First Appointment Guide

Purpose: To build a solid foundation by establishing rapport, discovering goals, and assessing challenges.

The 4-Step Process

1. Build Rapport

Goal: To create connection
Tools to Use:
- Mirror the student's communication style: Match their body language, tone, pace, and volume
- Echo their words: Repeat key statements, especially when they express feelings about themselves
- Exchange intros: Ask about them, share your elevator pitch
- Find common points of interest: sports, animals, etc.

Example Questions:
- "Tell me a bit about yourself"
- "What do you like to do in your free time?"
- "What's your experience been like at Bryn Mawr College so far?"

2. Identify Goals & Motivation

Goal: Understand their "why" and define clear objectives to guide the session
Tools to Use:
- The 3 Support Buckets Framework: Help them categorize their needs
    - Skill Building: Study skills, time management, organization
    - Mindset & Confidence: Self-talk, growth mindset, motivation
    - Accountability: Check-ins, co-working, follow-through

Example Questions:
- "What are you currently struggling with?"
- "What would you like to be experiencing instead?"
- "What have you tried before? What worked/didn't work?"
- "What's your main goal for working together?"
- "Which challenge feels most important to address first?"
- "Which goal feels easiest to accomplish first?"
- Additional Questions by Goal:
    - Time Management : 📄 Time Management Curriculum Support

- Study Skills : 📄 Study Skills
- Confidence and Growth Mindset : 📄 Tools for Growth Mindset

Red Flags - Referrals
- Mental health counseling: Counseling Center
- Academic policy issues: Class Dean
- Issues outside OAS scope: Appropriate professional staff

3. Setting them up for Success

Goal: To find out information about a student's mindset for change so that you can help them create reasonable action steps.
Key Questions:
- "On a scale of 1-10, how ready are you to do things differently?"
- "How comfortable are you with trying something new?"
- "What might you need to let go of to make this easier?"
- "What do you need to learn to accomplish ?"

Tools to Use:
- Comfort Zone Assessment

4. Create Action Steps

Goal: Give them 1-3 concrete tasks and goals
Key Questions:
- "Based on our conversation, what would you like to try before we meet again?"
- What do you need to help accomplish this/these?

Tip:
- If the student is stuck, suggest 1-3 options related to their goals

Tools to Use:
- Student-Generated Actions: Let them suggest first what may be helpful to them.
- Goal-Aligned Tasks: Tasks connect to their main objective or goals
- 1% Better Principle: Small steps that create momentum to reach loftier goals

Example Action Steps by Goal:
- Time Management : 📄 Time Management Curriculum Support
- Study Skills : 📄 Study Skills
- Confidence and Growth Mindset : 📄 Tools for Growth Mindset

5. Session Wrap-Up and Set Follow Up Appointment
- Confirm their goals
- Assign 1-3 action steps
- Schedule next appointment
- Ensure student feels heard and supported

Remember
- Every student is unique - be adaptable
- Focus on listening and guiding
- Build their confidence in their ability to change
- Keep action steps small and manageable

Works Cited

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