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 incorporating appreciative advising practice through email communication with Appreciative Advising Community
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
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.
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 roadblocks

You can do this with email too!

(Blum 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
- Please keep comments positive
How do you use email?
Do you send out regular check ins?
How Can Follow Up Help with Deliver?
What Phase Do You Find Most Challenging Over Email? Why?
Would you ever see email replacing in person advising?
How can you track students who may need more support in between appointments?
<table>
<thead>
<tr>
<th>Disarm</th>
<th>Deliver</th>
<th>Don’t Settle</th>
</tr>
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<tbody>
<tr>
<td>A warm welcome is a great way to start each email, it helps continue a positive relationship with you and yours student</td>
<td>Energize students to be their best! Using motivation, tangible steps, and encouragement</td>
<td>Reminding students to keep striving to do their best!!!</td>
</tr>
<tr>
<td>Follow up and remind students to return when encountering roadblocks</td>
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</table>
Thanks!

Any questions?

You can find us at:

Tyler tyler.hall@dal.ca

Roberta rlpayne@oakland.edu

The Appreciative Advising Community Facebook Group