer in the chat)

# Maximize your emails using Key Features of Appreciative Advising



# Key Feature of Disarm

## A Warm Welcome

- The interaction is never neutral. The words set the tone for the relationship. (Bloom et al., 2008, p. 35)
- How do you smile and shake hands over email?

## Example

“Good morning Sarah!  
That’s a great question...”

“Great to hear from you  
Steven!

Thanks for reaching out...”

# Key Features of Deliver

## Keeping Motivated

1. Intrinsic Motivation
2. Extrinsic Motivation
3. Tone
4. Tangible Steps
5. Encouragement

## Example

A student emails about struggling to get their assignments done and is worried about failing the class.

How do you advise over email in this case?

I am so sorry to hear that you are having trouble. What are some of the barriers getting in the way right now? Have you tried getting help from (X,Y,Z)? You have been working so hard this term and I am always so inspired by your ability to push through. Don't give up and we can come up with a plan together.



# Key Feature of Deliver

## Follow Up

The follow up appointment includes

- Re-establishing Rapport
- Getting an update on progress
- Positive reinforcement
- Reminding student that they can return when encountering road blocks

You can do this with email too!

(Bloom et al., 2008 p. 92)

## Example

*Hi Ellie,*

*I hope your week is off to a great start! I can't wait to hear about your progress and accomplishments since our meeting last week.*

*I'm writing to check -in and see if you were able to meet with the tutoring center? If so, have you found it helpful? I remember from our meeting that attending tutoring was your first goal. I hope it is going well for you. Remember, if you encounter any roadblocks, you can reach out to me by email or appointment for help navigating them!*

*You have what it takes to pass your class, I believe in you!*

# Key Features of Don't Settle

## Virtuous Cycle

- Highlight past successes
- Connect these to future goals
- Strengthen the cycle

(Bloom et al., 2008 p. 99)

## Example

“Hi Sam!

Thanks for you email, I'm excited to hear that your informational interview with the Engineering firm went well!

Way to step outside your comfort zone while building your career network!! Now that you've got this under your belt, it is time to move onto the next step in your plan...

...let me know how I can support you as you start applying for internships”



# Now let's hear from you

We are excited to learn from all members of the Appreciative Advising community!! Please share your thoughts!

# Community Discussion

## Ground Rules for community discussion

- Please participate in the conversation!
- While listening please mute your microphone
- To add yourself to the speakers list type your name and the word next in the comments box on Zoom.
  - For example: Roberta next
  - Your comments will help us facilitate sharing and conversation

A person wearing a mustard-colored, ribbed sweater is sitting at a wooden desk, using a laptop. The person's hands are visible on the laptop's trackpad and keyboard. The background is slightly blurred, showing a dark green wall and a wooden desk. A white rectangular box with a folded corner is overlaid on the image, containing the text "How do you use email?" and the number "14".

**How do you  
use email?**

14

**Do you  
send out  
regular  
check ins?**



**CHECK-IN**

How Can  
Follow Up Help  
with Deliver?

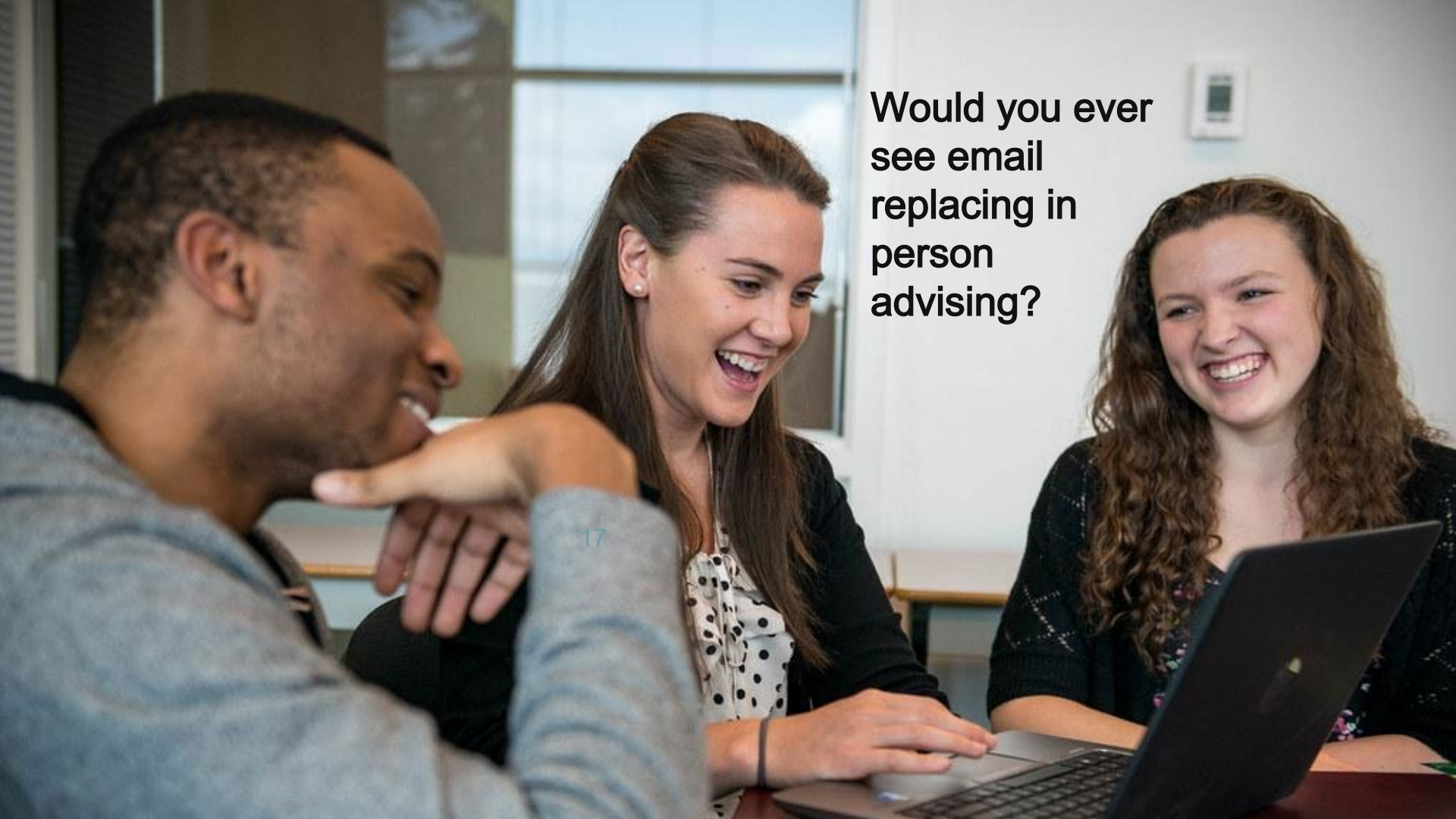
*Deliver*



A low-angle photograph of a tall wooden structure, possibly a climbing tower or a utility tower, against a clear blue sky. Two people are silhouetted against the structure, appearing to be climbing or working on it. One person is on a higher horizontal beam, leaning forward, while the other is on a lower beam, reaching up. A thin crescent moon is visible in the sky between the two people. The overall mood is one of challenge and achievement.

What Phase Do  
You Find Most  
Challenging  
Over Email?  
Why?





**Would you ever  
see email  
replacing in  
person  
advising?**



ideas

IDEAS

ideas

ideas

18

ideas

IDEAS

How can you track students who may need more support in between appointments?

# Thank you and recap

## **Disarm**

A warm welcome is a great way to start each email, it helps continue a positive relationship with you and yours student

## **Deliver**

Energize students to be their best! Using motivation, tangible steps, and encouragement

Follow up and remind students to return when encountering roadblocks

## **Don't Settle**

Reminding students to keep striving to do their best!!!

# Thanks!

## Any questions?

You can find us at:

Tyler [tyler.hall@dal.ca](mailto:tyler.hall@dal.ca)

Roberta [rlpayne@oakland.edu](mailto:rlpayne@oakland.edu)

The Appreciative Advising Community Facebook Group