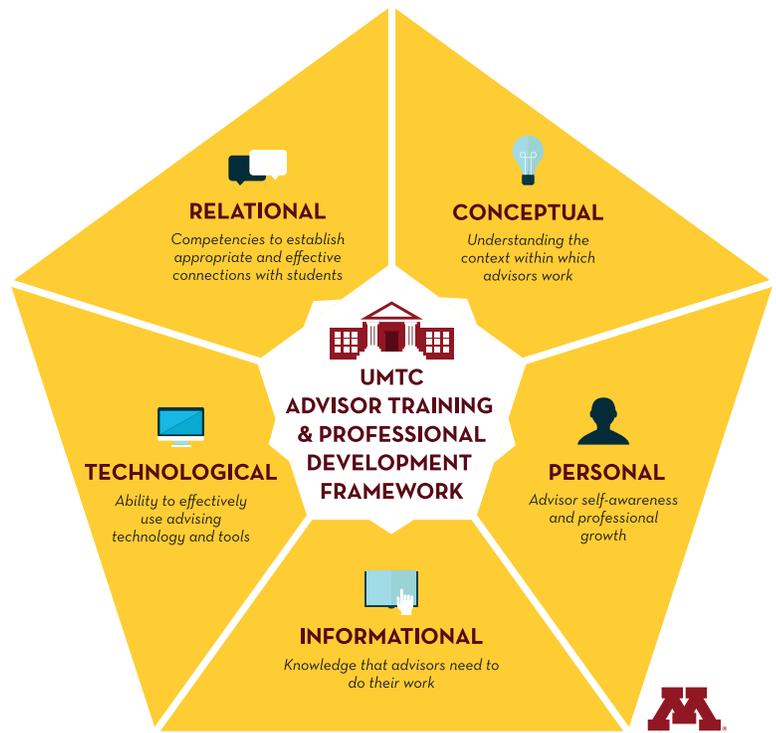


CORE ADVISING SKILLS AND METHODS

These core skills and methods are essential to the profession of academic advising at the University of Minnesota-Twin Cities. Academic advisors practice these skills and methods in order to promote a sense of belonging for students and to guide them through a satisfied, successful overall campus experience. All staff who advise students practice these skills and methods with their students. The UMTC Advisor Training & Professional Development Framework guides us in deepening our capacity to practice these skills and methods.



Based on the work of Wes Habley (1987) and Jeffrey McClellan (2007)



BE AN ALLY AND ADVOCATE

Framework areas: Conceptual, Relational, Personal

- Advisors take initiative to support students and their progress by intervening, conferring, referring, and advocating on behalf of students to influence policy and process
- Advisors support the diverse backgrounds, interests, and needs of students by establishing practices and relationships that are culturally relevant and effective at addressing barriers for students and communities facing social, cultural, economic, physical, and attitudinal barriers



APPLY INTERPERSONAL SKILLS

Framework areas: Relational, Personal

- Advisors create rapport with students through the use of interpersonal techniques such as: active listening, expressions of empathy, demonstrating positive regard and empowerment, providing clear and accurate information, using questioning, challenging, and reflecting techniques, etc.
- Advisors communicate verbally and nonverbally in an inclusive and culturally aware manner



BUILD RELATIONSHIPS AND APPLY CONNECTIONS

Framework areas: Relational, Personal

- Advisors focus on developing trusting and respectful relationships with students and deepen these relationships over the span of each student's undergraduate experience
- Advisors build networks and relationships with faculty, career counselors, and other campus staff that helps students navigate support services and referrals so they progress and feel connected
- Advisors create communities of support focused on navigating students through their individual circumstances



SEEK INFORMATION AND SHARE KNOWLEDGE

Framework areas: Informational, Relational

- Advisors seek and share knowledge, and by making the hidden known and the unfamiliar common, advisors help students feel like they belong on campus
- Advisors understand institutional history, mission, values, culture, liberal education and program curriculum and determine its possibilities within the context of the strengths, interests, career goals, and individual needs of students
- Advisors communicate a high level of understanding regarding University policies, unit procedures, privacy regulations, curricular requirements, and referrals to campus services

CORE ADVISING SKILLS AND METHODS



BE A CULTURAL NAVIGATOR

Framework areas: Informational, Relational, Conceptual

- Advisors understand the culture of higher education and this institution and navigate students through it—its operations, procedures, climate—helping students to feel they belong
- Advisors work capably with students whose cultural backgrounds are different from their own and aptly apply students' diverse strengths in the context of their academic/personal planning



USE TECHNOLOGY TO EXECUTE DETAIL AND PLANNING

Framework areas: Technological, Conceptual, Personal

- Advisors use APLUS, PeopleSoft, APAS, and other technical systems to maintain accurate information about students and to support students in the pursuit of their goals
- Advisors ethically use data, demographics, and other reporting measures with an awareness of how implicit/explicit bias impacts their interpretation of evidence to construct and improve services for students



BE PURPOSEFUL, REFLECTIVE, AND HOLISTIC

Framework areas: Conceptual/Personal

- Advisors holistically guide students to plan, learn, reflect, take action, and engage with the world in ways that are appropriate for their individual major, career, and personal development
- Advisors apply various development theories and advising practices to challenge and support students while also having the ability to adapt their methods to reflect the individual and diverse needs of students
- Advisors coach students on making registration choices that promote timely and realistic degree progress



LEARN, REFLECT, AND INTEGRATE NEW AWARENESS AND IDEAS INTO ADVISING PRACTICES

Framework areas: Personal, Conceptual

- Advisors integrate into their work with students current theories and effective practices relevant to advising as a profession, engage actively in consultation with others as a way to improve their methods, and may contribute to research and scholarly endeavors related to the field
- Advisors use discomfort as a method of understanding their values, interests, and internal biases to strengthen their practices with students
- Advisors apply creativity and innovation to effectively respond to new situations and challenges
- Advisors engage in examination, assessment, and self-reflection in their advising practices and practice self-care to support their overall well-being

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