

WNY Advising Conference

Wednesday, February 15, 2023
Hosted Virtually - wnyadvising.weebly.com

A decorative graphic consisting of several stylized hands in various colors (green, pink, cyan, yellow, red, blue, orange, purple) raised in the air, positioned along the bottom edge of the blue banner.

Inclusion - Respect - Community

Jennifer L. Bloom
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MOBY DICK OR THE WHITE WHALE



BY
HERMAN MELVILLE

ILLUSTRATED BY
MEAD SCHAEFFER

NEW YORK
DODD, MEAD AND COMPANY,
MCMXXII

Herman Melville declared in
Moby Dick, by way of
explaining why he wrote it:
“To produce a mighty book,
you must choose a mighty
theme.”

"how can i approach this
with love?"

that's the question i'm
asking myself more lately.
i want to act with kindness.
i want to build a home of
peace. i want to live a life
full of purpose.

and i believe that journey
starts with love.

/ topher kearby



Inclusion Definition

- the act or practice of including and accommodating people who have historically been excluded (as because of their race, gender, sexuality, or ability)

<https://www.merriam-webster.com/dictionary/inclusion>





Respect Definition

- to consider worthy of high regard


<https://www.merriam-webster.com/dictionary/respect>



Community Definition

- a unified body of individuals: such as a body of persons of common and especially professional interests scattered through a larger society

<https://www.merriam-webster.com/dictionary/community>



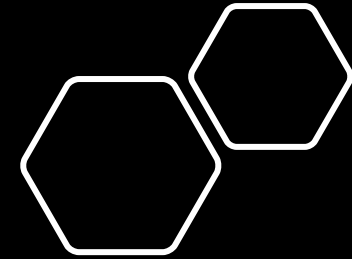
**LIFE IS NOT ABOUT GOOD
ANSWERS, IT IS ABOUT
INTERESTING QUESTIONS**

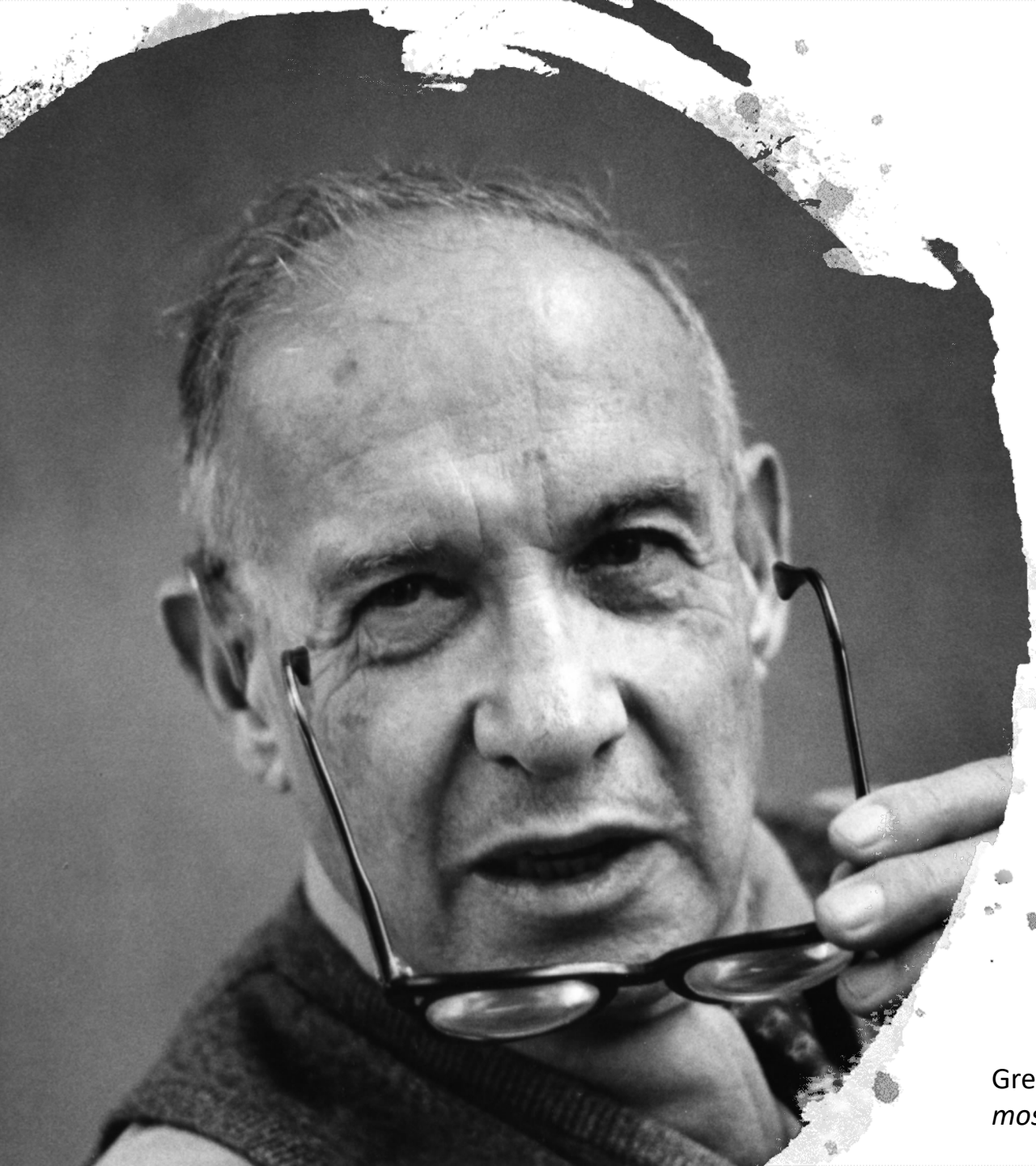
PAULO COELHO

PICTUREQUOTES.COM



PICTUREQUOTES





Peter Drucker, who grasped more than fifty years ago the power of changing what you ask. “The important and difficult job is never to find the right answers,” he wrote. “It is to find the right question. For there are few things as useless—if not dangerous—as the right answer to the wrong question.”

Gregersen, H. (2018). *Questions are the answer: A breakthrough approach to your most vexing problems at work and in life*. New York, NY: Harper Business

“In the word
question, there is
a beautiful
word—quest.
I love that word.”

—ELIE WIESEL

Gregersen, H. (2018). *Questions are the answer: A breakthrough approach to your most vexing problems at work and in life*. New York, NY: Harper Business



The best questions,
then, are the ones
that excite the
imagination and
spur positive
change.



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What Would
Reframing Today's
Conference Theme
into a Question
Look Like?

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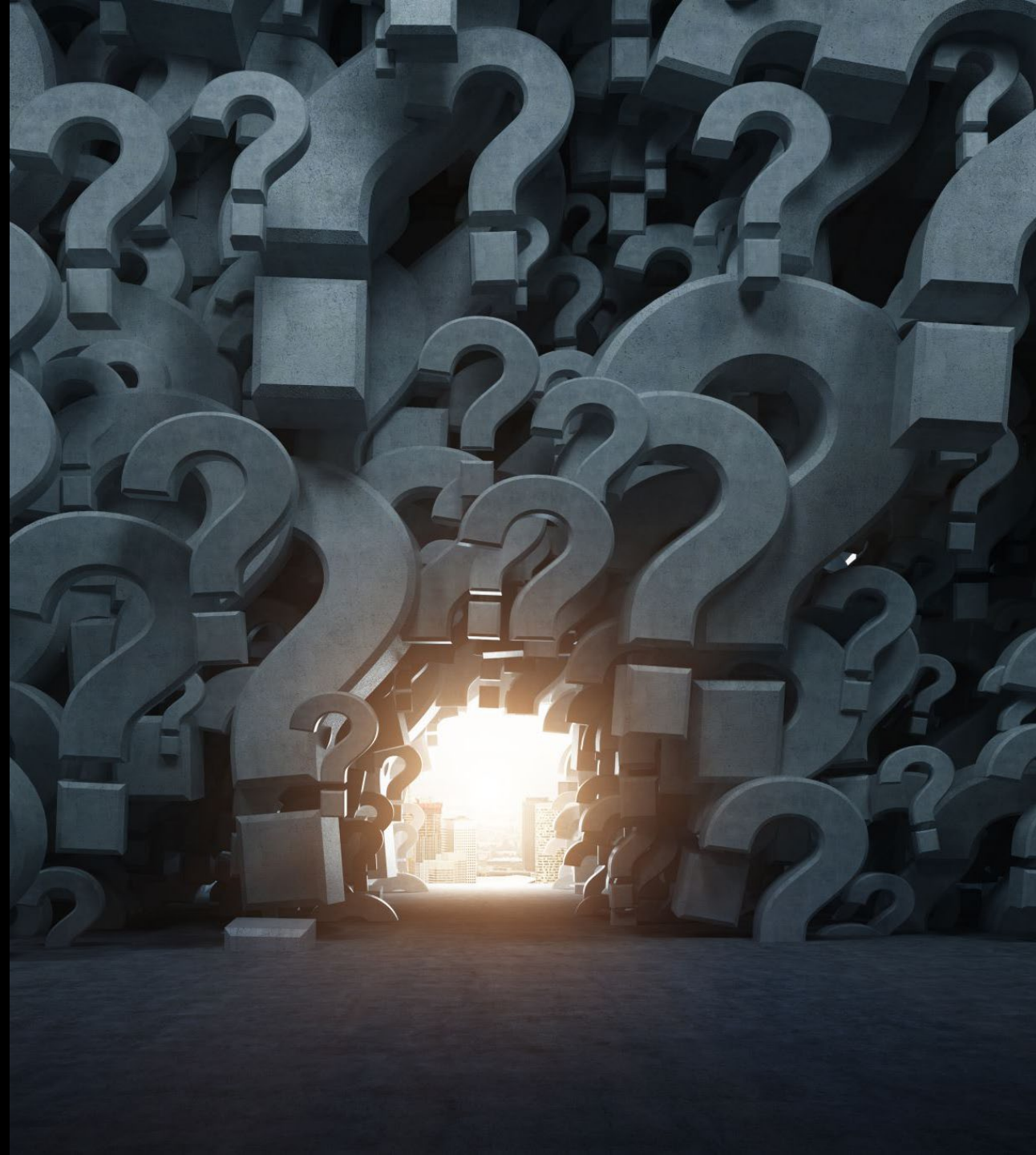
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A graphic illustration of several hands in various colors (green, pink, cyan, yellow, red, blue, orange) reaching upwards from the bottom edge of the banner. The hands are stylized and appear to be of different sizes and orientations, symbolizing diversity and community.

Inclusion - Respect - Community

How can we build inclusive, respectful
communities at work and home? |

My Question
Journey:
A Good Question
Gnaws at You



The Ramji Question





ROSALENE GLICKMAN, Ph.D.

- **What is my most important goal right now?**
- **What is the best action I can take toward it now?**
- **What is the most constructive use of my time right now?**



Not All Questions are Created Equal

Traditional divergent-thinking techniques (for example, making random associations) can help unlock new questions.

Use Open versus Closes, Short versus Long, and Simple versus Complex Questions

Descriptive questions (what's working?) best precede speculative ones (What if? What might be? Why not?).

Questions are annoying and distracting when they don't spring from a deeply held conviction about what the group wants to achieve.

Questions are toxic when they are posed aggressively, putting people on the spot, casting unwarranted doubt on their ideas, or cultivating a culture of fear.

<https://hbr.org/2018/03/better-brainstorming>

Craft an Engaging Appreciative Question

Guidelines to Create Engaging Appreciative Questions

- State questions in the affirmative
- Encourage the use of storytelling and narratives
- Phrase in rapport talk, not report talk
- Allow ambiguity
- Convey unconditional positive regard
- Sparks imagination in participant

(Cooperrider et al., 2008, pp. 106-107)

Cooperrider, D. L., Whitney, D., & Stavros, J. M. (2008). *Appreciative Inquiry handbook: For leaders of change* (2nd ed). Crown Custom Publishing, Inc. and Berrett-Koehler Publishers, Inc.



EDGAR H. SCHEIN

HUMBLE INQUIRY

THE GENTLE
ART OF ASKING
INSTEAD
OF TELLING



Edgar Schein has urged leaders to engage in “humble inquiry,” which he defines as “the fine art of drawing someone out, of asking questions to which you do not already know the answer, of building a relationship based on curiosity and interest in the other person.”

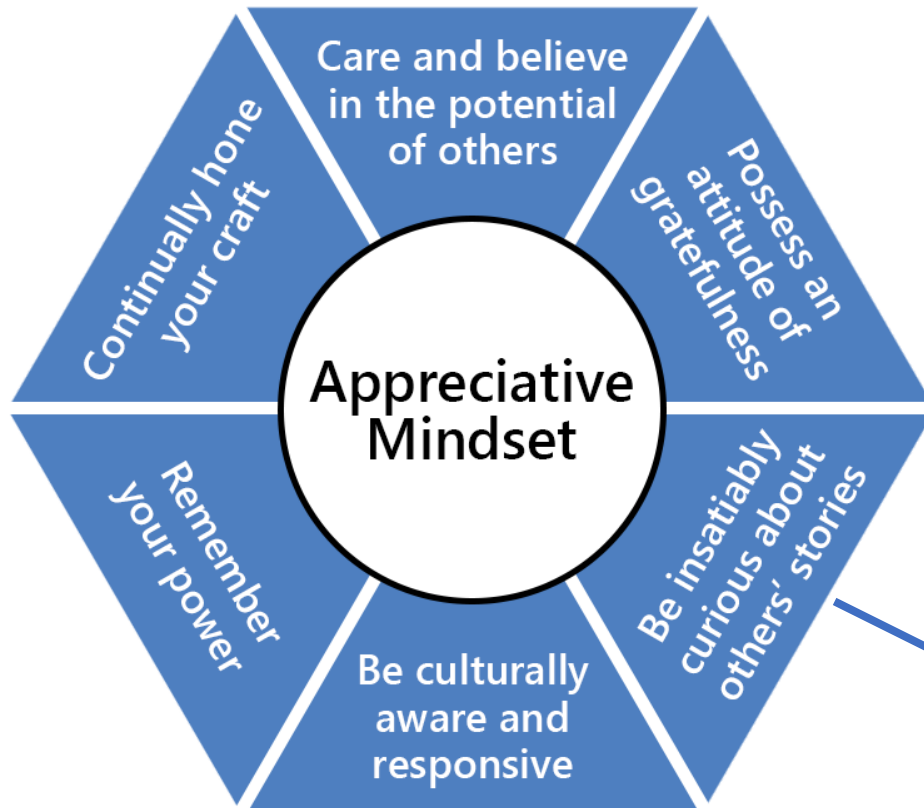
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The Six Phases of Appreciative Advising

Bloom, J. L., Hutson, B. L., &
He, Y. (2008). *The appreciative
advising revolution*.
Champaign, IL: Stipes
Publishing.



Appreciative Mindset



Bloom, J. L., Hutson, B. L., & He, Y. (2008). The appreciative advising revolution. Stipes Publishing.



Be insatiably curious about others' stories



DISARM



Recognizing the importance of first impressions, create a safe, welcoming environment for students.

Sample Disarm Question



**What has been
the highlight of
your day/week/
semester so
far?**

DISCOVER



Utilize positive open-ended questions to draw out what they enjoy doing, their strengths, and their passions.

Sample Discover Question



Tell me about a time that you overcame an obstacle. What strategies did you use to overcome it?

DREAM



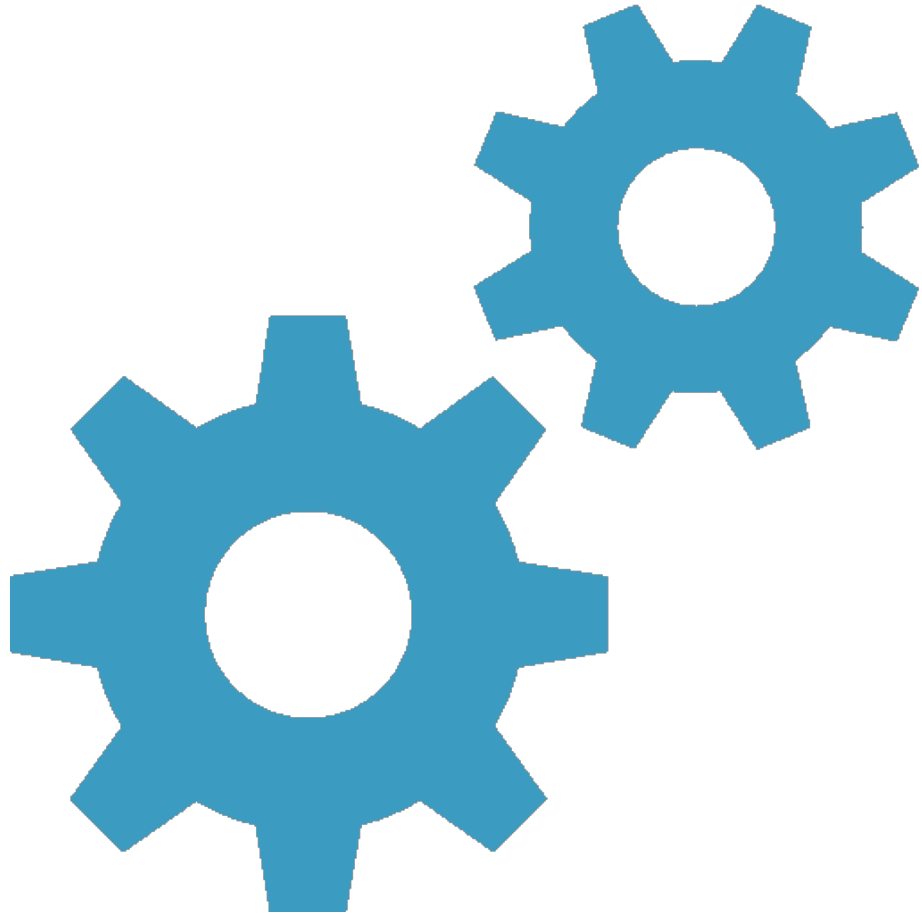
Help students formulate a vision of what they might become, and then assist them in developing their life and career goals.

Sample Dream Question



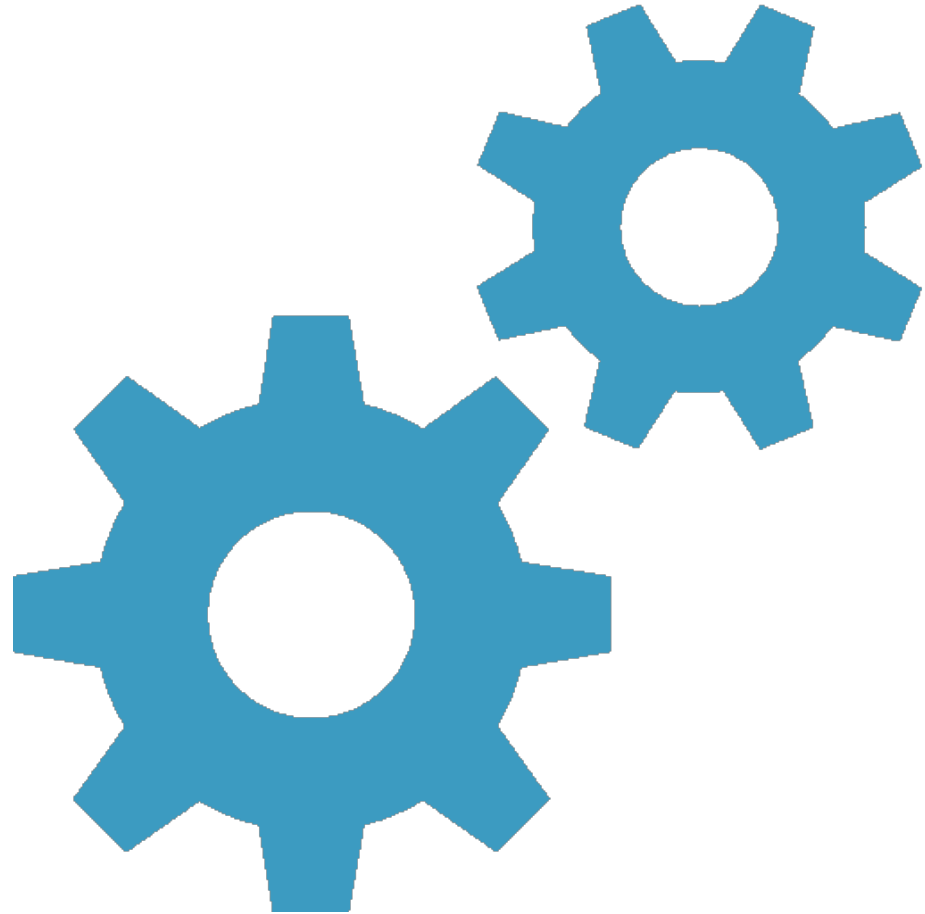
If time and money weren't an issue, what would be your ideal career?

DESIGN



**Help students
co-create
concrete,
incremental, and
achievable
goals.**

Sample Design Question



What baby step could you take today to get one step closer to accomplishing one of your goals?

DELIVER



The students follow through on their plans. The advisor is there for them when they stumble, believing in them every step of the way and helping them continue to update and refine their dreams as they go.

Sample Deliver Question



What is the biggest roadblock you anticipate encountering in pursuit of this goal? What strategies can you use when facing a roadblock?

DON'T SETTLE



The advisor challenges the student to proactively raise the student's internal bar of self-expectations.

Sample Don't Settle ?



You have done great so far, but what is one thing you could do even better from this point forward?

The Question Journey Continues...

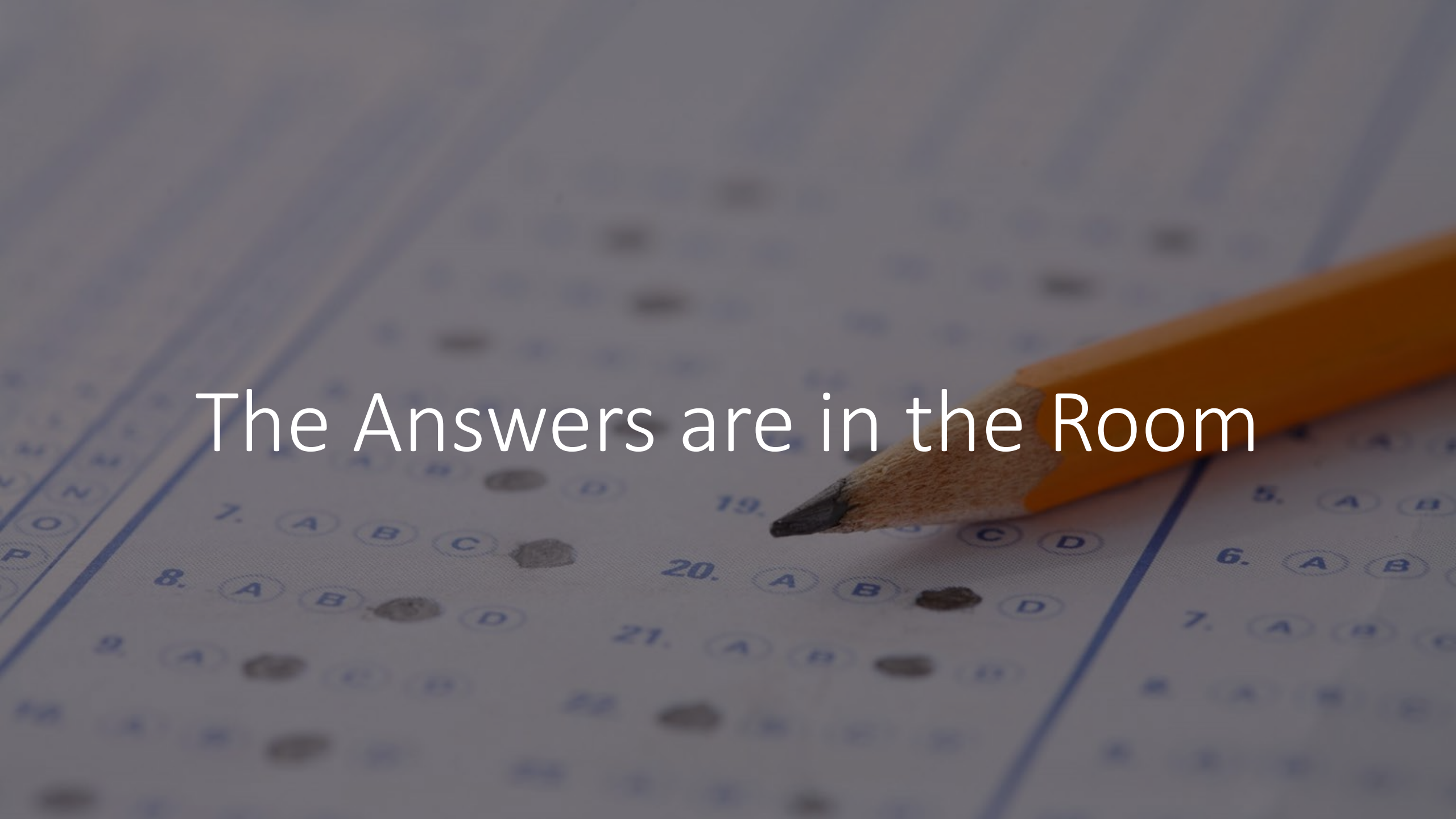





**The Unleashing
Greatness Retreat
2019**

WELCOME

The Answers are in the Room





What is Your Keystone Question?

- Gregersen, H. (2018). *Questions are the answer: A breakthrough approach to your most vexing problems at work and in life*. New York, NY: Harper Business

Keystone Question Definition

“the deeply
established
questions we ask of
ourselves in the
attempt to be our
best selves.”

Gregersen, H. (2018). *Questions are the answer: A breakthrough approach to your most vexing problems at work and in life*. New York, NY: Harper Business

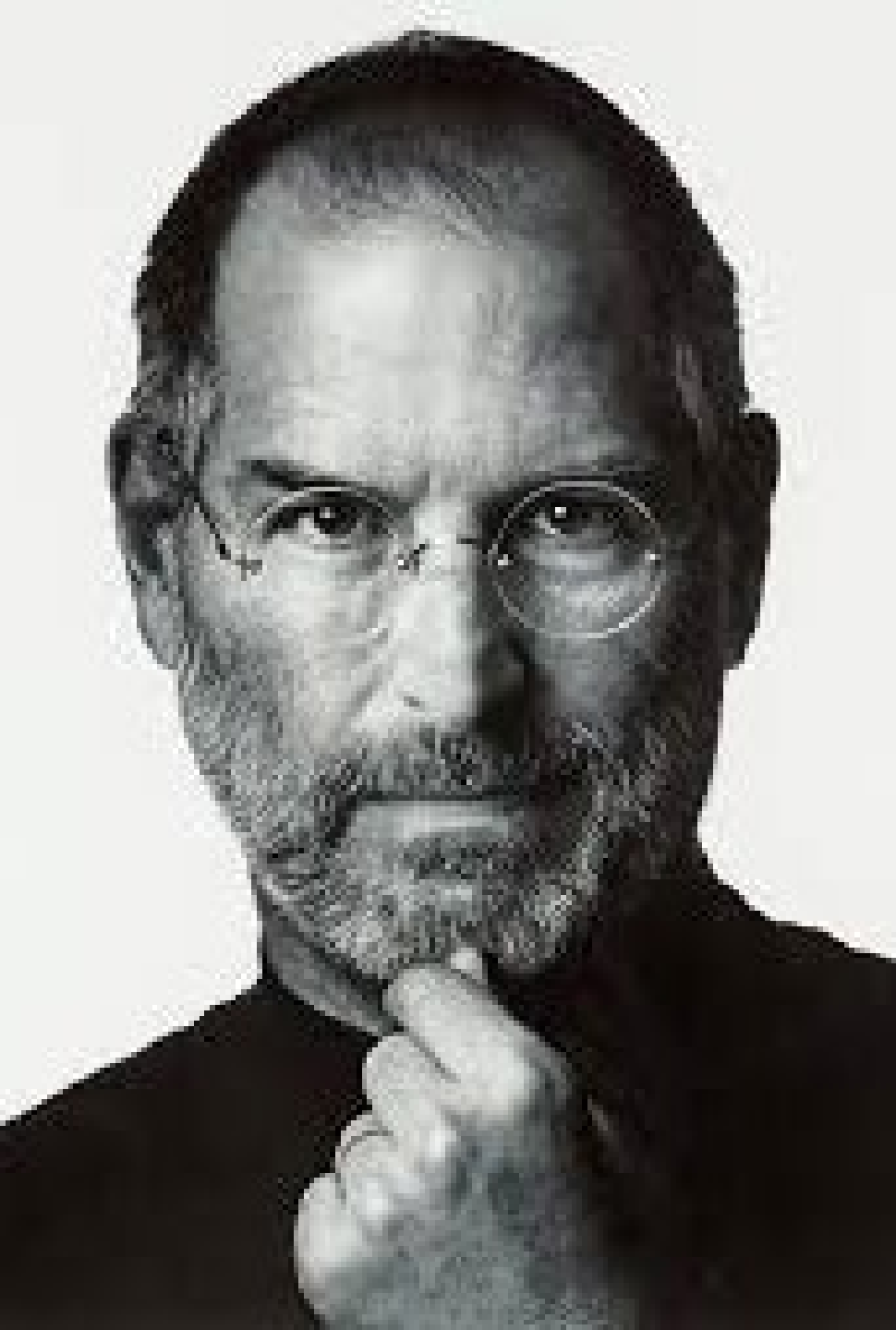


Keystone Question Example

What dark place will
I find today in need
of light, and how will
I manage to reflect
some into it?

- Alexandros Papaderos

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Keystone Question Example

If today were the last day of my life, would I want to do what I am about to do today?

– Steve Jobs

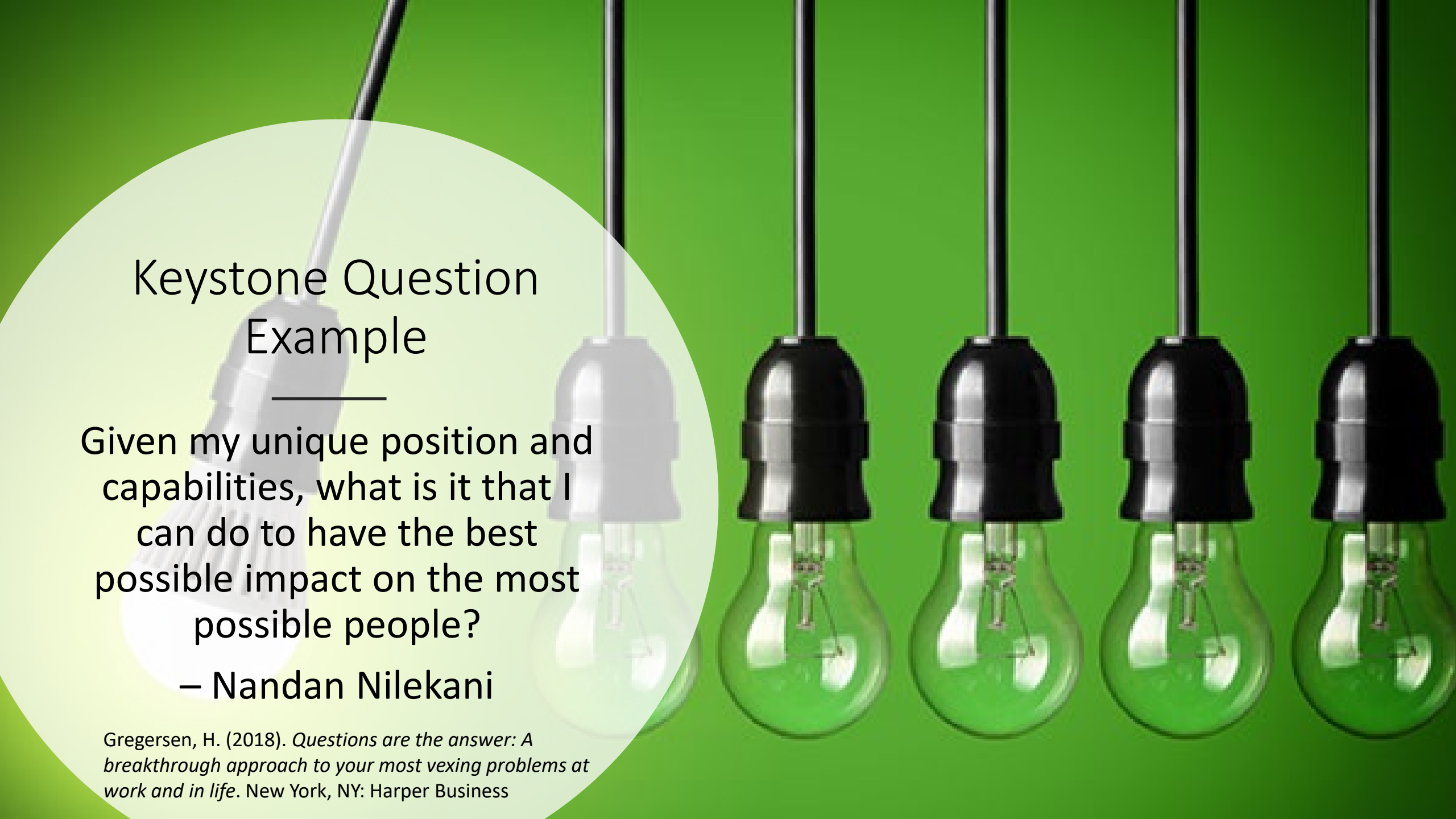
Gregersen, H. (2018). *Questions are the answer: A breakthrough approach to your most vexing problems at work and in life*. New York, NY: Harper Business



Keystone Question Example

How can I
make a positive
difference in
this person's
life right now?
– Hal Gregersen

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Keystone Question Example

Given my unique position and capabilities, what is it that I can do to have the best possible impact on the most possible people?

– Nandan Nilekani

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What is Your Keystone Question?

- Gregersen, H. (2018). *Questions are the answer: A breakthrough approach to your most vexing problems at work and in life*. New York, NY: Harper Business

What is my Keystone Question?



How can I best use my time, talents, and network to help others identify and optimize their talents, educational experiences, and lives?



What is my Keystone
Question?

Given my network,
experiences, and
generative
approach to living
my life, how can I
maximize my
impact on each
person I meet?

A landscape photograph showing a dirt road winding through a field of tall grasses at sunset. The sun is low on the horizon, casting a warm, golden glow over the scene. A dark, semi-transparent rectangular box is overlaid on the center of the image, containing white text. Below the main text, there is a smaller red box with white text, and a small logo with the text 'quora' is visible near the bottom center of the image.

The time is now,
the person is you.

Nido R. Qubein

quora

What is my Keystone
Question?

How can I
make a
positive
difference in
this person's
life right
now?



What is Your Keystone Question Now?



What is Your
Team's Keystone
Question?



Our Retreat Team's Keystone Question

How can we create a space, culture, and mindset where our guests will learn how to build on their institution's strengths and learn strategies, tools, and questions that will empower them to model the change they are seeking at their institution?



Some Questions
That Still Gnaw at
me...

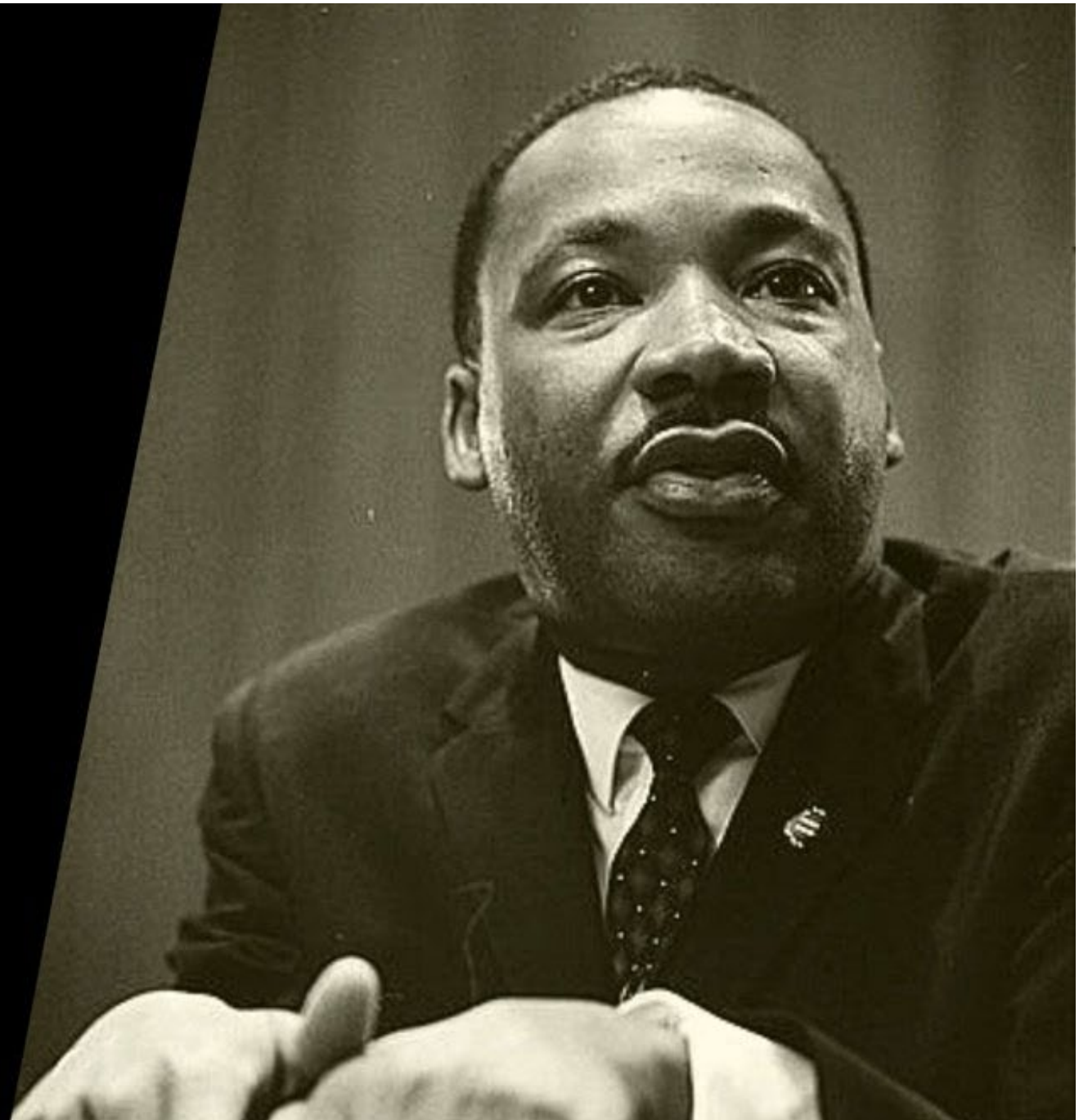


Who am I?

“

*Life's most persistent
and urgent question
is, 'What are you
doing for others?'*

MARTIN LUTHER KING JR.





“If you were
great right now,
what would
great look like?”
- Cy Wakeman



How do we co-
create a workplace
in which you and
your team
members love to
work?
- Mykel Beorchia


The people who are
able to transform
their questions and
ideas into actual
accomplishments
are the people who
really uplift society.
—MICHAEL HAWLEY



“...let’s forget about finding better answers for today. Let’s just write down some better questions we could be asking about this problem. Let’s see how many we can generate in the time we have left.”

Gregersen, H. (2018). *Questions are the answer: A breakthrough approach to your most vexing problems at work and in life*. New York, NY: Harper Business

THE BETTER QUESTIONS

A close-up photograph of several people's hands clasped together in a circle, symbolizing unity and community. The hands are of various skin tones, and the lighting is warm and focused on the center of the group. The background is dark and out of focus.

How can we build an inclusive, respectful
community here today?



NANCY TWISS QUOTE

“Most of us will not find answers to the causes of cancer, or solve the problems of homelessness, or defuse international conflicts, but we feel that through our advising,

we may be able to make a small but pivotal contribution to our students’ ultimate work

...It seems to me that our students represent an unequivocal reply to Margaret Mead, when she famously said...

<http://chronicle.com/weekly/v48/i03/03a04201.htm>



NEVER DOUBT
THAT A SMALL GROUP
OF THOUGHTFUL COMMITTED CITIZENS
CAN CHANGE THE WORLD:
INDEED IT'S THE ONLY THING
THAT EVER HAS.

