

Building Strong Relationships in a Virtual World

Presenters

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We ask you to join us in creating a culture that reflects...

Access and Inclusion
and
Civility and Respect

...consistent with the [AHEAD Statement of Civility](#) during
our conference and in all aspects of our organization.

Learning Objectives

1. To learn how to build strong relationships and connection with students virtually through coaching techniques and appreciative strategies.
2. To support students online through cultivating trust and safety, reframing challenges, and instilling confidence.

Session Agenda

- The “Why” of connection
- The Value of Coaching Skills
- How Coaching Helps Manage the Virtual Lifestyle
 - Creating a sense of belonging
 - Cultivating trust and safety
 - Reframing /Mindset... concerns
 - Understand how Coaching Skills can help Motivate Students

What are the benefits of building connections in our new environment?



Connection

Brené Brown said, “I define **connection** as the energy that exists between people when they feel seen, heard, and valued; when they can give and receive without judgment; and when they derive sustenance and strength from the relationship.”

Roadblocks to Connection

Case Examples



Connection and Positive Psychology

- Connection is defined as a “micro-moment of shared positive resonance”
 - A moment of warm mutual caring that we can experience from any person– even strangers– in every day interactions
 - Physically connection: Eye contact, a smile, nod, leaning in,...
 - Emotional connection: Laughter, “getting it”, responsiveness,..
- Positive resonance results in higher awareness, increase creativity and trust, and more situational resilience.

Fredrickson, B. *Love 2.0 Finding Happiness and Health in Moments of Connection*. 2013

Barbara Fredrickson on Positive Psychology



How Do Coaching Skills Help Build Connection?

Listening Actively and Asking Coaching Questions:

- Cultivates Trust and Safety
- Provides Access to Conversations on Academic-Life
- Balance and Health and Wellbeing
- Evokes Awareness and New Perspectives
- Increases Student Motivation and Self-Determination

“Academic coaching” is defined as a subset of life coaching: the student partners with a coach in order to focus on academic goals and challenges and to set reasonable and attainable goals as a way of achieving and maintaining balance in his or her life.

Cultivating Trust and Safety

- Use preferred names and pronouns
- Share your environment and take interest in the student's environment
- Frequency of meeting: How often and should they be more often?
- Emotional temperature taking:
 - Temperature check or personal weather status (sunny, cloudy, foggy,...)
 - Roses and thorns
 - Thumbs up, thumbs sideways, thumbs down
 - Yay, meh, or nay

Coaching Questions to Improve Relationships

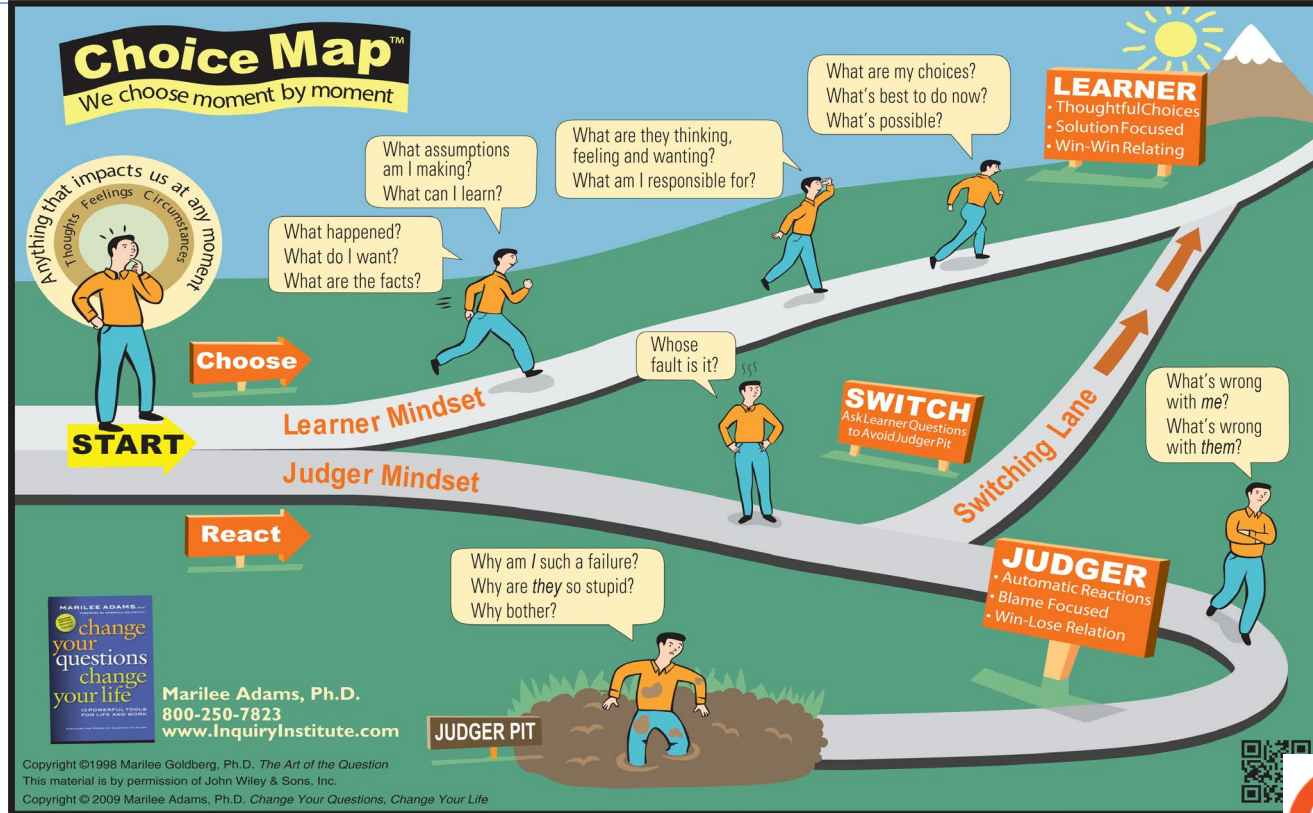
- What's one thing that brings you energy and joy right now?
- What is most important in your life?
- What were some of your COVID -19 coping strategies that can carry over into fall semester?
- Who is supporting you right now?
- What is one thing that you hope we can accomplish today?



Equity & Excellence

Access in Higher Education

A Virtual Event
July 6-24, 2020



AHEAD

Association on
Higher Education
And Disability®

JST COACHING
& TRAINING
TEACHING SKILLS. CHANGING LIVES.

Reframing Concerns about Our New Landscape

Stuck → Safe

Scared → Prepared

Miss/Isolated → Grateful

Loss → Protect

Alone → United



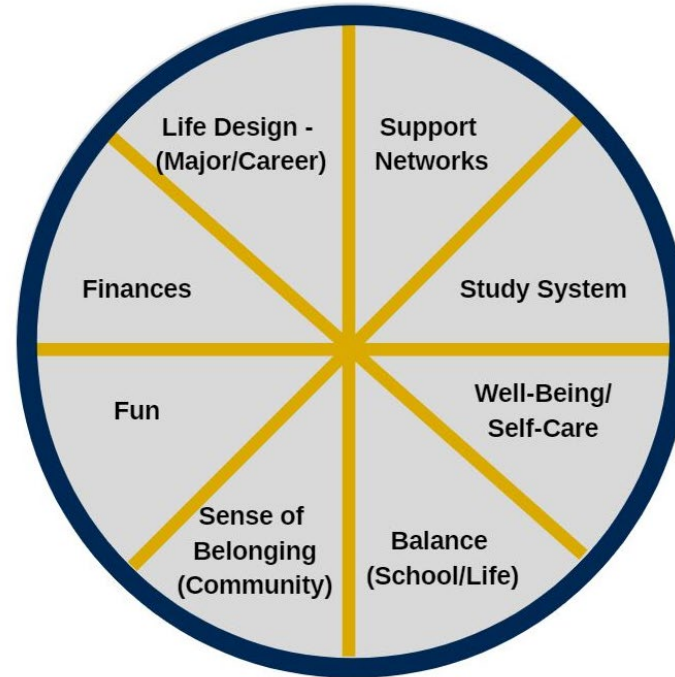
Perspectives – A Motivational Video



Questions to Help Shift Student Perspectives

- What options are available to you?
- Imagine how the other person (friend, parent, professor) feels about this situation.
- What can you do differently?
- How might this be an opportunity (versus a challenge)?

Life Wheel



[Academicadvising.ucdavis.edu](https://academicadvising.ucdavis.edu)

Coaching Skills Demonstration

As you listen, consider the following:

- What is the tone of voice/pace of the coach & student?
- How much advice is being provided by the coach?
- Who is setting the agenda?
- How did the coaching support building a relationship with the student?

Physical Distancing ≠ Social Distancing

How can you create a sense of belonging
among your community of students?



Creating a Sense of Belonging

Examples

1. Be curious about the student
2. Partnering, not judging, a student's action
3. Consider offering social groups— community conversations, uni-tea, etc.
4. Keep students connected to their greater resources— student life activities, affinity groups, cultural centers, counseling and wellness offerings, etc.

Self Determination and Post-Secondary Success

- Increases intrinsic motivation leading to increase academic and life success
- Develops reflective capacity and knowledge
- Meets developmental needs of those emerging into adulthood (ages 18-25)

Field, Sharon and David Parker (Eds.) *Becoming Self-Determined: Creating Thoughtful Learners in a Standard-Driven, Admissions-Frenzied Culture.* Association for Higher Education and Disability. 2016.

How Do These Coaching Skills Motivate Students?

- Builds authentic connections, even at a distance
- Acknowledges challenges and builds trust
- Inspires reflection and develops new mindsets
- Encourages a view of possibilities vs. impossibilities
- Boosts resiliency

When to Refer to a Therapist

- Issue is outside your competency and experience level
- Issue interferes with daily functioning
- Issue is a barrier to making progress in coaching
- Issue is psychological in nature and deals with deep-seated emotions

Hullinger, A. M. and DiGirolamo, J. A. (2018). Referring a client to therapy: A set of guidelines. Retrieved from International Coach Federation website: <https://coachfederation.org/app/uploads/2018/05/Whitepaper-Client-Referral.pdf>.

Reflection:

What is the one takeaway or gem from this presentation that you want to take forward into the virtual world?



Join Us in the Virtual Exhibit Hall



Monday, July 20, 2020

2:30 – 3 PM EDT/11:30 – 12 PM PDT

Learn About Coaching Skills Training and How it Can Improve
Your Connections with Students and Foster Self-Determination

Can't attend? Email us at info@jstcoaching.com

Questions



Session Evaluation

- Access Session Evaluation at:
tinyurl.com/AHEAD2020-SessionEval
- Your feedback helps shape future programming.
- Thank you for attending!