

ADVISOR QUESTIONING SKILLS

A strong leader has general knowledge about his organization but also has the ability to dive deeper into specifics when things go awry. Having strong questioning skills will assist you in doing so.

Open ended questions, those beginning with Who, What, When, Where, Why, and How, are great for generating discussions and grasping the big picture. For digging into very narrow, specific information, use close-ended questions. They begin with Is, Are, Was, Were, Can, Do, Have, Will, Would, Should, Could, etc.

In most cases, you can make a difference in the outcome of a situation not by what you SAY, but rather by what and how you ASK.

The following is a partial list of questions you may want to use to help support your chapter. They are categorized by themes.

ENDS, GOALS & OBJECTIVES

- What ends and goals have we set for the chapter? Do these goals meet the SMART criteria for goals (Specific, Measurable, Action Oriented, Realistic, Time-frame)?
- What were last year's ends? How were they achieved? If not, why weren't they achieved? What actions will you take to meet this year's goals?
- What can I do to help the chapter to succeed?

CHAPTER OPERATIONS

- How does the chapter utilize committees? If not, why not?
- How frequently are chapter meetings held? What time are the meetings held? What is the average attendance rate? What is the plan for increasing attendance by "X" percentage?
- Who ensures that all required reports are submitted to headquarters on time?
- What is the financial status/health of the chapter?
- What plans have been made for appropriate members to attend: Burns Institute, Academy for Leadership, Elevate -International Leadership Conference and Grand Chapter?
- Who ensures that all manuals, handbooks and chapter equipment are kept current?

PUBLIC RELATIONS

- What officers meet with university officials on a regular basis?
- What kind of service projects and philanthropic activities has the chapter done? What is planned?
- How would the surrounding community describe this chapter?
- How would the university/college community describe this chapter?
- What type of events does the chapter co-sponsor with other fraternities/sororities?

RECRUITMENT

- What are the goals for recruitment and are they well-known by all members?
- How will everyone participate?
- What has worked well in the past?
- How has the chapter planned to educate new and old members for the upcoming recruitment year?
- What financial arrangements have been made to support recruitment efforts?

CHAPTER FINANCES

- When is the budget for the upcoming year prepared? Is it complete?
- Are adequate records being kept? Who audits the chapter's finances?
- What actions does the chapter take to ensure security of their finances? Are double signatures required on all checks?
- What rules are in place for financial delinquency and how are they enforced?
- What outstanding debts does the chapter currently have? To Alpha Sigma Phi Headquarters? To outside vendors?
- Is the chapter current on all insurance payments, including Workers' Compensation, if applicable?
- Who ensures that all annual tax forms are properly completed and filed?
- Do you know your Customer Service Rep (CSR) at OmegaFi? When is the last time you communicated with them?

ALUMNI RELATIONS

- How does the chapter nurture the communication and relationship with the alumni?
- What events are planned for the year wherein a focused effort will be made to ensure alumni attendance/involvement?
- Does the chapter keep current records of all Alpha Sigma Phi Fraternity members within a 50-mile radius of the chapter?