



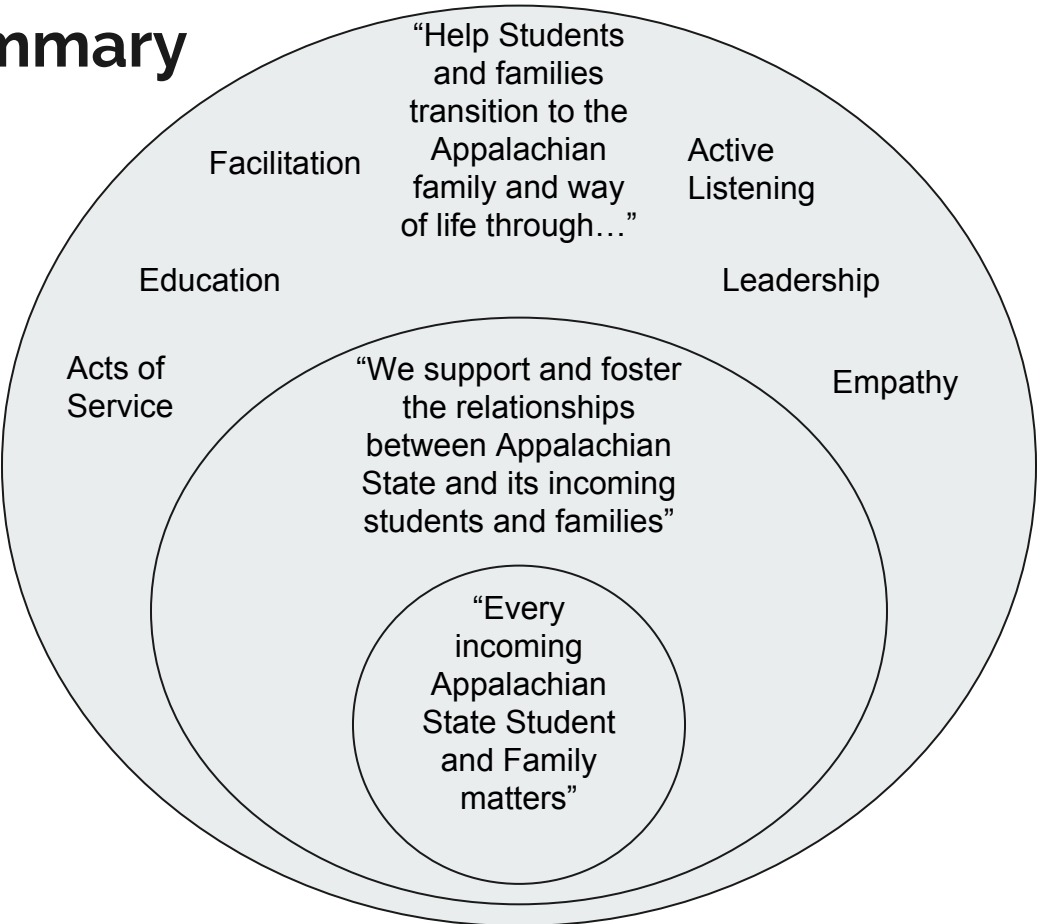
Student Orientation Undergraduate Leaders (SOUL)

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Comprehensive Portfolio Presentation
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Executive Summary



Mission Statement?





Executive Summary

Mission

SOUL is an organization that values each incoming student and family to Appalachian State, by supporting the relationships between our university and its incoming members through leadership, education, facilitation and more, in order to help students transition into the Appalachian way of life.

Primary Customer:

Families that are committed in allowing themselves or an individual member from their family to attend and make the transition to becoming a student of Appalachian State University through programs that are implemented by the university college.

What our Primary Customer values:

Information related to student life whether that be in the classroom, apart of a club, social settings, housing, etc. As well as, a welcoming reassurance that they made the correct decision towards their next stage in life



Executive Summary part 2

Internal Mission of SOUL

To build relationships and team chemistry that will enhance the SOUL group's overall experience, wellbeing and performance.

Secondary Customers?

Student Orientation Undergraduate Leaders,
- Specifically returning staff.

What our secondary customers value?

Providing an impact towards the SOUL group that benefits each person's experience, ability and relationship within SOUL. They want to give back!



Executive Summary

Short-Term Accomplishments

To address situations and circumstances that hindered or helped SOUL (burnout, active listening...), as well as making better use of our returning staff

Long-Term Changes

To provide training to the orientation process that emphasizes effective mentorship and personal well being in order to add value to the SOUL experience

Measurement

- Mainly obtained through open feedback and discussion between Myself and returning staff, Nikki Creers and New SOUL staff
- During training the measurements were predominantly acquired through feedback



What we learned and recommend throughout SOUL.

- First year: My SOUL mentor was pivotal to my success
- Second year: No guidelines were given as to how to be a successful mentor
 - Created own guidelines
 - Received feedback from my group and other groups
- Third year: Establish guidelines for mentorship and Returning staff responsibilities



Focusing our Efforts.

- On Returners, because they are Important
 - Sounds obvious... but
- During my first two years of SOUL the Returners were predominantly outside classroom relationship builders
 - This is fine, but they are much more valuable
- How are they valuable?



RETURNERS can

- Sources of Information
- They can teach, train and guide retreats
- provide in class and outside mentorship
- Act as the eyes and ears for the director
- Group dynamic evaluators
- Influence the group dynamic
- Reliable first responders
- They understand the value and meaning of SOUL



What we should do differently.

- Give the returners responsibilities and more power
 - Such as
 - Let them train
 - Provide input on the group's well being
 - Develop stronger relationships
- This meant providing extra training
 - ...Mentor Training



A Plan to Achieve Results.

- Mentor training was designed to
 - Provide knowledge, skills and abilities of effective mentorship to my returners
 - Such as active listening, not assuming, patients, acting as guides...
- This also allowed for delegation
 - Of training material
 - Retreat activities
 - Group activities - such as pre-training dinners and icebreaker training
- Also, would serve as a reliable source of information
 - Returners need to be able to answer any question the director can

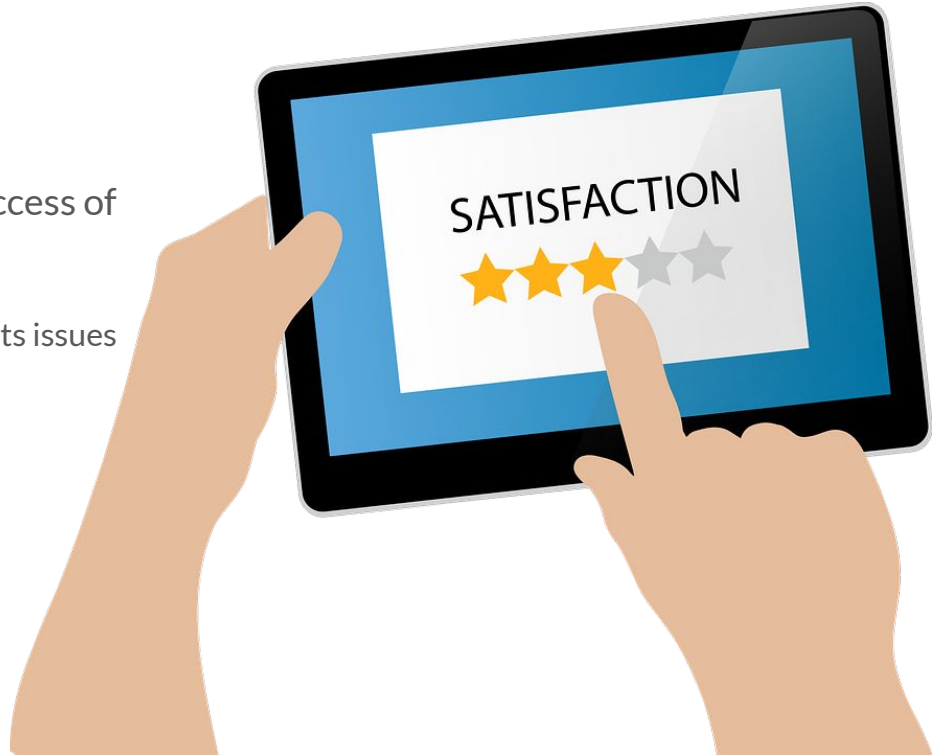


My Personal Plan to Achieve Results.

- Research
 - Both personal and literature
- Designed a training course to add value to the returners
 - Burnout training/ Being Resilient
 - Active listening: reading simple body language, not assuming, keeping focus
 - Keeping situations behavioral and not inferring when conflict arises
 - Pushing Empathy
 - VALIDATION!!! “That makes sense”
 - Personality and behavior (true colors, Meyers Briggs)**
 - Motivation: How to effectively motivate people (Rational Persuasion, Inspirational Appeal)
 - How to not motivate and persuade (Pressure, Coalition building)
 - Promote feedback and open discussion about returners status and group status
 - Provide consistent space for their needs to be said, as well as my needs for them
 - Providing alignment and direction for my returners
- Brought in an expert on relationships

IF I HAD MORE TIME

- Implement a better way to measure the success of SOUL mentorship
 - Currently just open response, but that has its issues





Legacy and Impact.

By uplifting and adding value to the Secondary customers, I was able to indirectly improve the experience of our primary customers.

The legacy I am leaving behind is a guideline for how to effectively build mentorship, resiliency and a better understanding of the SOUL relationship between Director, Returners and New SOULs.