The First Five Minutes
Connecting with Students Quickly
Introduction
OUTLINE

Learning Outcomes

Importance of Developing Rapport

Appreciative Advising Overview

Before it Even Begins

Our Best Tips

What about masks, video chats, or phone calls?

ROLE PLAY

Overcoming Roadblocks
LEARNING OUTCOMES
Advisors will be able to...

- Recognize the importance of developing rapport with students
- Understand the disarm phase of appreciative advising in reference to building rapport
- Apply rapport building principles in a short time frame with their advisees
- Determine how to approach rapport building in multiple scenarios
Importance of Developing Rapport

Initial interactions are “never neutral”

(Bloom et al., 2008, p. 35)

• NACADA Core Competencies, Relations Component: “Create rapport and build academic advising relationships”
• Rapport motivates students to engage in proacademic behaviors
• Give students a new experience with advising!
UVU First-Year Advising Center Student Satisfaction Survey

- Listened to me: 92%
- Gave me accurate information: 94%
- Showed a personal interest in me: 89%

Survey Question
APPRECIATIVE ADVISING MINDSET

- Care about and believe in student
- Be grateful for opportunity
- Acknowledge unlimited room for improvement
- Remember your power as the advisor
- Show true interest in student
- Be culturally aware

(Bloom et al., 2008)
APPRECIATIVE ADVISING

- Narrative-based approach
- Basic assumptions of appreciative advising include: every college student has potential for academic success and every college student possesses unique strengths
- Disarm phase: “initial creation of a safe, welcoming environment for students”
- Use self-reflection as a tool

(Bloom et al., 2008)
<table>
<thead>
<tr>
<th>Question</th>
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<tbody>
<tr>
<td>How do you build rapport with students?</td>
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<td>Are your rapport building techniques successful?</td>
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<tr>
<td>What are the problems you’ve encountered?</td>
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<td>What tips do you have for building rapport?</td>
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NACADA Core Values

- Caring
- Commitment
- Empowerment
- Inclusivity
- Integrity
- Professionalism
- Respect

(NACADA: The Global Community for Academic Advising, 2017)
Before it even begins

- **Warmth & support** (Mottarella et al., 2004)
- **Knowledge & expertise** (Ohrablo, 2014; NACADA: The Global Community for Academic Advising, 2017)
- **Safe & comfortable environment** (Bloom et al., 2008)
- **Availability & responsiveness** (Ohrablo, 2014; Sheer & Fung, 2007)
- **Cultural awareness & current events**
- **Reliability & consistency** (Ohrablo, 2014)
- **Accessibility & diversity**
OUR BEST

Tips for Building Rapport
SMILING:

- Improves physical health
- Improves mental health
- Increases immunity
- Reduces stress

(Jacques-Hamilton et al., 2019; Sun et al., 2017)
Consider your body language
Consider Your Body Language

- Use non-verbal mirroring
- Gesture at the same speed
- Lean in
- Keep an open body stance
- Nod (and SMILE)
- Make eye contact

(Andersen, 1959; Gorham, 1988; Turaga, 2019)
Do not interrupt
Be encouraging
Encouragement vs Praise
Dictionary Definitions:

**Encouragement:**
- To inspire with courage
- To spur on: stimulate

**Praise:**
- To glorify, especially by attribution of perfection
- An expression of approval

(Merriam-Webster, n.d.)
you've got this
Admit when you don’t know the answer
Tell us what you do!

- What do you do when you don’t know the answer?
- What are some different ways to make referrals that work for you and your students?
Be curious
Be Curious

Be open minded

Ask open-ended questions

Practice saying less

Don’t let curiosity drive the purpose

We are all connected by a simple wish, to be visible, to be heard, to know that we matter.
– Vlada Mars
Be present
“The ability to be in the present moment is a major component of mental wellness.”
— Abraham Maslow
Give the student space
“Take all the time you need”
What about masks?

- Smile with your eyes
- Use gestures and body language
- Mirror your counterpart
- Practice mask voice (Pause, Accentuate, Volume, Emotion aka PAVE)
- Practice active listening by reflecting
- Know when to Zoom
Building Rapport Through Video Chat

Greet everyone with a smile!
Always have your video on
Mirror the student
Monitor their engagement
Your background is your brand
Look into your camera- mimic eye contact

(Schultz, 2020)
Building Rapport Over the Phone

You can “hear” a smile
Be engaged—body posture attentive
Focus on the appointment—don’t multitask!
Let natural pauses happen
Recap/check for understanding
Don’t just get straight to business—ask some fun questions!
Role Play
The Distracted Advisor
The Cold Advisor
The Warm and Welcoming Advisor
Feedback
Remember

Rapport is established within 5 minutes, but goes beyond 5 minutes
Role Play
OVERCOMING ROADBLOCKS

Roadblock: Limited time
OVERCOMING ROADBLOCKS

Roadblock: Students who are less talkative
OVERCOMING ROADBLOCKS

Roadblock: Students who want only prescriptive information
“You cannot get through a single day without having an impact on the world around you. What you do makes a difference, and you have to decide what kind of difference you want to make.”

-Jane Goodall
Wrap Up & Questions

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REFERENCES


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