

Section 6 Workplace Standards and Expectations and Checklist

6.1 Workplace Standards

Supervisors are responsible for maintaining and communicating standards for student employees.

Supervisors should:

- Provide a job description to student employees
- Provide student employees with expectations of acceptable behavior and dress
- Provide any departmental training necessary
- Communicate with student employees about work hours, work timelines, and office rules and procedures.
- Work with student employees to ensure accuracy of timesheets and understand the deadlines for submission

6.2 Workplace Expectations

Supervisors play a part in creating a successful workplace for student employees to make positive contributions. To support successful employee performance, supervisors should promote a positive work environment where employees are committed to mutual respect, open communication, quality service, and teamwork.

6.3 Promoting a Positive Work Environment

Supervisors should encourage student employees to be responsible for their own personal development. To promote a positive work environment, supervisors should encourage employees to:

- Ask questions about their duties and responsibilities
- Take responsibility for addressing performance problems
- Give the supervisor constructive feedback on how the supervisor can better support the student employee in their job

6.4 Promoting Personal Development

To support student employees' personal development, supervisors should:

- Help develop employee's unique learning and communication styles
- Encourage open dialogue with student employees
- Communicate with student employees about performance problems and successes and allow students time to address their performance
- Reward positive behavior
- Give employees additional training and development related to their career path

6.5 Setting Expectations

What are Expectations?

- An expression of desired behaviors from an employee. They are not an employee's duties/responsibilities (those are listed in the job description).
- A set of clearly defined performances that are meaningful to the person and desired by the organization.
- It is understood that the expectations are both achievable given the skills/ knowledge of the performer and resources/ constraints of the environment.
- The anticipated behaviors and/or accomplishments are expressed in unambiguous terms and are verifiable.

Clear Expectations Rules

- Less is more. Create succinct statements of expectations.
- Express expectations in terms and language everyone understands. Be specific and precise.
- Write them down so you and your employees can refer to them.
- If there are dangers of misinterpretations, provide examples to help employees understand.
- Monitor performance to verify that it conforms to expectations.

The Process of Setting Expectations with your Team

- Write out a list of expectations you have for each member of your team.
- Meet with each team member. Explain the reason for setting expectations (clear understanding), and provide your list and discuss each. Ask the team member to develop their list of expectations for you and set a date to meet again to discuss.
- Meet with each team member to discuss their expectations for you, and any concerns they have of the expectations you presented to them in the first meeting – “negotiate” if necessary.
- Record all expectations – yours of each team member, and theirs of you.
- Arrange for each team member to meet with other team members and provide expectations of each other. During these discussions, you should be present to clarify and “mediate.”
- Publish all expectations between each and every team member.
- Prepare to re-visit and update these expectations on a regular basis – at least every 6 months, and on an as-needed basis.

6.6 New Student Employee Checklist

Prior to First Day:

- Ensure all new hire paperwork has been completed with Human Resources

First Day:

- Go over departmental policies and procedures

Policies:

- Review policies
- Requesting time off procedures
- Calling in Sick
- Holiday/exam week scheduling
- Time reporting
- Performance reviews
- Dress Code
- Email and internet use
- Personal conduct standards
- Security
- Safety/accident reporting
- Visitors/personal calls policies
- Emergency procedures/evacuation
- Confidentiality
- Corrective Action Procedure

Administrative Procedures:

- Review general administrative procedures
- Offices/desk/workstation
- Mail (incoming/outgoing)
- Shipping (FedEx, DHL, UPS)
- Voicemail
- Fax machine/copy machine
- Computer login
- Telephone
- Building access
- Conference rooms
- Office supplies
- Breaks

Introductions and Tours:

- Give introductions to department staff and key personnel during tour
- Tour of building/facilities

Positions Information:

- Review job assignments and training plans
- Review job description and performance expectations and standards
- Review work schedule and hours

Computers:

- Hardware and software reviews including:
 - E-Mail/Internet
 - Social media accounts
 - Login to software/network
 - Microsoft Office
 - Databases and shared drive