



# Appreciative Advising

## Disarm Phase

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# Disarm Phase

Appreciative Advising Definition of Disarm:

# Disarm Phase: Key Elements

Creating a safe and welcoming environment

Positive first impression

Building a relationship

Appropriate tone and body language

# Disarm Phase: Tone and Body Language

Students know what you are thinking, even if you do not say it.

Body language, eye contact, and facial expressions can give you away.

Do you have a positive demeanor outside of the office?

Nonverbal communication has to be congruent with the message we are trying to relay.

Attentiveness is just as important.

Did you make note of an interesting story/ event the student told you about?

# Disarm Phase: Watch Your Tone Activity

## Instructions

1. Each person in the pair should have a card.
2. One person should be the initial reader and the other should act as the listener.
3. The initial reader should say the text on the card using the four different tones of voice listed on the card.
4. The listener should write down the tone of voice as conveyed by the phrase being read.
5. perception.
6. Partners should then switch places and repeat the exercise.









# Up Next:

## Discover Phase

October 21, 2017

8:30 am

Faculty Lounge