



Appreciative Advising

Disarm Phase

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6 Phases of Appreciative Advising



Disarm Phase

Appreciative Advising Definition of Disarm:

“To overcome or allay suspicion, hostility, or antagonism of”

“To win the confidence of”

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.
 - ▶ Do we know our student's name?
 - ▶ 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. Each pair should compare the reader's intention with the listener's perception.
6. Partners should then switch places and repeat the exercise.

Disarm Phase: Words, Tone, Body Language Video

- ▶ <https://www.youtube.com/watch?v=30AxvIFfGDA>



Disarm Phase: Reflection

- ▶ What was your reaction to the activity with your partner?
- ▶ What are your take aways?
- ▶ What is one thing you can go back and implement today?



Up Next:

Discover Phase

October 21, 2017

8:30 am

Faculty Lounge