Appreciative by Design:
Using Appreciative Advising and Design Thinking with First Generation Students

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Shamu Story
What is Appreciative Advising?
Origins of Appreciative Advising

- Grew out of academic advising
- Appreciative Inquiry
- Positive Psychology
- Strengths-based
Who is a First Generation Student?

▪ Parents/Guardians didn’t complete college...
▪ May have less academic preparation and information about the college experience
▪ Less likely to pursue bachelor’s degrees
▪ Lower levels of cultural capital

What do First Generation Students Need?

▪ Help
▪ Trusting relationships
▪ Proactive support programs
▪ May need to stay closer to home
Let’s review
What makes you feel welcome?
Disarm

Make a positive first impression, build rapport, and create a safe, welcoming space.

**Key Features:**
- Warm welcome
- Safe, comfortable environment
- Appropriate self-disclosure
- Appropriate non-verbal behavior
Disarm Questions/Starters

- I’m glad you came to meet with me today.
- How was your Spring Break?
- How are your classes going?
- What’s your semester been like?
Discover

Ask positive open-ended questions to learn about strengths, skills, and abilities.

**Key Features:**

- Active listening
- Story reconstruction
Balance Worksheet

Discover Questions

- What was your journey to Virginia Tech like?
- What made you want to come to school here?
- Tell me about an accomplishment you’re most proud of.

What did you want to be when you grew up?
Uncover goals, and help in formulating a vision.

**Key Features:**

- Create powerful images
- Framework for Dreaming
- Make purposeful connections:

  Discover ➔ Dream
Dream Activities

Example: “Creating Community—One Drink at a Time!”

Questions this plan addresses:
1. How do I handle the risk of this lifestyle?
2. Can I create real community?
3. What does it take to run a profitable bar?
Dream Questions

- If money or time was not a factor, what would your dream job be?
- What would you do if you knew you would not fail?
- What do you see as your wildest, most outrageous dream for your future?
Help devise concrete, incremental and achievable goals.

**Key Features:**
- Teach how to make decisions
- Use positive feedback and encouragement
- Be aware of the “curse of knowledge”
- Making effective referrals

Co-creating a plan to take aspirations from dreams to reality
Design Activities

- Prototyping
- Life Design Conversation Tracker

Diagram:
- Ideate
- Prototype
- Validate
Design Questions

- What can you do today to get closer to reaching your goal?
- What will you do when you face an obstacle?
- Who are your role models? Who do you trust for advice on a variety of different topics?
- What experiences will benefit you the most? Where can you find these experiences?
Deliver

Encourage follow through on plans. We are there through challenges, believing in them every step of the way and helping them continue to update and refine their dreams as they go.

**Key Features:**
- Motivate and energize students to be their best
- Overcoming obstacles
- End the conversation well
- Follow up
## Deliver Activities

<table>
<thead>
<tr>
<th>Failure</th>
<th>Screwup</th>
<th>Weakness</th>
<th>Growth Opportunity</th>
<th>Insight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lisa's Bday 1 wk. late!</td>
<td>✗ (min)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Minute Budget</td>
<td></td>
<td>✗</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone Surprise</td>
<td></td>
<td></td>
<td>✗</td>
<td>Start the call with needs &amp; agenda</td>
</tr>
<tr>
<td>Terminal Thieves</td>
<td>✗ (big time)</td>
<td></td>
<td></td>
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</tbody>
</table>
Deliver Questions

- What will you do if you run into roadblocks?
- Which of the things we discussed today are you most looking forward to?
- What are quick and easy ways to follow up outside of a structured process?
Challenge others to proactively raise the their internal bars of self-expectation.

**Key Features:**
- Support and Challenge
- Raise the bar
- Virtuous Cycle
Don’t Settle Questions

- What more can we do to ________?
- How can you continue to improve yourself as a student?
- What is one thing that you can do better tomorrow than you did today?
Appreciative Advising-Things to Keep in Mind

- You won’t get through every phase in every appointment
- This process looks a bit different for each student we meet and for each practicing advisor
- Not one size fits all, but fits all students
- Focus on building relationships by getting to know and understand your students
- All students are different—importance of understanding their unique experiences

Advising’s Glass Slipper, by Heather Doyle, Dalhousie University, Journal of Appreciative Education • Vol. 3, No. 1
Appreciation is a wonderful thing: It makes what is excellent in others belong to us as well.
Voltaire

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Check out these resources

http://www.appreciativeadvising.net/