

# Are You Set Up For Student Success?

The Importance of  
Office Space  
in Student Service

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# While We're Here...

- Thank you!
- Questions
  - Yes, please!
- Conversation
- Q & A



# Overview

- Communication
  - Definition
  - Myths
- Nonverbal Communication
  - Types
  - Importance
- Student Service
  - Does it really matter?
    - And why...
- Examples
  - And yours too!

# Communication

- Standard definition?
- Nonverbal Behavior versus Nonverbal Communication
  - Intentionality: It's not if you mean to send a message, it's when the receiver gets a message



# Nonverbal Types

- Some Types of Nonverbal
  - Gesture
  - Touch
  - Voice- Important too!
  - Space
- Focus on Space
  - Awareness of unintended messages
  - Space Case Assignment
    - Insight

# Importance of Space

- Difference Between:
  - Staff Offices
  - Office Areas
  - Faculty
  - Administrators?
- Your space reflects you!
  - Any control?
  - Blank versus Decorated
  - Stacks of Paper



# How Does This Relate?

- General Info Seekers
  - Office Set-up
  - Initial Greeting
  - Appearance
- Serving Students
  - Simple Questions
  - Complaints
  - Angry Students

# For Collaboration

- Round Table



- “[The round table] may be the most conducive to win/win negotiations because the round shape is usually associated with equality.”

*Defense Procurement  
and Acquisition Policy  
Volume 5, Chapter 5*



# For Power

- Rectangular Table



- “[T]he dominant chair [is] the most effective way for a leader to control the agenda or dominate the meeting.”

Goman, C. K.,  
*Forbes* Contributor

# Does It Matter?

- Absolutely!
  - Friendliness
  - Empathy
  - Positivity
- Important to success?
  - Student
  - College

What does this say?



# What about this?



# How do you feel?



# Does this look familiar?



Is this good?



# Do you want to be the student?





# Share!

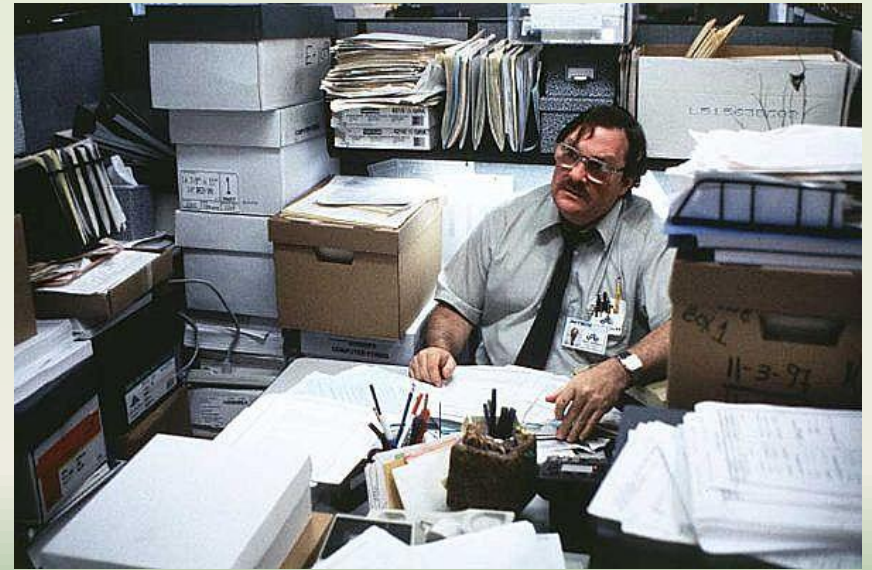
- **Your** scenarios
  - As a student?
  - Co-worker?
  - Administrator



- Would you do anything differently?
- How do you want students to feel when leaving?

# So...What's Best?

- Communication
- Appearance
- Listening
- Concern
- Empathy



# Setting Up for Success

- Intentions
  - Best way to communicate?
  - Be aware of nonverbal
- Results?
  - Satisfaction
  - Some still angry
  - Safety

Comments, Questions or  
Concerns?



Thank you!