IT’S NOT ONLY WHAT YOU SAY, BUT HOW YOU SAY IT
Appreciative Advising & Nonverbal Communication
Hello.
Thanks for joining us this morning.
Now it’s your turn.
What to expect:

I. Overview of Nonverbal Communication
II. Advising Theory
III. Implementation & Examples
PERCEPTIONS: WHAT DO YOU SEE?
PERCEPTIONS: WHAT DO YOU SEE?
PERCEPTIONS: WHAT DO YOU SEE?
NONVERBAL COMMUNICATION

- Spoken Word: 7%
- Voice: 38%
- Body Language: 55%
NONVERBAL COMMUNICATION

Nonverbal Communication
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- Appearance & Adornment
- Use of Time (Chronemics)
- Use of Space (Proxemics)
- Touch (Haptics)
- Eye Contact & Facial Expressions
- Vocalics
- Body Language (Kinesics)
- Environment & Artifacts
NONVERBAL COMMUNICATION

Use of Space (Proxemics)

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Word Choice & Language Devices
MIRROR ACTIVITY
SOCIAL CONSTRUCTIVISM

- People working together to construct meaning
- Filters we choose to place over our realities
- When information comes into contact with existing knowledge / experiences

Appreciative Advising (AA) is a social-constructivist advising philosophy
1 DISARM
**Chronemics** (are you on time for the appointment?)

**Proxemics** (do you stand at the doorway or go up to the student to greet them?)
Appearance & Adornment (what you’re wearing says a lot about you)

“Who you are speaks so loudly I can’t hear what you’re saying.”

- Ralph Waldo Emerson
Attention
Advisors:
Your boss notices how you dress too!

I wrote down the appropriate clothing items that you have been wearing to work recently.
DISARM

- Facial Expressions & Eye Contact
- Kinesics (body language)
- Haptics (handshake)
Don’t forget to pay attention to the student’s nonverbal cues from the moment you greet them.
DISARM

- Environment & Artifacts (what does your office say about you?)

[Image of a cluttered office with a man working at a desk]

Wheel diagram with sections labeled Disarm, Deliver, Discover, and Design.
Environment & Artifacts (what does your office say about you?)
2 & 3
DISCOVER & DREAM
Word Choice (open-ended questions)

- How are you?
- Tell me about your day
- Do you have any questions?
- What questions do you have?
- Have I answered all of your questions?
- What else can I help with today?
Vocalics (tone, pitch, volume, etc.)

Proactive vs. Reactive

“Let’s look at our alternatives”
“Let’s look at our alternatives”
“I choose”
“I choose”
“I prefer”
“I prefer”
“I will”
“I will”

“There’s nothing we can do”
“There’s nothing we can do”
“I can’t”
“I can’t”
“I must”
“I must”
“If only”
“If only”

Adapted from Stephen Covey’s 7 Habits of Highly Effective People program
Kinesics & Facial Expressions (your body language should “match” your message)

Proxemics (face student, distance between you)
Kinesics & Facial Expressions (your body language should “match” your message)

Proxemics (face student, distance between you)
DISCOVER & DREAM

- Eye Contact
4
DESIGN
DESIGN

- Environment & Artifacts (hands-on)
- Engage students with resources / tools
Don’t get swept up in what you’re doing and forget about your expressions, reactions, etc.
DELIVER

- How you say it: language devices
DELIVER

- How you say it: language devices
How you say it: language devices

**Hyperbole** is without a doubt the single greatest thing in the history of the universe.
DELIVER

- End on a positive note
- Follow-up after the appointment
DON’T SETTLE

- Keep your cool

You did WHAT!?!
DON’T SETTLE

- Pay attention – is he/she not telling you something?
DON’T SETTLE

- Don’t give up in tough situations
DON’T SETTLE

- Go above and beyond

“There are no shortcuts to anyplace worth going.”

- Beverly Sills
TAKE WHAT YOU LEARNED, AND PUT IT INTO ACTION
We hope you enjoyed our presentation.