

**Figure 8** Advisor checklist for listening, interviewing, and referral skills

Advisors can rate themselves on skills for each category. They may also ask a colleague to shadow them (with the student's permission) and offer feedback on these skills.					
<b>Advising Communication Skills</b>	<b>Never</b>	<b>Almost Never</b>	<b>Sometimes</b>	<b>Almost Always</b>	<b>Always</b>
<b>Greeting</b>					
I welcome each student on arrival.					
I make sure my office is comfortable and private.					
I express caring, interest, and acceptance by words and gestures throughout the meeting.					
<b>Listening</b>					
I am aware of my physical and emotional states and how these states may look to others.					
I am aware of my personal biases and the impact of such biases on others.					
I maintain eye contact and communicate involvement with facial expressions.					
I monitor my own mannerisms, so I do not distract students from tasks at hand.					
I pay attention to what the student says and how it is said.					
I put myself in the student's shoes.					
I listen without criticism or judgment.					
I am open to new ideas.					
I give the student my complete attention.					
<b>Interviewing</b>					
I ask the student's reason for the meeting.					
I encourage the student to do most of the talking by asking open-ended questions.					
I use words familiar to the student.					
I avoid information overload.					
I focus on the student's questions rather than having a set agenda that I follow with all or most students.					
Rather than making decisions for students, I explore options with students and let them make informed decisions.					
<b>Referral</b>					
I allow the student to fully tell his or her story before attempting to come up with a solution.					
I acknowledge my limits.					
I ask others for help, if needed.					
I am familiar with campus resources.					
I make sure the person to whom I have referred the student is available, and I walk the student to the appropriate office if necessary.					
I follow up with student.					