



Supervisor's Resource Packet

For: Supervisors
From: PRO Roos

July 29th, 2020



Introduction

In light of recent events, the PRO Roos team sees the value of helping each other and supporting each other in this time of inconsistencies and unknowns. We wanted to compile a resource for you to use to help continue to supervise your student employees in a way that will make your supervision more rewarding and simple and will make your student employees feel mentored and supported. Now more than ever we need consistent supervisors.

In this packet, you will find resources we used in our PRO Roos program to support supervisors. Some of the resources can be adapted to fit your department and your needs. We know that you can continue to uphold the ideals of professionalism and customer service that PRO Roos has strived for.

We wish you good luck in the next year! Try to remember you're not alone. If you have any questions, feel free to contact the PRO Roos team.

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Supervisor's Working from Home Resources

Recommendations for this Season

In the resources following this page, we have provided different documents to help you organize your student employees from home. Along with using these resources, we recommend that you participate in the following:

- Weekly or bi-weekly Zoom meetings to check-in with your student employees
- Daily submissions from your student employees about what they accomplished during their work hours
- Weekly emails to check-in with your whole group of student employees to make sure they are doing okay in this season

Resource for Students Working from Home

In this packet, you will find multiple resources for your student while working from home. They can see what other students did while working from home in March and more! Click on the link below to explore the packet before giving it to your students to peruse.

Resource for Students Working from Home ([Appendix A](#))



What Projects Can I Offer My Student Employees?

If your student employees typically do work that requires them to be in-person and you are struggling to create online projects for them, here is a list of possible ideas:

- Create or update your unit handbook
- Create an on-boarding process check-list specific to your unit
- Create surveys for feedback needed by the unit
- Research what other universities are doing as it pertains to your unit
- Create innovative practices or procedures that could help your unit
- Design recruitment material
- Create a training manual for new employees
- Create a daily task list
- Create a guide book with step-by-step instructions and pictures on different skills needed in your unit (i.e. how to print, how to enter data, etc.)
- Create or design posters for future events
- Design a new layout for the office use
- Create a list of office or unit supplies that would make the work more efficient
- Create a new hire survey
- Create and lead team building activities via Zoom
- Create a handbook for moving student employees to online work
- Update emergency procedures for the office/unit
- Create an inspiration board for students in the unit
- Schedule peer-mentoring via Zoom for student employees to support each other in your unit
- Lead professional development sessions via Zoom for other student employees in the unit
- Create an alumni list with updated members
- Write letters to alumni, encouraging them to support the campus through this crisis
- Send encouraging emails to everyone in the unit once a day
- Identify low-priority projects that have never been completed and assign them to students who can do them remotely

Note: Most of these projects would qualify for their Level Two - Stewardship project.

Along with all of these ideas, they can also work on their professional development via Canvas and LinkedIn Learning.

Work from Home Task Sheet

Here is a resource that will help you make plans and goals for your student employees to keep them on track over the next couple of weeks. You can download it and adapt it as necessary for your department.

When we use this sheet, we are going to send it to our student employees, have them fill it out, and then discuss it over a zoom meeting.

Hopefully this list will help our student employees prioritize their jobs and get them done at specific times without overwhelming them.

Work from Home Task Sheet ([Appendix B](#))



Daily Task Time Sheet

In our department, along with MyHR, PRO Roos keeps track of our student employees' hours by using a Google Form that looks like this:

Weeks of	3/8/20 to 3/21/20													
Name	[REDACTED]													
Rate	\$9.00													
Week of 3/8	Time-In	Time-Out	Time-In	Time-Out	Hours	Total	Hour 1	Hour 2	Hour 3	Hour 4	Hour 5	Hour 6		
Monday	9:00 AM	12:00 PM			3.00	\$27.00	Making a list of o	Making a list of o	Level two training meeting					
Tuesday	8:30 AM	12:00 PM			3.50	\$31.50	Travling to job an	Making bundles (Travling back to office and meeting with carla					
Wednesday	8:30 AM	11:30 AM			3.00	\$27.00	Design builitien b	designing builitienboard						
Thursday	8:30 AM	12:00 PM			3.50	\$31.50	Cutting papers	cutting papers	tavling to office and lynda.com					
Friday	8:30 AM	11:00 AM			2.50	\$22.50	Decorating Bullit	Decorating Bulliten board						
Saturday					0.00	\$0.00								
Sunday					0.00	\$0.00								
Total					15.50	\$139.50								
Week of 3/15	Time-In	Time-Out	Time-In	Time-Out	Hours	Total	Hour 1	Hour 2	Hour 3	Hour 4	Hour 5	Hour 6		

As you can see, we have a section where are CRT employees fill out what they did each hour. Since all the work they do is on Google (when they do a job for us), we can verify the information they enter into the sheet by checking the document they worked on in Google - on Google documents, you can see who worked on what and at what time.

For our student employees who work at two separate times in one day, we have two sections of time-in and time-out.

"But, I don't want to move all my student employees to Google."

That's okay, we made a simplified version of this Daily Task Time sheet for you to download and adapt to your needs here:

Daily Task Time Sheet ([Appendix C](#))

Here are some tips:

- There are some simple formulas created on this sheet. If you try to change something on the sheet, it may say, "#VALUE!" That is okay, it just means there is something that isn't filled out in one of the boxes.
- The formula is set up so that your student employee must enter a value in each "Time-In" and "Time-Out" box.
 - When they enter their time, they must put 00:00 AM/PM or else the formula will not work.
 - If they do not work twice in one day, they must enter 0 for the times they do not work so that the formula will work.
- The "Hour 1" box is for the students to fill out what they worked on for the first hour of their time.
- Again, we have this on Google so that our students can change it and we can monitor it live. However, if you want to erase the Google step, you can send them this sheet, have them fill it out for the week, and then check it before submitting their hours for pay day.



- This time sheet was created by one of our CRT members for us. If you have a student employee who is skilled with Excel or Google Sheets, have them create something similar to this as a project for them to do. Use the skill set of each employee to benefit your department in this time.

This is not the only way to keep track of your student employees. If you already do something like this and it works well, please send it to proroos@umkc.edu so we can share it with everyone.



Zoom Help

Zoom is a great resource to use for meetings at work and for meetings with your student employees.

If you need to access Zoom, go to this link:

<https://idt.umkc.edu/support/zoom-support/> (Links to an external site.)

If you follow the instructions, it should be pretty simple to acquire an account.

If you do have any questions, you can also watch this Lynda.com video:

<https://www.lynda.com/Zoom-tutorials/Learning-Zoom/2800328-2.html> (Links to an external site.)

This video is an awesome resource for you and your student employees to watch as everyone switches to an online platform.

Directions for Accessing LinkedIn Learning

Overview of assignment: Students will complete an online professional development course "LinkedIn Learning." To begin the online portion of this professional development, students will need to create access to Lynda.com by going through the KC Public Library. You, as a supervisor, can also access and use Lynda.com. Please use the same directions given below to create your account and have access to many professional development videos. If you have never used Lynda.com before, it would be very helpful to watch the video course titled, "Learning with Lynda.com".

Step 1:

You will need an online public library username and password. If you have online access to the KC Public Library system, go directly to step 2. If you do not have online access, please follow the steps below:

Click

here: [https://kcmo.ent.sirsi.net/client/en_US/ecard/search/registration/\\$N?pc=SYMWS](https://kcmo.ent.sirsi.net/client/en_US/ecard/search/registration/$N?pc=SYMWS) (Links to an external site.)

You should see a webpage for the Kansas City Public Library. Under the Log In section, you will see a link, Get a Card, next to the blue Log In button. Click on Get a Card and it will open a registration page. Complete the form and click the registration button at the bottom of the page.

Once you have your KC Public Library ecard, continue to Step 2.

Step 2:

Open the link below:

<https://www.lynda.com/portal/sip?org=kclibrary.org> (Links to an external site.)

Use your ecard information for the Kansas City Public Library and log in.

If you cannot log in, please look to the top right-hand side of the page and click on Log In. This will take you to a new page that asks you to choose between two options. Select and click on "Sign in with your organization portal". In the next box, type in kclibrary.org and hit enter. This will take you to another log in where you can enter your library card number and pin.

Please start with a course titled: How to use LinkedIn Learning

<https://www.lynda.com/LinkedIn-tutorials/How-Use-LinkedIn-Learning/496940-2.html> (Links to an external site.)

Use Notebook to capture your answers to the Knowledge Checks (instructions are in the video). Once you have completed the course, export your notes and save them as a pdf. This video is 43 minutes long and has 4 chapters. Please make sure your notes from each chapter reflect your understanding of the material presented.

Name your pdf in this format: firstname.lastname.videocoursename.date

Example: dea.marx.learningwithlinkedin.11.13.19

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(Students) Upload the pdf to Assignment #2. Your learning notes are proof of your completing each course and will be used to assign points for your professional development. Please make sure your notes are extensive enough to verify that you have gone through the entire video and have been an active learner. Please do not engage in passive learning during this video! (This will also be explained in the video so make sure you look for it!).

Supervisors: This site provides multiple opportunities for online professional development. You are welcome to explore other professional development opportunities on this site at your convenience. These video courses also have transcripts so you can choose to read it, listen to it, or both. Feel free to find videos that present skills or knowledge applicable to your workplace needs and assign them to your student employees.

Suggested LinkedIn Learning Videos

Customer Service Foundations

Here is a link to one course with multiple videos.

<https://www.lynda.com/Business-Skills-tutorials/Customer-Service-Foundations/693076-2.html> (Links to an external site.)

In this course, you will learn the three crucial skill sets needed to deliver outstanding customer service and increase customer loyalty. It teaches you how to build winning relationships, provide the right assistance at the right times, and effectively handle angry customers. You will also learn ways to find out what your customers really think about your service, and use their feedback to improve.

Topics include:

- Identifying your customers
- Building rapport
- Enhancing likability in person, on the phone, and via email
- Using active listening techniques
- Taking ownership of problems
- Empathizing with customers
- Defusing angry customers

Storytelling

Here is a link to one course with multiple videos.

<https://www.lynda.com/Marketing-tutorials/Shane-Snow-Storytelling/491532-2.html> (Links to an external site.)

This course will teach you how to make people care with personal stories, brand stories, or any other kind of story—using the core elements of narrative and established storytelling frameworks. Storytelling is a powerful way to make people care about products, brands, and causes. It can facilitate sales, marketing, presentations, and about any other task that requires a human connection. Find out how to maximize connections with your audience and create a culture of storytelling throughout your organization.

Topics include:

- The science of great stories
- The elements of effective storytelling
- Building relationships via storytelling
- Selling with storytelling
- Building and engaging audiences
- Using storytelling frameworks like the Ben Franklin method

Time Management Fundamentals

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Click on the link below to access the course.

<https://www.lynda.com/Business-Skills-tutorials/Welcome/397387/459374-4.html?srchtrk=index%3a2%0alinktypeid%3a2%0aq%3atime+management+fundamentals%0apage%3a1%0as%3arelevance%0asa%3atrue%0aproducttypeid%3a2> (Links to an external site.)

Effective time management is an indispensable skill. Best-selling author and business coach Dave Crenshaw lays the theoretical and practical foundations for managing your time and becoming more productive.

Learn how to get more done in the shortest time possible and avoid the obstacles and distractions that can get in the way of good time management. Dave gives practical strategies for increasing productivity in three main areas: developing habits to be more organized and reducing clutter in your workspace; staying mentally on task and eliminate the to-dos you have floating in your head; and developing a time budget to get the most done during your workday and focus on your most valuable activities.

Improve Your Focus

In our hectic world, time management alone doesn't cut it. To truly increase your efficiency, it's crucial that you improve your focus as well as tend to your calendar. In this course, productivity expert and best-selling author Dave Crenshaw helps you develop the survival skills to both avoid daily distractions and stay focused on what's most valuable. Curate your digital and physical space to strengthen concentration, discover ways to keep your mind on task, and protect your relationships—both at work and at home—by focusing on what's most important.

Click on the link below:

<https://www.lynda.com/Business-Software-tutorials/Improving-Your-Focus/533302-2.html?srchtrk=index%3a1%0alinktypeid%3a2%0aq%3aimproving+your+focus%0apage%3a1%0as%3arelevance%0asa%3atrue%0aproducttypeid%3a2>

Dream Teams

Here is a link to a course with multiple videos.

<https://www.lynda.com/Leadership-Management-tutorials/Shane-Snow-Dream-Teams/758616-2.html?org=kclibrary.org> (Links to an external site.)

In this course, you will learn lessons from great teams of the past, from the Wright Brothers to the Wu-Tang Clan. Dream teams get more done and have more fun. But why do some teams excel, while other promising partnerships fail? Follow along and learn how to build a team with diverse "superpowers," cultivate a culture of inclusion and unity, stay productive and collaborative, and get better together.

Being a Good Mentor

Here is a link to one course with multiple videos.

<https://www.lynda.com/Communication-tutorials/Becoming-Good-Mentor/490858-2.html> (Links to an external site.)



Becoming a mentor gives you a way to share your wisdom and knowledge with someone less experienced. People who mentor also benefit; studies have shown they often earn more money and promotions than nonmentors. But there are some important guidelines to consider before you start this mutually beneficial relationship. In the course, professor Ellen Ensher, author of *Power Mentoring*, explains how to get to know your protégé, shares the dos and don'ts for appropriate self-disclosure, and helps you develop a structure and agenda for each mentoring meeting.

Learning LinkedIn

Here is a link to one course with multiple videos.

<https://www.lynda.com/LinkedIn-tutorials/Learning-LinkedIn-Students/672245-2.html> (Links to an external site.)

LinkedIn is a powerful tool for students who are preparing to graduate and start the next exciting chapter of their lives. It can help you define your career path, build a professional network, and even find your first job. Learn how to tap into the power of LinkedIn to locate industry insights, internships, jobs, and valuable connections. In this course, you will learn how to build a stellar LinkedIn profile—whether or not you have previous work experience. Tips are also offered for expanding your LinkedIn network, identifying job opportunities, connecting with recruiters, and building a professional brand by publishing interesting content and articles.

Topics include:

- Creating a LinkedIn profile
- Growing a professional network
- Following companies and influencers
- Sharing updates and articles
- Sending and receiving messages
- Searching for jobs
- Upgrading to LinkedIn Premium

Master Microsoft Excel

Here is a link to one course with multiple videos.

<https://www.lynda.com/learning-paths/Business/master-microsoft-excel> (Links to an external site.)

Employers around the world cite Microsoft Excel as one of the most sought-after skills for any new hire. This learning path helps you become an Excel power user—covering everything from functions and formatting to PivotTables and dashboards.

- **Lead Like the Great Conductors:**

https://www.ted.com/talks/itay_talgam_lead_like_the_great_conductors

- **Why We Have Too Few Women Leaders:**

https://www.ted.com/talks/sheryl_sandberg_why_we_have_too_few_women_leaders?language=en

- **Leadership: Practical Skills**

Here is a link to a course with multiple videos.

<https://www.lynda.com/Leadership-Management-tutorials/Leadership-Practical-Skills/721910-2.html?srchtrk=index%3a5%0alinktypeid%3a2%0aq%3aLeadership+skills%0apage%3a1%0as%3arelevance%0asa%3atrue%0aproducttypeid%3a2> (Links to an external site.)

This course provides leaders and managers of all levels with an introduction to the basic skills they need to lead their teams to success. Based on theories instructor Chris Croft has acquired over 20 years of teaching, it explores the qualities of a great leader, theories of motivation, leadership styles, and core proficiencies like connecting with your team and effectively delegating work. In closing, Chris provides an optional pledge, which can help you commit to being a better boss.

- **Leadership Strategies for Women**

Here is the link to a course with multiple videos.

<https://www.lynda.com/Business-tutorials/Women-Leadership/800197-2.html?srchtrk=index%3a2%0alinktypeid%3a2%0aq%3awomen+in+leadership%0apage%3a1%0as%3arelevance%0asa%3atrue%0aproducttypeid%3a2> (Links to an external site.)

This course is for anyone who wants to build a more equitable and collaborative culture at their organization, including women leaders and the men who work with them. Business professors, colleagues, and coaches Daisy L. Lovelace and Carolyn Goerner discuss the common challenges that women in leadership face—including gender bias, communication barriers, and imposter syndrome—and introduce strategies to overcome them. Plus, get tips for championing women's leadership and becoming a strong ally.

- **Leading with Fearless Mindfulness**

Here is the link to a course with multiple videos.

<https://www.lynda.com/Business-tutorials/Leading-Fearless-Mindfulness/2825404-2.html> (Links to an external site.)

Be a leader that can rise to challenges. Captain Sandra Yawn is a world-renowned captain with over 28 years of experience. Yawn's love of the ocean propelled her to achieve in a male-dominated industry. In this course, Captain Yawn tells her personal stories and defines the qualities that make up a great captain and overall leader. Discover how to hire and manage teams and how to delegate tasks. Sandy encourages you to create a strong leadership framework so that you can find solutions to the most difficult problems and situations that arise—and understand how to navigate clients to ensure top-level customer service while maintaining your cool. As an exciting bonus element to the course, you can learn about Sandy's favorite destinations and her go-to travel advice.

- **Powerless to Powerful**



Here is the link to a course with multiple videos.

<https://www.lynda.com/Business-Skills-tutorials/Powerless-Powerful-Taking-Control/387349-2.html> (Links to an external site.)

Victimhood means blaming other people or outside circumstances when faced with life's challenges. This "it's not my fault" mentality can scale to teams, organizations, and societies. But why shift blame when you can take control? In this course, executive coach Fred Kofman helps you make the choice to embrace life's challenges, to go from victim to hero, and shows how to help others do the same through support and coaching.

- **Writing a Resume**

Here is the link to a course with multiple videos.

<https://www.lynda.com/Business-Skills-tutorials/Writing-Resume/429634-2.html?srchtrk=index%3a4%0alinktypeid%3a2%0aq%3aresume%0apage%3a1%0as%3arelevance%0asa%3atrue%0aproducttypeid%3a2> (Links to an external site.)

Finding a great job starts with writing a great resume, one that speaks to your personal and professional strengths. Learn how to write a resume that stands out and makes employers take notice.

- **Resume Makeover**

Here is the link to a course with multiple videos.

<https://www.lynda.com/Business-Skills-tutorials/Resume-Makeover/706909-2.html?srchtrk=index%3a3%0alinktypeid%3a2%0aq%3aresume%0apage%3a1%0as%3arelevance%0asa%3atrue%0aproducttypeid%3a2> (Links to an external site.)

If you're looking for your dream job, you have to be prepared to act quickly. That means having an incredible, on-point, "you had us at hello" resume. Is yours in working order? This course helps anyone make over a lackluster resume into something truly special. Career strategist and nationally recognized resume writer Jenny Foss takes you through the very same process she uses at JobJenny.com to develop resumes for her own clients. She teaches you how to condense years of experience into a compelling marketing document, address resume gaps and job hops, and choose the right format for the final document. She also explains how the hiring process works (from the perspective of both the resume scanning software and the human reviewer), so that when you do apply for that incredible new job, you have a real shot at landing an interview.

<https://www.lynda.com/Business-Leadership-tutorials/Leadership-Stories-Weekly/689764-2.html>

General Supervisor Resources

Expectations

Once you have hired a student employee, make sure to communicate clear expectations. Remember, this is the first position for many of our students, so clearly stating what is expected is very helpful.

Provide expectations in writing. In an initial meeting, verbally go over the written expectations and ask the student for questions and areas that need clarification. Remember to use open-ending questions instead of questions that can be answered with a simple yes/no. This should be a conversation, not a lecture. It is a good opportunity to ask about previous work experience and the expectations at those experiences to get a sense of where you may need to provide support or where you can start directly on their level.

Define your role as their supervisor. Explain how often you will check-in with them, how they should ask questions, how feedback is provided, etc.

Make sure to explain all expectations of training. All student employees must attend a Level One training with PRO Roos' staff as a requirement for retaining their position. Please make sure they have attended (and are paid for the hour they attend training) and can talk to you about the Roo Way of customer service. They need to be able to recite the 5 Rs and explain what each means.

SMART Goals

Throughout the semester, or anytime students need interventions to improve behaviors or performance, SMART goals provide an effective means to hold both student and supervisor accountable.

First, define what behavior/attitude/event needs to be addressed. Then, outline what will resolve the issue. With this in mind, walk through the SMART goal process to identify each step. It may be helpful to do this before meeting with the student to clarify in your own mind how to use this process, but it will be much more beneficial if you include the student in the process.

SMART goals:

Specific - the problem must be identified with concrete examples. Such as: Over the last two weeks you have been late two times, Sept. 6th and 9th. Being late means someone else has to cover the desk. Tanya covered the desk until you arrived on the 9th, but this meant she had to reschedule her own plans for that time. It is very important that you arrive on time, every time, and are ready to start at your scheduled time.

Measurable - The goal must be concrete and measurable, both in time and a specific behavior. Such as: Let's set a goal. Tell me what you think a reasonable goal for the next two weeks will be? You are scheduled for 9 slots in the next 14 days. Arriving 5 minutes ahead of

your scheduled time on 8 out of those 9 days? Good. Try for all 9 times, but we will view this as practice so we can work out the issues that are making you late.

Achievable - The goal must be within the student's capabilities and skill level, it must be something reasonable that the student can achieve. Such as: Arriving 5 minutes ahead of your scheduled time for 8 out of the 9 next times. If the student is really struggling with attendance, it may need to be 7 out of the next 9 times. The goal in this is to set a goal high, but not too high that it sets the student up for failure. Success begets success - begin with small steps and make steady progress.

Relevant - This category keeps the focus on what is important. If the student's position is flexible and the work can be done anytime they arrive, then setting a SMART goal for punctuality may not be necessary. But, if they greet customers as they come in, then punctuality is very relevant. Choose to set goals for the really important aspects of the position. Be selective! Always make sure the student understands the relevance of the goal. Such as: If you are not on time to open the front doors, other employees are standing outside and cannot begin their work. This makes a rough start for everyone and inhibits great customer service for our whole department.

Time-bound - The goal must have a beginning and ending date in which the modifications need to occur. This gives both the student and supervisor a beginning and ending time to reconvene and reassess the situation. If the problem has been solved, then both can continue, happy with the resolution of the situation. If it has not, then next steps will need to be explained and consequences for not meeting the goals will be defined (Such as: Failure to show up on time will result in your hours being given to another person or other implications).

SMART Goals Worksheet ([Appendix D](#))

The Roo-way for Hiring ([Appendix E](#))

Managing in Difficult Times

This is a great video series that can be helpful in working with your student employees. Even if they are all working hard, there will be a few bumps. This series talks about various difficult circumstances and how to effectively change them into growth opportunities.

Step 1:

You will need an online public library username and password. If you have online access to the KC Public Library system, go directly to step 2. If you do not have online access, please follow the steps below:

Click here: <https://kclibrary.bibliocommons.com/user/login?destination=%2F> ([Links to an external site.](#))

You should see a webpage for the Kansas City Public Library. Under the Log In section, you will see a link, Get a Card, next to the blue Log In button. Click on Get a Card and it will open a registration page. Complete the form and click the registration button at the bottom of the page.

Once you have your KC Public Library ecard, continue to Step 2.

Step 2:

Open the link below:

<https://www.lynda.com/portal/sip?org=jocolibrary.org> (Links to an external site.)

Use your ecard information for the Kansas City Public Library and log in.

If you cannot log in, please look to the top right-hand side of the page and click on Log In. This will take you to a new page that asks you to choose between two options. Select and click on "Sign in with your organization portal". In the next box, type in kclibrary.org and hit enter. This will take you to another log in where you can enter your library card number and pin.

Search for the course titled: Managing in Difficult Times.

This site provides multiple opportunities for online professional development, but if you have not completed the first video series, Using LinkedIn Learning, please do that first. This will give you all the tools you need to navigate through LinkedIn Learning and make the most of your professional development. (You are welcome to explore other professional development opportunities on this site at your convenience). These video courses also have transcripts so you can choose to read it, listen to it, or both.

1on1 Bi-weekly Meeting Template ([Appendix F](#))

Difficult Conversation Resources

As the semester moves quickly on, you may find yourself in a situation you didn't expect: i.e. you thought you would have a better relationship with your student employee; or you are too friendly with your student employee.

Below are the resources presented in the summer training on how to problem solve and think through how to have a difficult, but necessary, conversation with your student employee.

Crucial Conversations Handouts ([Appendix G](#))

Preparing for Difficult Coaching Situations ([Appendix H](#))

Setting Employee Expectations ([Appendix I](#))

Evaluation Examples ([Appendix J](#))

Shift Change Request Form ([Appendix K](#))

Appendix A

Resource for Students Working from Home

Ideas for Remote Work

What is remote work, you ask? It is working from home instead of at the office.

As some of you know, remote work might look like this:



Unfortunately, working from home can mean you are not sure what to do or you don't have enough work to do to fill your work hours. To avoid having nothing to work on at home, here are some suggestions for you:

- Ask your supervisor for a project to work on over a lengthy time-frame, one week or more
- Ask yourself what could be improved in your work space (on campus) and start creating a plan to improve it
- Ask your peers what they think needs to be improved and work with them on those ideas
- Make a handbook on anything and everything for your regular job (i.e. How to print, directions to the restroom, how to enter data into an excel sheet, etc.)

By being proactive, you can keep yourself busy and active. You will also be helping your supervisor out by showing initiative. Talk about professionalism and building a good reputation for yourself! By the end of this, we want you to look like this:



Do you have any other ideas on how to find work at home? Use the discussion board on the next page to share your ideas!

LinkedIn Learning

Online Work Option:

If you are looking for more work to do online, consider enhancing your professional skills by using a resource provided by LinkedIn: LinkedIn Learning (Formerly Lynda.com). This site provides multiple opportunities for online professional development. It is also free for you to use (through the Kansas City Public Library). As you watch the videos, use the notebook tool to take notes on the content and keep it for later reference. These video courses also have transcripts so you can choose to read it, listen to it, or both. Feel free to find videos that present skills or knowledge applicable to your workplace needs or career goals. When you watch the video, you can send your supervisor the link so they can see what you've been working on. When selecting videos of your choice, please submit them under the "Continual Professional Development" tab. Each one hour of video is worth 10 professional development points.

Here is how to set up your account:

Step 1:

You will need an online public library username and password. If you have online access to the KC Public Library system, go directly to step 2. If you do not have online access, please follow the steps below:

Click here: <https://kclibrary.bibliocommons.com/user/login?destination=%2F> (Links to an external site.)

You should see a webpage for the Kansas City Public Library. Under the Log In section, you will see a link, Get a Card, next to the blue Log In button. Click on Get a Card and it will open a registration page. Complete the form and click the registration button at the bottom of the page.

Once you have your KC Public Library ecard, continue to Step 2.

Step 2:

Open the link below:

<https://www.lynda.com/portal/sip?org=kclibrary.org> (Links to an external site.)

Use your ecard information for the Kansas City Public Library and log in.

If you cannot log in, please look to the top right-hand side of the page and click on Log In. This will take you to a new page that asks you to choose between two options. Select and click on "Sign in with your organization portal". In the next box, type in kclibrary.org and hit enter. This will take you to another log in where you can enter your library card number and pin.

Suggested First video:

How to use Learning with LinkedIn

<https://www.lynda.com/LinkedIn-tutorials/How-Use-LinkedIn-Learning/496940-2.html>

Suggested LinkedIn Learning Videos

Remote Working: Setting Yourself and Teams Up for Success

Take your time working through each short video in this learning path on LinkedIn Learning:

<https://www.lynda.com/learning-paths/Business/remote-working-setting-yourself-and-your-teams-up-for-success> (Links to an external site.)

Supporting Your Well-being in Times of Change and Uncertainty

Take your time working through each short video in this learning path on LinkedIn Learning:

<https://www.lynda.com/learning-paths/Business/supporting-your-well-being-during-times-of-change-and-uncertainty>

Staying Active and Healthy at Home

One of the greatest challenges of working from home is the feeling of being stuck or constricted. Depending on your living situation, you could have a lot of space for yourself and time alone; or you could be in a house full of people without the time or space to take for yourself. Either way, one major tip to keep you going is to stay active and healthy - physically and mentally. Here are some resources for you to use:

Physical health:

- Here is a site listing all the foods that help reduce stress:
 - <https://www.everydayhealth.com/diet-nutrition-pictures/how-to-reduce-stress-with-diet.aspx> (Links to an external site.)
- Participate in UM System weekly Zoom sessions
 - Mindfulness
 - Tuesday, Wednesday and Thursday at 12 p.m.
 - <https://umsystem.zoom.us/j/939301627?status=success> (Links to an external site.)
 - Yoga
 - Monday at 3 p.m.
 - <https://umsystem.zoom.us/j/939301627?status=success> (Links to an external site.)
 - Thursday at 8:30 a.m.
 - <https://umsystem.zoom.us/j/939301627?status=success> (Links to an external site.)

Mental health:

- Here is a site that gives some helpful stress management tips:
 - <https://www.helpguide.org/articles/stress/stress-management.htm>
- Sanvello
 - Check out Sanvello, a free app with tools to create a mental health roadmap.

Fun!

Let's not forget the importance of having fun. Without access to things we might normally enjoy, we have to be creative. Luckily, many organizations are opening up their virtual doors for us to enjoy!

Watch the Atlanta, Georgia Aquarium live:

- <https://www.georgiaaquarium.org/webcam/ocean-voyager/> (Links to an external site.)

This is a list of fun things to do for children, but aren't we all children at heart? No one will judge you if you indulge in a fun science experiment now and then:

- <https://learnincolor.com/educational-activities-for-when-youre-stuck-indoors.html?fbclid=IwAR1KTAqLiTnQfIYkmEFpWVF0xmdDmHJySvp3iYUknQWCUmuyYaXXAPcHMfs> (Links to an external site.)

Into musicals? Here is a list of 15 Broadway plays and musicals you can watch from home!

- <https://www.playbill.com/article/15-broadway-plays-and-musicals-you-can-watch-on-stage-from-home?fbclid=IwAR2bis7jxH5SFw3EXa3SCL3fUa8vPHyRSmtYVv0QVfrUlul6h-frAtjIHM> (Links to an external site.)

Access millions of free books, movies, software, music, websites, and more with this free website called Internet Archive:

- <https://archive.org/> (Links to an external site.)

If you've been wanting to visit a certain museum, check this website to see if you can tour it virtually!

- https://www.travelandleisure.com/attractions/museums-galleries/museums-with-virtual-tours?fbclid=IwAR32G612GZ4F-k9qQHJwU_bwD_BcA8OQjVmXUnmWphlCMS-LtudjLAs-7GU (Links to an external site.)

Student Suggestions

We find that in a time when we can't communicate in person, hearing from peers who are experiencing similar circumstances can be encouraging and inspiring. So, the next couple of pages include suggestions from fellow student employees who have had to learn how to work from home just like you.

If you have any other ideas you would like to share, there is a discussion at the end of these pages where you can give suggestions. Let's support each other!



Student 1's Suggestions



"Something I find helpful while working from home is isolating myself from everyone at home. I either sit in my room with the door shut or go into the little office space we have at our house. This helps because you have less distractions around you and also you aren't tempted to make conversation with anyone. Secondly, I put my phone way out of reach because my phone is my biggest distraction. When it feels like I am becoming overwhelmed, I take a quick 5 minute break and get back to work soon after. These are the main things that I have been doing ever since I started working from home. Hopefully, this helps others!"

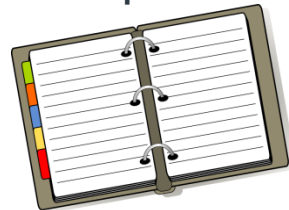
Student 2's Suggestions

Have a personal work space



Having your own space keeps you focused on your work with minimal distractions. By having your own personal work-space, you have the ability to focus on your work and avoid laying in bed as a habit.

Have a planner



With the sudden transition from in-person to online, it becomes a bit of a hassle trying to remind yourself the tasks you need to complete. A planner has helped me to not only remind myself when my school assignments need to be started/completed, but as well as when I should have work assignments done by.

Place your phone on "do not disturb"



Limit those distractions! Don't get caught up scrolling through social media. It can become a hard habit to break through if you don't stop now!

Take (and I cannot stress this enough) breaks

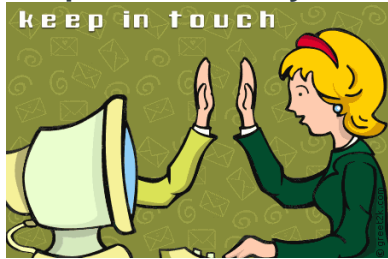


Time to take a break

Limit those distractions! Don't get caught up scrolling through social media. It can become a hard habit to break through if you don't stop now!

(These tips are more of what I do to keep me sane)

Keep contact with your closest friends and family



If you are going through something, make sure to contact the person most special to you. I am very fortunate for having friends who check in on me and vice versa.

Have time to yourself



Yes, school work is important, but you need to reserve some 'me' time. Treat yourself!

Catch up on your interests



Read a book (we're making this cool again), catch up on a language you're learning, paint, watch films, play a game, write poetry etc.

Student 3's Suggestions

Tips For Staying On Task While Working Online

We know that the switch from working in person to online is a big one, especially with the unexpected and rapid manner in which it happened. Our work study team is here to help make this transition as easy as possible to help ensure that you have a productive

experience for the rest of your working semester. Below is a list of tips for staying on task while working online.

Tip 1: Practice Good Communication

Making sure you have open communication with your office is key, this includes your supervisor and your coworkers. Exchanging emails frequently with your supervisor will help keep you productive and on task. Also it will show them you are still being responsible and keeping up with work given to you.

Working from home can make you feel like you're losing the creativity of coming up with ideas with your coworkers, also supervisors may not catch similar projects that you and a coworker might both be doing. Staying in contact with your coworkers can help keep the flow of ideas going and help stop unnecessary work on a project that is already done or being worked on.

Tip 2: Keep Organized

Keeping organized can be one of the most effective ways to help you stay on task. It can be difficult to get things accomplished when you are working in a cluttered environment. Here are a few things to think about organizing:

- Your Email
 - Making sure to sort and label your work emails from your school and personal emails will help you focus on which ones to attend to during your work. You can do this using the categorize tab in your email (Office 365).
- Your Computer Tabs
 - It's okay to have multiple tabs open while working, but all of those tabs may not be work related. Having separate browsers open that sort your work, school, and personal tabs will help you stay focused on your work.
- Your Work Task
 - Write down all of the tasks that you are given/want to accomplish in one place. Make sure that this is something you look at every day, it can be as complex as a planner or as simple as a sticky note on your computer or notes in your phone. This will focus you to keep all projects that you are working on in your mind and help you not forget any.

Tip 3: Set a Timeline

When you are working online, a lot of the things assigned to you may not have a timeline provided by your supervisor. Although this is good and allows you to be flexible, it can lead to you not getting your work done in a timely manner. For assignments that don't have a set timeline, set one for yourself. It can be a day, two days, or even a week, depending on the project. Just set something to hold yourself accountable for your work.

Tip 4: Establish Work Hours

One advantage of working from home is that you are able to have flexible hours. However, not having a set time to do things can cause you to put off work and be unproductive. Take the time to pick which hours you want to work that day and stick to them. You can change these hours depending on events and things that come up but sticking to a schedule can boost your productivity.

Tip 5: Pick a Work Area

Set up a work space for yourself. Having a place designated to getting your work done will allow you to have somewhere to be the most productive. This space should ideally be just for working and keep organized as well.

Tip 6: Set Alarms

It is easy to lose track of time in a non-work setting. Setting alarms on your phone for classes, the start and end of work days, project management, etc. will allow you to avoid losing track of time.

Tip 7: Put Your Phone on Do Not Disturb

You might be tempted to constantly be on your phone when you are not being watched by others. Putting your phone on do not disturb or putting it in another room would reduce your temptation to look at it constantly. Avoid doing things other than work during your work hours.

Tip 8: It's Okay To Change Tasks

To help you limit the feeling of wanting to do things other than work, you can try switching tasks once you feel that you've grown tired of one task. Still make sure you are completing tasks on time but having a few tasks to choose between and work on will help you be more creative and more productive.

Encouragement

Thank you for working through the "Working from Home" module. We hope you were able to glean some ideas from your fellow student employees.

Before you finish this packet, we want you to choose one person in your life who you can encourage by sending them a kind word. This quick text, note, email, or Zoom call could change their day. Don't underestimate the power of your words and the impact they have on others' lives. Together, we can use our words to uplift others in this time of uncertainty.

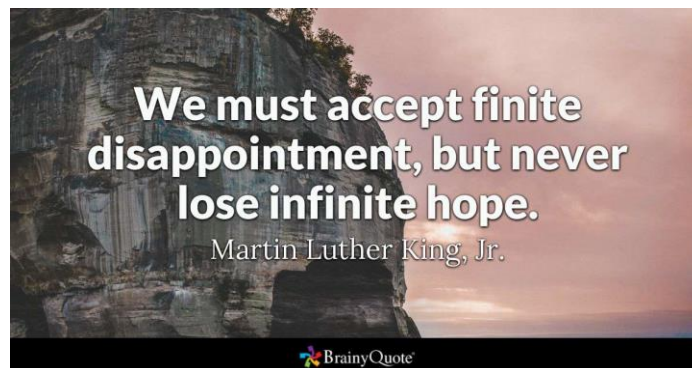
So, as a final word, we wanted to encourage ***you***.

You are important to us and those around you.

There are people who care about you.

You are not alone.

There is still hope.



Appendix B

CRT Work from Home Task Sheet

Name:

Predicted Hours

Monday	Tuesday	Wednesday	Thursday	Friday

ASSIGNMENTS

SMART GOALS FOR COMPLETION

Appendix C

Weeks of	3/8/20 to 3/21/20								
Name									
Week of 3/8	Time-In	Time-Out	Time-In	Time-Out	Hours	Hour 1	Hour 2	Hour 3	
Monday	1:00 PM	3:00 PM	5:00 PM	7:00 PM	4				
Tuesday	0	0	0	0	0				
Wednesday	0	0	0	0	0				
Thursday	0	0	0	0	0				
Friday	0	0	0	0	0				
Saturday	0	0	0	0	0				
Sunday	0	0	0	0	0				
Total					4				
Week of 3/15	Time-In	Time-Out	Time-In	Time-Out	Hours	Hour 1	Hour 2	Hour 3	
Monday	0	0	0	0	0				
Tuesday	0	0	0	0	0				
Wednesday	0	0	0	0	0				
Thursday	0	0	0	0	0				
Friday	0	0	0	0	0				
Saturday	0	0	0	0	0				
Sunday	0	0	0	0	0				
Total					0				



Appendix D

SMART Goal Worksheet

Today's Date: _____ Target Date: _____ Start Date:

Date Achieved: _____

Goal:

Verify that your goal is SMART

Specific: *What exactly will you accomplish?*

Measurable: *How will you know when you have reached this goal?*

Achievable: *Is achieving this goal realistic with effort and commitment? Have you got the resources to achieve this goal? If not, how will you get them?*

Relevant: *Why is this goal significant to your life?*

Timely: *When will you achieve this goal?*

This goal is important because:

The benefits of achieving this goal will be:

Take Action!

Potential Obstacles

Potential Solutions



Who are the people you will ask to help you?

Specific Action Steps: *What steps need to be taken to get you to your goal?*

What? Expected Completion Date

Completed

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Appendix E

The Roo-way for Hiring

- **Recognize** – Acknowledge receipt of application or indicated interest
- **Respond** – Inform student of interview dates or process
- **Reliable Information** – If student is still being considered but hiring will be more than a week, let the student know. If not selected, confirm this with appropriate communication.
- **Resolve** – Inform selected applicants quickly. Fill all allotments promptly or return them to the FASO
- **Reflect** – Analyze the processes against the results and plan for changes or adaptations for next year

Appendix F

1:1 Student Employee/Supervisor

DATE

TIME

[Meeting Location]

Agenda Items

- 1. Academics/work/life**
- 2. Current Projects**
- 3. Assignments**
- 4. SMART goal for next 2 weeks**
- 5. How can I help you continue to grow and develop?**
- 6. Other**

Other Information/Follow Ups

- 1.**
- 2.**
- 3.**

Attachments Provided



Appendix G

Reasons for Avoiding Hard Conversations

Reasons for Avoidance	What We Think	What We Can Think and Do Instead
1. A desire to please	<ul style="list-style-type: none"> I am a nurturer. I don't want to look mean or unkind. I want people to like me and respect me. 	<ul style="list-style-type: none"> Realize the "nice" thing to do <i>is</i> to speak up. The conversation will help this person to grow professionally.
2. Personal discomfort with emotions	<ul style="list-style-type: none"> This may cause tears. I'm uncomfortable when other people cry. The other person may react with anger which is intimidating. 	<ul style="list-style-type: none"> Express your expectation that anything other than respectful, civil dialogue is unacceptable. Remain calm.
3. Personal comfort	<ul style="list-style-type: none"> It will take so much effort to do what I need to do if this starts. Initiating and providing the intensive support this student needs in order to be successful will take a lot of my time. In the end, I'm not sure it will even make a difference. 	<ul style="list-style-type: none"> Consider the consequences of not taking action.
4. No sense of urgency	<ul style="list-style-type: none"> It's not like anyone is dying because of this issue. I don't want to make a big deal out of it. Let's give it more time and see if things change. There's no big crisis yet. 	<ul style="list-style-type: none"> Don't wait for it to become a crisis. Ask if you are really gathering evidence to build a better case or using this as an excuse to avoid the conversation.
5. Lack of relationship foundation	<ul style="list-style-type: none"> I know that rapport matters. I don't have a strong enough relationship yet to address this. 	<ul style="list-style-type: none"> Be proactive and build this trusting relationship sooner. Consider the consequences of delay.
6. Lack of confidence	<ul style="list-style-type: none"> I'm not sure I'll say the right thing in the right way. Maybe I'm just being overly critical. 	<ul style="list-style-type: none"> Confer with an objective colleague who can help you separate message and emotion. *Be mindful of student privacy.
7. Fear of kicking somebody who is already down	<ul style="list-style-type: none"> I don't think she'll be able to take it. It will overwhelm her. I know he already has a lot going on in his personal life. I can wait until that is resolved and then address this issue. 	<ul style="list-style-type: none"> Ask yourself, "How can I help this student improve so that she feels less rather than more overwhelmed?"
8. Unprepared for this part of the job.	<ul style="list-style-type: none"> I assumed I would focus on my own work. I didn't think I'd have to address wearing appropriate clothing, 	<ul style="list-style-type: none"> You need to address issues if they impact student learning or affect the

	hygiene, coming to work on time, counseling referrals, etc.	person's ability to meet unit expectations.
9. Personality	<ul style="list-style-type: none"> ● He is a nice person overall. ● This is really out of character for her and will probably be an isolated incident. 	<ul style="list-style-type: none"> ● Remember even good people make mistakes. Being a good person in one situation does not excuse you from being a good person in others.
10. Intent	<ul style="list-style-type: none"> ● I know she didn't mean it that way. 	<ul style="list-style-type: none"> ● Intent is different from impact. We need to help others to be conscious of their impact.
11. Pressure from enrollment numbers	<ul style="list-style-type: none"> ● I need to maintain a minimum number of students or my unit will be closed and I'll be out of a job. 	<ul style="list-style-type: none"> ● Remember we have a responsibility to future employers that hire our graduates to maintain high standards and prepare our students to meet those standards.

For what other reasons do you avoid hard conversations?

What are the consequences of you avoiding hard conversations?

What can you do when these situations arise?

Adapted from Sanford Inspire and Abrams, J. (2009). Having Hard Conversations. Thousand Oaks, CA: Corwin.



Scripting the Conversation

Five Steps to Successful Scripting	Remember...
1. Seek for understanding and set the tone and purpose of the conversation	Ask for clarification to avoid misguided assumptions. Connection before correction- sincerity and willingness to be authentic precedes the rest.
2. Get to the point and name it professionally	Name the issue with a professional behavior, preferably one indicated in a unit or university policy.
3. Give specific examples—focus on behaviors	Use only one or two. Make them vivid and focus on positive language. Name specific behaviors rather than traits.
4. Describe the effect of this behavior on the school, colleagues, or students	Describe the consequences of this behavior on others. Don't dramatize; describe the impact.
5. State your wish to resolve the issue and open the discussion	Stay open with your comments and your body. Be able to finish your statement and stay present so the dialogue can begin.

Sample Script

Five Steps to Successful Scripting	Example
1. Seek for understanding and set the tone and purpose of the conversation	Tom, I know you have a lot on your plate this year taking classes, along with all of the responsibilities of this job. How are you adjusting to planning for all of these tasks? (Adjust the conversation based on Tom's answer) It sounds like it's important to you to do your university work at a high level of excellence. This is very commendable. I'd like to talk to you about the importance of planning university course work with your responsibilities here.
2. Get to the point and name it professionally	It's a policy (refer to the handbook) that you arrive on time and are dressed professionally.
3. Give specific examples—focus on behaviors	Last Monday, Friday and today, you arrived after your scheduled time and you were wearing ripped jeans.
4. Describe the effect of this behavior on the school, colleagues, or students	When you are not here on time, how does that affect the front desk (or your co-workers)?
5. State your wish to resolve the issue and open the discussion	Starting tomorrow, please be here 5 minutes prior to your scheduled start time and come in clean khakis and a UMKC shirt. Are there any ways that I can support you in finding a balance between your university course work and your job responsibilities?

Adapted from Sanford Inspire and Abrams, J. (2009). Having Hard Conversations. Thousand Oaks, CA: Corwin.

Scripting Template

Five Steps to Successful Scripting	Script
1. Seek for understanding and set the tone and purpose of the conversation	
2. Get to the point and name it professionally	
3. Give specific examples—focus on behaviors	
4. Describe the effect of this behavior on the school, colleagues, or students	
5. State your wish to resolve the issue and open the discussion	

Adapted from Sanford Inspire and Abrams, J. (2009). Having Hard Conversations. Thousand Oaks, CA: Corwin.



Appendix H

https://info.umkc.edu/hr/wp-content/uploads/2018/09/Difficult_Coaching_Situations.pdf



Appendix I

<https://info.umkc.edu/hr/wp-content/uploads/2016/11/Setting-Employee-Expectations.pdf>



Appendix J

Supervisor Evaluation Examples/Tips:

We believe that corrective feedback is crucial in the development of student employee's experiences and your (as the supervisor) department's success at UMKC. To start off on a good note, we suggest that in your first meeting, collaborate with your student employees about how they want to receive feedback. This feedback includes bi-weekly evaluations/check-ins and also the mid-term evaluations. The bi-weekly evaluations can be casual and as simple as checking in to see if your employees have any questions or concerns. The mid-term evaluation should have more structure and intentionality. So, in your first meeting with your student employee, discuss what form of feedback they would prefer (or decide what you are the most comfortable with).

Here are some options/examples of what you can use for mid-term evaluations:

- **SMART Goals check-in**
 - When you have your first meeting, have your student employees write 2-3 SMART goals for the first half of the semester (about work). At the mid-term evaluation, review the SMART goals and see if they accomplished them. If they did, write new ones for the second half of the semester. If they didn't quite achieve the goals, help them brainstorm what steps they can take to meet their goals.
- **Re-use your own expectations sheet**
 - Use the Expectations sheet, go through and mark what they did great, and make a plan for what areas they can grow in. If they don't need any improvement, ask them what can be added to the expectations sheet to improve it (and to challenge them for the rest of the semester).
- **UMKC's Resources**
 - Between PRO Roos and MyHr, UMKC is ready to assist you with evaluations and check-ins. Check out the MyHr website (listed on the [Resources](#) page) to see multiple different resources.
- **Check-in meeting**
 - Have a meeting with everyone that you supervise and debrief the first part of the semester. After that, leave ten minutes at the end to call in individuals and give them quick feedback on how they are doing and ways they can improve.

Appendix K

Shift Change Request Form

(This form must be signed by both parties and the Manager)

Who is scheduled: _____

Date of Shift: _____

Time of Shift: _____

Who will actually work the shift?

Signature of both Parties:

Manager: _____

Today's Date: _____

** Update work calendar to reflect the change.