

# SUPERHERO 101

Harnessing Your New Powers –  
Mastering Mind Control Techniques

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## Basic Mind Control Techniques i.e. Basic Counseling Skills

- ☐ Be prepared to address the student's issues BEFORE you meet with them (when possible)
  - Know why they need to see you
  - Pull up their files BEFORE you bring them in
    - Read comments
    - Check for red flags
  - Don't assume or make judgments until you know the WHOLE story
- ☐ Be aware of services offered by your institution

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## Basic Mind Control Techniques

### Attending Behavior:

- ☐ Face them squarely
- ☐ Adopt an open posture
- ☐ Make eye contact
- ☐ Lean toward them
- ☐ Be relaxed
- ☐ Acknowledge the information verbally/physically

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### Basic Mind Control Techniques

- ☐ Be attentive, friendly & disarming - SMILE
- ☐ Encourage the student to talk
  - Ask open-ended questions if applicable
- ☐ Actively listen to what they have to say
  - Acknowledge information provided
  - Ask detailed questions that encourage them to provide more
  - Paraphrase
- ☐ If there are multiple issues, address them one at a time

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### Basic Mind Control Techniques

- ☐ Provide the student with detailed information in words they understand
  - Walk them through a process step-by-step
  - Have them confirm that they understand what to do
- ☐ Summarize follow-up actions before you turn them loose
  - Do they need to speak with another department?
    - Call that department while they are in your office
    - Set an appointment for them

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### Basic Mind Control Techniques

- ☐ Let them know you are available to them
  - Direct phone number
  - Direct e-mail address
  - Business card
- ☐ Respond to voice mails/e-mails in a timely manner
  - Use out-of-office messages

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### Defending Yourself from Evil i.e. Dealing with Angry Students

- ☐ Sources of student anger
  - Frustration
  - Confusion
  - Feeling that no one cares
  - Unrealistic expectations
  - Sense of urgency
- ☐ Sources of staff anger
  - Frustration
  - Work load
  - Unrealistic expectations
  - Sense of urgency

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### Defending Yourself from Evil

- ☐ Don't take it personally
- ☐ Allow the student to vent in privacy
  - Acknowledge their anger, it may be legit
  - Be patient
- ☐ Actively listen
  - Don't hurry them
  - Make sure to get the TOTAL picture
- ☐ Discuss options
- ☐ Remain in control/Stand your ground

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### Defending Yourself from Evi

- ☐ Don't be afraid to say "I don't know"
  - Reassure them that you WILL find the answer
- ☐ If they ask for your boss, don't say "No"
  - Bring the next in line up to date
  - No blind transfers
- ☐ Be sure to ALWAYS make comments on each student's file.
- ☐ Practice the **Golden Rule** at all times

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## For the Benefit of All Student-Kind

- ☐ You are representing your school
  - Good customer service speaks volumes
- ☐ Even Superheroes need a Team



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