

**RELATIONAL COMPONENT: *GUIDEBOOK* PART FOUR**

<b>Communication Skills</b>	<b>Year One</b>	<b>Year Three and Beyond: Foundational Mastery</b>
<p><b>Interviewing, communication, and referral skills:</b> questioning techniques and active listening</p>	<p>Understands and describes components of effective communication.</p> <p>Engages in active listening.</p> <p>Creates a repertoire of questions that elicit solid information from students.</p> <p>Builds set of communications skills that help students think critically, resolve problems, and make decisions.</p> <p>Recognizes student questions and situations beyond scope of expertise. Uses active listening, clarifying questions, and statements with student to ascertain the need for referral. Consults with supervisor as necessary.</p> <p>Recognizes career-related questions from students.</p> <p>Uses established frameworks to interview students.</p>	<p>Demonstrates well-developed questioning, interviewing, and listening skills that elicit specific, germane information from students. Readily grasps nuanced student reactions and responses (verbal and nonverbal) and responds to them appropriately and effectively. Fully integrates components of cultural competency and uses multiple advising approaches when advising. Selects communication techniques, approaches, and strategies most appropriate to determine the need for referrals and to help each student think critically, solve problems, and make decisions. Integrates career and advising interview techniques seamlessly into advising sessions, adapting them to each student and student situation.</p>
<p><b>Career decision-making strategies</b></p>	<p>Recognizes that students may struggle with decision making.</p> <p>Uses career-model questioning strategies to help students make sound academic and career decisions.</p>	<p>Applies various decision-making strategies as appropriate to individual student needs and situations. Seamlessly integrates decision-making discussions, approaches, and strategies into student conferences and adapts them to the needs of each student. Applies strategies to decision making unrelated to careers.</p>