

UNM 2016

# SED

Student Employee Development

 **UNM** *Student Services*

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Fall 2015

Dear Supervisors, Managers, and Newly Employed Students:

Congratulations on being part of an illustrious team at The University of New Mexico! Career Services and staff from the Division of Student Affairs have developed this manual to guide and assist your development as productive employees and supervisors. The *Guide to Student Employee Development* (SED) will provide a well-rounded employment-based education for a seamless transition into the increasingly competitive environment of the 21st-century workforce. The mission of SED is to help build and enhance the employability skills of student employees to prepare them for future careers outside of the university environment.

Many departments at UNM rely on their student employees as support staff. In addition, student employment is linked to a high level of student success. This is an opportunity for students to develop competencies relevant to any career, and their lives as they move forward to become productive and constructive members of society.

Employers today are seeking specific skills sets for their positions including communication, critical thinking, collaboration, research and data, and professionalism. These employability skills, combined with the education received in their direct field of study will not only support the individual goals of our students but also propagates the University's ongoing commitment to "educate and encourage students to develop the values, habits of mind, knowledge, and skills that they need to be enlightened citizens, contribute to the state and national economics, and lead satisfying lives" (The University of New Mexico, 2015).

If you have any questions or comments about this guide, please contact Jenna Crabb, Director of Career Services, at [jennas@unm.edu](mailto:jennas@unm.edu). We hope you find this tool helpful as you help students become great employees!

Sincerely,

Committee for the Guide to Student Employee Development

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## CHAPTER 1:

# UNM

# OVERVIEW

### Introduction:

This section provides crucial information for UNM student employees to know including the University mission and general facts about the University.

### Learning Objective:

Student workers will gain an understanding of the organization in which they work including culture, values and expectations.

### ENROLLMENT

#### Total enrollment (Fall 2014)

Main Campus - 27,889  
Branch Campuses - 7,473  
Total + Extended Services - 36,253

### ALUMNI

Total Active Alumni - 169,257  
Alumni in the U.S. - 167,294  
Alumni in New Mexico - 97,787

### TUITION (Fall 2015)

\*UNM charges lower tuition rates per credit hour for full time students. Some colleges and/or programs assess an additional, differential tuition. The tuition figures below do not include mandatory university fees. [Click for Fall 2015 Tuition and Fees info.](#)

Undergraduate NM Resident Full-Time (15 - 18 hour) Tuition - \$2,578.50  
Undergraduate Non-Resident Full-Time (12 - 18 hour) Tuition - \$10,023.96  
Undergraduate Books and Supplies (estimated) - \$1,072  
Graduate NM Resident Full-Time (12 hour) Tuition - \$3,051.12  
Graduate Non-Resident Full-Time (12 - 18 hour) Tuition - \$10,301.04  
Graduate Books and Supplies (estimated) - \$1,072  
Room and Board (on campus) - \$8,690

### STATEWIDE IMPACT

Degrees awarded by UNM in annual year '12-'13 and percentage of degrees awarded in New Mexico that came from UNM

Degree type	# of degrees awarded	% of NM degrees from UNM
Undergraduate	3,520	46%
Masters	1,263	44%
Post Masters Certificate	19	66%
Graduate Certificate	19	34%
Doctorate	218	61%
Professional	297	100%
Total Degree Production	5,161	20%

### ACHIEVEMENTS

- UNM students have won the most prestigious awards in the country including Rhodes, Marshall, Truman, Udall, Gates Cambridge and Goldwater Scholarships
- Faculty include a Nobel Laureate, 2 MacArthur Fellows, 35 Fulbright Scholars, and several members of national academies
- UNM Library holdings include more than 3 million volumes

### RANKINGS AND CLASSIFICATIONS

#### Carnegie Foundation:

Doctorate-granting University, RU/VH - Research University (very high research activity)  
- Only RU/VH in New Mexico

#### Hispanic Association of Colleges/Universities (HACU):

Hispanic Serving Institution (HSI), serving a student body that has at least 25% hispanic students.

#### US News & World Report (2015 Ranking)

Ranking of Specific Degree Programs

#3 - Rural Medicine

#5 - Photography

#10 - Family Medicine

#10 - Law Clinical Training

#### Hispanic Outlook (2015 Ranking)

#19 - Top 100 college & Universities Granting

Undergraduate and Graduate Degrees

Bachelor's Degrees Awarded to Hispanics

#3 - Education

#10 - Architecture

#10 - Mathematics and Statistics



## General UNM Information

### University Mission

The mission of the University of New Mexico is to serve as New Mexico's flagship institution of higher learning through demonstrated and growing excellence in teaching, research, patient care, and community service.

In support of its mission, the University serves to:

- Discover and disseminate new knowledge and creative endeavors that will enhance the overall well-being of society.
- Deliver health care of the highest quality to all who depend on us to keep them healthy or restore them to wellness.
- Actively support social, cultural, and economic development in our communities to enhance the quality of life for all New Mexicans.

Educate and encourage students to develop the values, habits of mind, knowledge, and skills that they need to be enlightened citizens, contribute to the state and national economies, and lead satisfying lives.

Founded in 1889 as New Mexico's flagship institution, The University of New Mexico now occupies nearly 800 acres along old Route 66 in the heart of Albuquerque, a metropolitan area of more than 500,000 people. From the magnificent mesas to the west, past the banks of the historic Rio Grande to the Sandia Mountains to the east, Albuquerque is a blend of culture and cuisine, styles and stories, people, pursuits and panoramas.

Offering a distinctive campus environment with a Pueblo Revival architectural theme, the campus buildings echo nearby Pueblo Indian villages. The nationally recognized campus arboretum and the popular duck pond offer an outstanding botanical experience in the midst of one of New Mexico's great public open spaces.



**OFFICIAL MASCOT:** the Lobo  
Lobo Louie and Lobo Lucy

**SCHOOL COLORS:** Cherry and Silver

**ATHLETICS:**  
Mountain West Conference NCAA Division I  
[golobos.com](http://golobos.com)

## Schools and Colleges

<b>Anderson School of Management</b> mgt.unm.edu	<b>College of Pharmacy</b> hsc.unm.edu/pharmacy	<b>School of Law</b> lawschool.unm.edu
<b>College of Arts and Sciences</b> artsci.unm.edu	<b>Honors College</b> honors.unm.edu	<b>School of Medicine</b> som.unm.edu
<b>College of Education</b> coe.unm.edu	<b>School of Architecture and Planning</b> saap.unm.edu	<b>School of Public Administration</b> spa.unm.edu
<b>College of Fine Arts</b> finearts.unm.edu	<b>School of Engineering</b> soe.unm.edu	<b>University College</b> ucollege.unm.edu
<b>College of Nursing</b> nursing.unm.edu		<b>University Libraries and Learning Sciences</b> library.unm.edu

## Degree and Certificate Supporting Programs

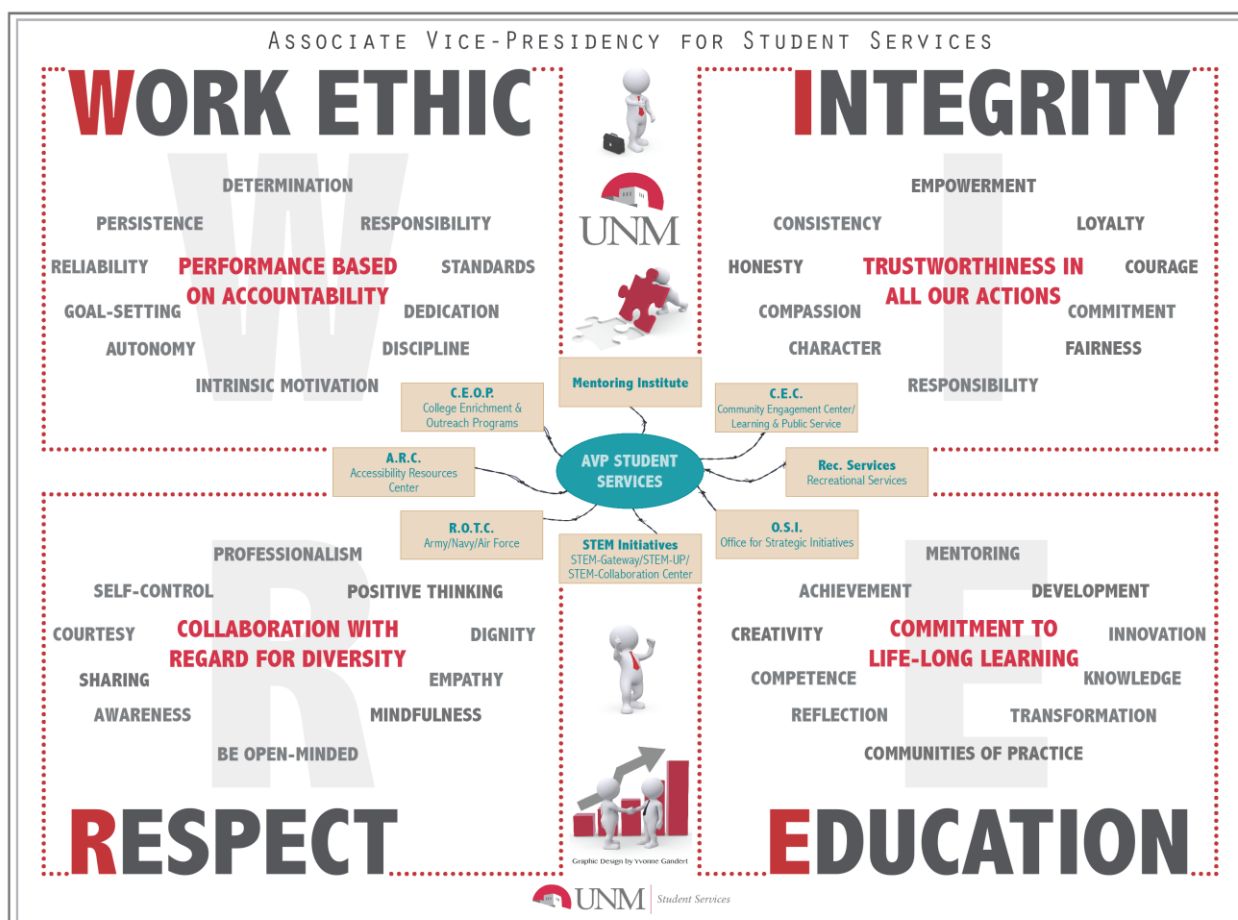
<b>Continuing Education</b> ce.unm.edu	<b>Graduate Studies</b> grad.unm.edu	<b>Extended Learning</b> statewide.unm.edu	<b>Department of Dental Medicine</b> dentalmedicine.unm.edu
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# Student Services

Student Services, a division of the Office of Student Affairs, strives to provide students a seamless support system focused on the development of skills, aptitudes, and behaviors necessary to succeed in education, career, and life.

Under the leadership of Dr. Tim E. Gutierrez, Associate Vice President of Student Services, the division nurtures learning, engagement, and retention through supportive programs, active endorsement of graduate studies, and the promotion of health & well-being of every student.

Key elements of success that Student Services emphasizes are work ethic, integrity, respect, and education; or W.I.R.E. This manual was created by Student Services to address the ever-growing needs of our students employed at UNM. While working through this manual, keeping these core values in mind will accentuate the development of the five skill sets we are focusing on: communication, critical thinking, collaboration, research, and professionalism.



## CHAPTER 2:

# How to Use **This Guide** **& an Introduction to Skill Sets**

### **For Students:**

As students we take jobs on campus to help pay for expenses, college, family, etc. while maintaining our academic classes. We often don't realize that every job and task we perform help us in developing skills that will be attractive to our future employers. While academics help provide the foundations for our knowledge on our chosen degree area, our campus student positions will help complement our knowledge with skills and abilities to make us more competitive in the job search.

Today's employers are seeking a number of skill sets. According to NACE, National Association for Colleges and Employers (Job Outlook, 2015, National Association of Colleges and Employers), the top 10 skills set desired from recent graduates are the following:

1. Leadership
2. Ability to work in a team
3. Written communication skills
4. Problem-solving skills
5. Strong work ethic
6. Analytical/quantitative skills
7. Technical skills
8. Verbal communication
9. Initiative
10. Computer skills

The following chapter and sub-set chapters will illustrate the importance of transferable skills you will be obtaining while working on campus. This manual will focus on 5 skill sets employers are wanting students to have upon graduation. Each skill set has sub-set skills and values that help identify concentration areas within that skill set. As you will note, the top 10 skills as identified above are reflected in the UNM 5 Skill Sets.

1. Communication
2. Critical Thinking
3. Collaboration
4. Research and Assessment
5. Professionalism

**SELF ASSESSMENTS:**

As you begin your student employment experience, it is important to start off with a self-assessment. What areas do you feel you are competent in – AND – what areas might need to be goals? The following tables are designed to help you look at your skills sets and begin thinking about where to go from here – (hint: this will help you set goals with your supervisor!). You can share this page with your supervisor – or use it for your own self-reflection.

<b>Skill Set and sub-set</b>	<b>How did you develop this skill? Use examples</b>	<b>How could you further develop this skill with your current student job?</b>
Communication		
Critical Thinking		
Collaboration		
Research and Assessment		
Professionalism		

\*Use the blanks to think of other skills sets you are using or would like to use!



Now it is important to look at how effective/competent you are in the tasks you are doing or will be doing in your student employee position. Again, this will help you set goals on how to improve these areas within your position!

<b>Common duties used in student employment</b>	<b>Skill set used</b>	<b>Please mark as the following: M = Basic level met for skill set N= Need improvement E = Exceeds in knowledge of skill set</b>	<b>Any Needs Improvement – set goals in this column for obtaining this skill with your current student position</b>
Answers phones	Communication		
Greets customers	Communication		
Gathers data	Research and Assessment; Critical Thinking		
Data entry	Research and Assessment;		
Peer advising	Critical Thinking; Collaboration; Professionalism; Communication		
Filing	Communication; Professionalism		
Web-site maintenance	Research and Assessment; Critical Thinking		
Social Media manager	Communication; Professionalism; Critical Thinking		
Card Reader Monitor	Communication		
Scheduling appointments/calendar maintenance	Communication; Critical Thinking		
IT support	Communication; Research and Assessment		
Event planning	Communication; Professionalism; Collaboration		
Team player	Collaboration		

\*These are only a few skills developed while being a student worker! Add more for your specific job!

### For Supervisors:

In this guide, you'll find definitions, learning objectives, and resources to customize the student worker experience to your department or program needs. The framework of this guide complements the values and skills that UNM recognizes as valuable and necessary for our student population to grow and be successful. We want you and your student employee to gain the greatest benefits from their employment at UNM. We are a diversified school, and each department is different.

The number of students employed, the type of work they do, and how to evaluate their progress are all things that need to be considered when planning your customized training. After reading through the manual, revisit this page to determine who to contact to help tailor your experience. All supervisors who post a position with Student Employment will receive a copy of this.

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**Before anything else, preparation is the key to success.**

— Alexander Graham Bell

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These four departments, Career Services, Employee & Organizational Development (EOD), Student Employment, and Student Affairs Assessment & Research (SAAR), can help facilitate the development of these skills: communication, critical thinking, collaboration, research, and professionalism.

<b>CAREER SERVICES</b>	<b>EOD</b>	<b>STUDENT EMPLOYMENT</b>	<b>SAAR</b>
<p>For general information and additional resources, professional career advisement and more.</p> <p><b>Contact:</b> Jenna Crabb, Director</p> <p>Phone: 505-277-2531</p> <p>Email: <a href="mailto:career4u@unm.edu">career4u@unm.edu</a></p> <p>Address: UNM Career Services MSC06 3710 UAEC, Rm 220 1 University of New Mexico Albuquerque, NM 87131</p>	<p>Clarify unique needs, establish clear goals, &amp; customize your SED experience.</p> <p><b>Contact:</b> Cameron Goble, Consultant</p> <p>Phone: 505-277-1543</p> <p>Email: <a href="mailto:camerong@unm.edu">camerong@unm.edu</a></p> <p>Address: UNM EOD MSC01 1222 1700 Lomas NE, Rm 1204 1 University of New Mexico Albuquerque, NM 87131</p>	<p>Deadlines and employment procedures, hiring process, &amp; customer service training.</p> <p><b>Contact:</b> Marisa Castaneda Manager</p> <p>Phone: 505-277-3511</p> <p>Email: <a href="mailto:mcastan@unm.edu">mcastan@unm.edu</a></p> <p>Address: UNM Student Employment MSC11 6315 Mesa Vista Hall North 1 University of New Mexico Albuquerque, NM 87131</p>	<p>Assessment tools for your department, development of student success models.</p> <p><b>Contact:</b> Renee Delgado-Riley</p> <p>Phone: 505-277-0963</p> <p>Email: <a href="mailto:rdelgado@unm.edu">rdelgado@unm.edu</a></p> <p>Address: UNM SAAR MSC05 3410 Scholes Hall, Rm 229 1 University of New Mexico Albuquerque, NM 87131</p>

## CHAPTER 3:

# Communication Skills

### **Definition:**

Effective communication embodies the ability to receive and convey information, ideas and messages in ways that are effective and appropriate to the situation.

### **Introduction (Why is it important?):**

Trying to teach communication is often difficult and trying for supervisors. As supervisors, we hope they have the basic professional skill set for the workplace. Yet, often times, for our student employees, this is their first exposure to a professional workplace. It is imperative to help facilitate the growth and development of this skill set with your student employees. The following information will help focus your attention on what to address with your student employees around communication. The ability of students to express and interpret information and use information resources and technology is key in our information driven world.

### **Learning Objectives:**

Students will learn the basic types of listening and response styles, as well as proper communication techniques for interacting with customers through phone, e-mail or in person.

### **5 Basic Types of Communication:**

- 1. Written:** Conveying ideas and information through the use of written language.
- 2. Oral:** Conveying ideas and information through the use of spoken language.
- 3. Non-Verbal and Visual:** Conveying ideas and information through the use of imagery or wordless cues.
- 4. Active Listening:** An interaction between speaker(s) and listener/recipient that requires the listener/recipient to restate what they heard in their own words in order to confirm the understanding of all parties. Active listening results in getting people to open up, avoid misunderstandings, resolve conflicts and build trust. It is important to note that the listener is not necessarily agreeing with the speaker(s), but is simply stating what was said.
- 5. Contextual:** Communication that pertains to relevant populations, persons, situations, environments or sets of behaviors. This includes such contexts as professional, cross-cultural, online, and academic and crisis communication.

## **5 Tips for Successful Customer Service:**

### **1. Greet Everyone!**

This may seem silly to have to say – but you want to make sure every customer feels valued and appreciated by acknowledging them as soon as possible. Be available to help them. Be friendly – make eye contact and smile. Say “Good morning/afternoon/evening” and then ask “how can I help you?” This makes the customer feel welcome in your office.

### **2. Be courteous and respectful at all times with the customer.**

We don’t always get the “happy go-lucky” customers in our office. Sometimes we interact with dissatisfied or upset customers – and this can be challenging. Actively listen to the customer by making eye contact, nodding and trying to really understand their needs. You may even take notes to make sure you are getting it correct. Ask clarifying questions to seek to understand. Do not interrupt the customer – and don’t raise your voice. Keeping your voice even and often times soft will help keep the tone down. You always want to be respectful. Don’t add fuel to the fire – but remain level-headed and polite. If you don’t feel you can do this – seek assistance with a co-worker or supervisor for guidance in handling this situation.

### **3. Follow-up!**

Always try and end a conversation with a customer, in-person or on the phone, with “is there anything else I can assist you with today?” or “Let us know if I can assist you with anything else?” You want the customer to know you are there to help them in anyway – even if it is directing them to another office – make sure they know where and how to get there.

### **4. Be eager to learn and help!**

Show interest in your job. Clean your area and office around you. Be proud of your work environment. If you work at a front desk area – keep it nice and professional looking at all times. Check with your supervisor on how to open and close your areas – including cleaning. Ask for responsibilities. You want to show that you are there to work and learn your job.

### **5. Have fun!**

Lastly, the job is what you make it! Do your job – have fun. Be pleasant, interact with customers, staff, faculty and anyone in your work environment in a positive and fun way. You will enjoy your job more – and the people around you will enjoy you more! It’s win-win!

## **Phone Communication Tips:**

1. Always be courteous and professional with your tone on the phone.
2. Identify yourself, your organization/department, and ask how can I assist/help you?
3. Always return calls!

4. Ask if the caller would mind being placed on hold – before putting them on hold! And, don't leave them on hold for more than a minute...if you need more time to look up information, etc. then ask if you can call them back! Then, call them back!
5. Don't interrupt a person while she or he is speaking to you.
6. Do not argue with a caller.
7. Do not engage in personal calls while working.
8. Do not eat or chew gum while answering phones at work.
9. Multi-tasking is a talent...learn to handle multiple calls and prioritize the calls.
10. When taking messages, make sure to get as much information as possible as well as the best number and best time to return the call – especially if another co-worker needs to return the call.

### Email Success Tips:

1. Always re-read your emails! Check for errors, missing words, content and tone. You want to make sure you are professional in any email correspondence.
2. When replying, be careful of hitting "Reply All" – take a minute to decide if all need a response!
3. Keep Email concise and to the point!
4. Do not use slang or text talk in emails – always use appropriate grammar and professional language.
5. Don't forward "spam" or anything that is not work related during work. These can be hoaxes and cause others to be annoyed, irritated or angry.
6. If you need to respond and are upset or angry with something in the email – wait a day or a few hours to respond. Often times you will have a clearer view of the situation as well as sometimes "reading" into the tone of an email is difficult and individually perceptive. Step back for some time before responding and hitting send. Think it through. Seek assistance for help, if needed.

Here are some common tasks involved through student employment offices that involve customer service in relation to communication:

<b>Job responsibility</b>	<b>Communication</b>	<b>Examples</b>
Answering the phone	Understanding the proper and expected telephone etiquette	"Good morning. Johnson Center. This is Jose, how can I help you?"
Greeting visitors	Addressing every visitor in an inviting manner is proper communication for a business.	"Good morning. How can I help you?"
Directing and responding to questions	Listening skills	"So, I understand you are looking for Popejoy. Let me show you how to get there from here."
Email etiquette	Technology: Understanding the role of email/electronic communication within a business. Being able to remain professional at all times.	Tim, Good morning. Here is the answer to your question: ..... Sincerely, Rob Thomas Student Intern



Social Media	Social media plays an important role in today's world of communication.	Use social media only in the context of your job while on the job. Don't Facebook or Instagram (or SnapChat) during work hours, unless it is work related. Be professional at all times.
Tools of the office	Technology: Understanding what tools you use will be important in developing professional communication skills.	Multi-line phone can be complicated – but understanding how to transfer calls and be polite to the callers is important.
Conflict resolution	Good listening and response skills are imperative to handling any type of misunderstandings or conflict within a professional office setting.	"Sarah, Can I talk to you about something...." (being direct and honest often is the best policy) – But the rule of thumb is to try and listen 2x more than you speak!

### So, how does this relate to your student employment job?

Here are a few examples from student employee jobs here on campus:

<b>Student Job on Campus</b>	<b>Communication Method</b>
Career Services Front Desk Reception	Answering the phone and being able to address and direct appropriately. Being able to answer questions about the services for this department.
Rec Services – Johnson Gym	Greeting visitors as they come to use the gym. Learning the "repeat"/daily students/guests coming in the front doors to the gym and remembering his/her name.
Accessibility Resource Center (ARC)	Directing and responding to questions in various methods: utilizing hearing impaired phones, Texting, Instant Messaging, computer generated systems to assist students/guests.
Women's Resource Center (WRC)	Email etiquette: Being able to professionally and courteously answer all email inquiries and represent the WRC.
Student Activities Center	Social Media – being able to update and use the various social networking and marketing sites in a professional way to reach students, staff and faculty on events sponsored by Student Activities Center.
Dean of Students Office	Conflict resolution: Being able to handle situations that may be stressful or crisis oriented in a professional and sensitive way. May include understanding FERPA laws, sensitivity and confidentiality policies as well as being able to direct students in appropriate ways.

Your classes will add to your skill set – and help you be more effective while working in your student employment position. **Here are a few academic classes and how you are learning those communication skills:**

<b>Classes</b>	<b>Communication Skills Developed</b>
English 110, 112, 113 and 120	Learn how to interview, write reports/papers and give oral presentations.
CJ 130 (Public Speaking)	Learning the professional way to present information to groups through speech.
Phil 156 (Reasoning and Critical Thinking)	Ability to see both sides and understand how to critically think while presenting your ideas to individuals and groups.

## CHAPTER 4:

# Critical Thinking

**Definition:**

The process of gathering and analyzing information and perspectives to make better decisions.

**Introduction (Why is it important?):**

Critical thinking and creative thinking to quickly solve problems is an increasingly sought after skill. Being able to look at a unique situation to come up with viable solutions, and make decisions in order to act on those solutions is an asset in any work environment.

**Learning Objectives:**

Understand the five sub sets of critical thinking. The five sub sets of critical thinking are:

**Exploration:** Gather and explore new information or diverse perspectives to strengthen your understanding.

**Application:** Address challenges, solve problems or create positive change.

**Analyzation:** Break down complex concepts into component parts in order to better understand the relationship between those parts.

**Integration:** Find your AHA! Moment, where you weave together information to develop novel insight or create something new.

**Evaluation:** Scrutinize values and beliefs from multiple perspectives, including those that are different from or in opposition to you own; interpret these values and beliefs in relation to your own work-view.

**Skills Development:**

The following are all examples of the five sub sets of critical thinking. Try to match each example to either exploration, application, analyzation, integration, or evaluation.

1. Accessibility Resource Center: Working with peers and/or staff members to write, edit or revise a policy related to emotional support animals at UNM. Answer: \_\_\_\_\_
2. Children's Campus: learning child development and diversity theories through workshops and/or staff training sessions. Answer: \_\_\_\_\_

3. STEM Gateway: as a PLF or SI leader, take the material given by an instructor, break it apart and reassemble to present differently to students during office hours. Answer: \_\_\_\_\_
4. Career Services: learning career development skills and building career-related self-awareness through credit-bearing courses. Answer: \_\_\_\_\_
5. ROP McNair: collecting data and other information in support of faculty-mentored research.  
Answer: \_\_\_\_\_
6. Recreation Services: participating in high and low ropes courses designed to teach collaboration and problem solving. Answer: \_\_\_\_\_
7. Residence Life and New Student Orientation: Participating in training sessions and/or workshops designed to help you understand topics from perspectives that are different from your own. Answer: \_\_\_\_\_
8. ASUNM & GPSA: Designing, amending and/or interpreting the UNM FSRB policy.  
Answer: \_\_\_\_\_

1. Integrating 2. Exploring 3. Analyzing 4. Exploring 5. Exploring 6. Applying 7. Evaluating 8. Analyzing

### Decision Making Models:

There are many decision making models out there to help guide you in the process of making decisions. Most models involve looking and weighing the facts while others may focus on your feelings or judgements around that decision. All are important factors to consider when dealing with making a tough or thoughtful decision.

Here are 5 generalized steps to helping you make an informed decision:

1. **State the issue or problem.** What is the problem or situation? This first step is important as it helps you state clearly and definitively the issue – and helps you define it in your mind.
2. **Look at your Choices/Alternatives.** This is often done by consulting or speaking to someone about your options. This can also involve researching options. Sometimes the options may be you either do it or not do it. But then, even this dichotomy leads to the next step.
3. **Evaluating those choices and alternatives.** This is where the work comes in. You must be able to look at this logically (which can be tough for some and with some decisions). Some researchers suggest conducting a SWOT analysis (Strengths, Weaknesses, Opportunities and Threats). This is often done with businesses in evaluating their programs, projects and objectives. Some may do a pro-con- list which will help look at each choice. And, others may consult with experts or friends/co-workers that may have helpful suggestions and objective sight into your choices and alternatives.
4. **Make an informed decision.** This is the tough part. After evaluating your options, you may have one or two options/alternatives that stick out as viable decisions. You then should look closely at these options/alternatives. Go back and re-evaluate utilizing the step 4 analysis again. Often times, stepping away from the decision for a few hours or days may help see things clearly when you aren't pressured into making a decision.
5. **Move forward with your decision.** This is the where you will implement your decision.

We would always suggest consulting with your supervisors when you are faced with a tough decision at work that may affect your work environment or tasks. Consultation is the best key to all tough decision making dilemmas. Have a strategy and you will be better prepared to make tough decisions.



**Keys to successful decision making = Solving problems + Thinking through + Knowing your resources + Consultation!**

### **So, how does this relate to your student employment job?**

Here are a few Critical Thinking skill examples from student employee jobs here on campus:

<b>Student Job on Campus</b>	<b>Critical Thinking Method</b>
Career Services IT support	Addressing the needs of all levels of staff in Career Services with their computer needs and issues. Users do not always "speak" computer!
Rec Services – Johnson Gym	A guest/student falls and hurts themselves while playing basketball in the gym, you will need to assess the situation and handle it effectively. What is the necessary steps needed to get his guest/student medical assistance? How do you evaluate the situation?
El Centro de la Raza	When mentoring students as a peer mentor, you may need to help students deal with issues around their classes. This may involve speaking with professors and other university staff members to help the student solve their dilemmas.
Mentoring Institute	When assisting with the Mentoring conference, you may have to critically think through problems with registration for one of the participants – how would you handle someone who says they registered, but they are not registered.
Student Activities Center	Working within the Greek community, you may have some Public Relations (PR) opportunities that need to be handled professionally and with thoughtful response.
STEM Collaborative	You are working on a research project with one of the professors and have found what appears to be an issue with the data set you are analyzing – you may need to think through this issue and present it to the faculty member in a professional way.



**Here are how your academic classes can also help you learn effective critical thinking skills:**

<b>Classes</b>	<b>Critical Thinking Skills Developed</b>
Phil 156 (Reasoning and Critical Thinking)	A whole class devoted to critical thinking!
UHON 201 (Rhetoric and Discourse)	Learning to see all sides of an issue – and then presenting ideas through discussions, papers and presentations.
Political Science Courses	Understanding the social, political and historical nature of the world – reflective thoughts on how it plays out in today's world.

## CHAPTER 5:

# Collaboration Skills

**Definition:**

Working with others to achieve shared goals.

**Introduction (Why is it important?):**

Working well with others is, in most cases, an essential part of participating the workforce. Teamwork, a positive attitude, being respectful of others, and being accountable for one's own actions are seen as fundamental skills by employers.

**Learning Objectives:**

Understand the five sub sets of collaboration. The five sub sets of collaboration are:

**Creating & Maintaining Relationships:** Building and maintain a continuous level of productive engagement among individuals to fulfill specific purposes.

**Group and Team Dynamics:** Learn how groups are formed and structured in order to meet a collective goal or purpose; participate in a group in a role consistent with your strengths, goals and values, and/or with the needs of the groups or organization; manage the steps, roles and contributions necessary to meet your group's goal or purpose.

**Measuring Progress & Success:** Continuously monitor the progress of your group towards meeting shared goals; measure your own performance, the performance of the group and the impact of your group's efforts.

**Leadership Practice:** Help move a group towards a shared vision by inspiring engagement, avocation for ethical action, promoting effective communication and resolving conflict.

**Community Engagement:** directly improve your communities through service, research and advocacy.

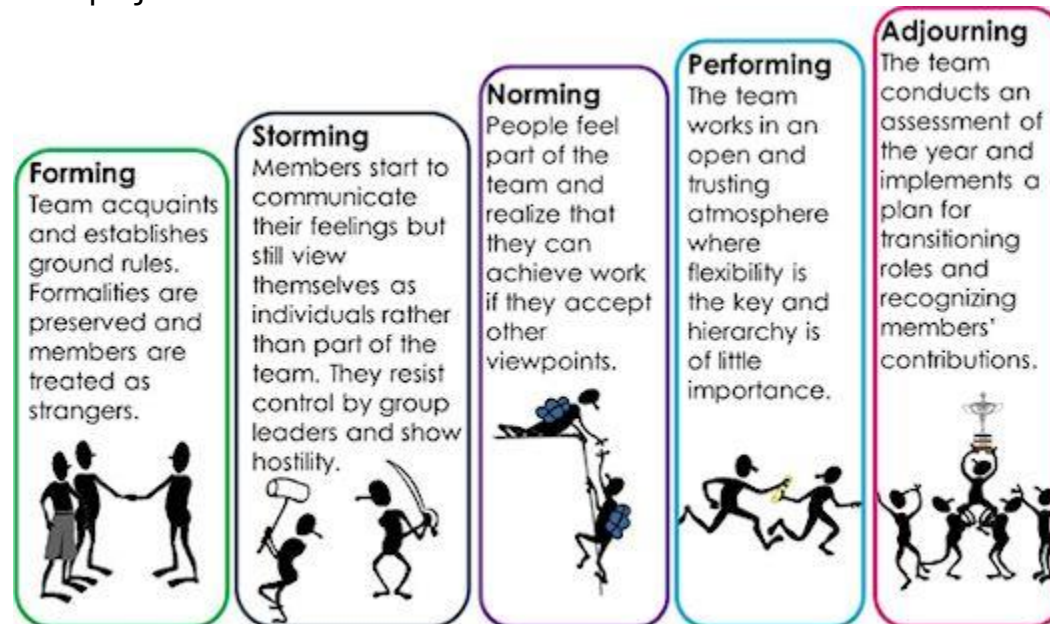
**Skills Development:**

There are many skills associated with being a good co-worker and team player.

**Relationship building:** Understanding how your team workers work together is essential to understanding how you fit in with this environment. Look around – ask questions – speak to your supervisor about expectations for the team.

**Team Dynamics:** There are some great models out there on Team Dynamics. Teams tend to go through various stages. Teams develop through learning the strengths of one another and how to effectively utilize this knowledge to get the job done. There are many models out there – depending on your areas of study (corporate team dynamics, sales team dynamics, art studio team dynamics, etc.).

One of the most famous models on Team Development is from Bruce Tuckman (1960's). His model looks at how teams often go through various stages of development – whether this is on a staff, working on a class project as a team or even working on a committee for a project at work. Here is a brief overview of his model:



(Scholarslab.org image: retrieved: November 18, 2015).

### **Evaluation and feedback:**

For many, evaluation and feedback are scary things. But, it is a time to learn and grow with your experience as a student worker. For many of us, this may be one of our first jobs in the workplace. So, take advantage of feedback – it gives you a place to set goals and expectations with your supervisor. Be open to receiving feedback and be honest about your abilities. What do you need to work on? What do you want to learn on the job? These questions can help you and your supervisor set realistic and career directed goals for your experience as a student worker.

### **Time Management:**

Time management is tricky! Find what works for you. There are many systems and tools out there –from using our phones (apps, etc.) to calendar systems on line!

Advantages of Time Management:

- ◆ gain time
- ◆ motivates and initiates
- ◆ reduces avoidance
- ◆ promotes review
- ◆ eliminates cramming
- ◆ reduces anxiety

## Successful Time Management Strategies

- **Personal Goals:** Understanding your goals will help you in prioritizing your activities.
- **Maintain your own Schedule:** Effective time management helps you create a schedule that works for **you** – and no one else. You have to develop your own style – and prioritize what is most important to you.
- **Be successful!** Improved time management skills can help your grades, keep stress in check, and help you be competitive in your chosen career path.
- **Be realistic!** Don't set unrealistic goals or too high of goals that are unrealistic! You want to be realistic for success.

### SMART GOALS:

SMART goals are just that.....smart! Our UNM Human Resources Division created the following:

#### **SMART Goals**

A goal is written to describe how results are to be obtained, how results will be measured and when the work will be done. The best goals are SMART!

#### **S – Specific**

- Concrete
- Action verb

#### **M – Measurable**

Keeps the team informed about where it stands throughout the process.

- Quantity: how many, rate or volume
- Quality: how well, level of accuracy, completeness
- Cost: how much or cost limits within which employee must work
- Timeliness: when must be completed

#### **A – Achievable**

- "Stretch" but feasible
- Sufficiently limited in scope
- Within employee's control and influence

#### **R – Results-Focused**

- Measures actual outputs or results, not activities
- Results include: products, deliverables, and accomplishments

#### **T – Time-Bound**

- Set time frames, target dates
- Interim steps, plan to monitor progress

### **Task Management – Prioritizing:**

Prioritizing tasks can be difficult. We often learn to do this through trial and error. Yet, thinking things through (yes, those darn critical thinking skills) may help in this area! This can be done a number of ways – but here are a few steps to get you thinking:

1. What are you trying to prioritize? Write everything down that you need to do.
2. Then, look at each task.
3. Evaluate each task as level of importance or date due. Once you have evaluated and labeled, set out a plan for each task.
4. Set 3 goals for the task
5. What are the objectives for the task (in other words...how are you going to get it done?).

6. Break it down by dates, small steps and increments. This will help! 😊

You will find your way....but it takes time and little bit of effort!

### So, how does this relate to your student employment job?

Here are a few examples from student employee jobs here on campus:

Student Job on Campus	Collaboration Method
Residence Life and Student Housing	Working in teams and teambuilding is essential in residence life as an RA, security student staff and desk attendants. You will rely on each other for support, assistance and feedback.
Rec Services – Johnson Gym	While coaching intramurals – you rely on your student staff team to help you in breaking up a conflict on the field.
Student Activities	While planning Homecoming, you work on a team to make sure all aspects of the event are divided and completed!
Women’s Resource Center (WRC)	When checking the lactation stations, you work as a team to divide up the stations in order to make sure all supplies are filled in each station.
Dean of Students Office	When working on New Student Orientation during the summer, you rely on your co-team members to assist and often work together on workshops and presentations.

### Here are how your academic classes can also help you learn effective collaboration skills:

Classes	Collaboration Skills Developed
Anth 160 (Human Life)	Exploring the life history patterns of humans help to understand how individuals adapt to their environment and those around them.
AMST 185 (Intro to Race, Class and Ethnicity)	Understanding the world around you – and what makes you and others unique is imperative to collaboration
Psychology and Sociology Classes	These classes explore how people interact, think and behave; social norms are explored.



## CHAPTER 6:

# Research & Assessment

**Definition:** Utilizing research and data to better understand and explain the world around you.

**Introduction (Why is it important?):**

These skills help you to better understand and explain the world around you.

**Learning Objectives:**

Understand the five sub sets of research and data assessment. The five sub sets of research and data assessment are:

**Foundation concepts of research and assessment:** Master key concepts related to research and assessment.

**Data Collection:** Participate in the collection of data related to research or assessment.

**Data Analysis:** Participate in the analysis of data related to research or assessment.

**Communicating research and assessment:** Summarize, report and/or present your research or assessment.

**Impact & ethics of research and assessment:** Articulate the potential impacts of specific research or assessment projects, as well as the ethics related to their design, methodology and reporting.

**Skills Development:**

**Confidentiality –Information:**

While working on campus, you will learn that confidentiality is extremely important. This is a strong skill to learn for any career path. Being able to keep information secure and private is a valuable learning experience. [FERPA](#) and [HIPAA](#) (health care fields) are two of the most common legislative acts around confidentiality, privacy and security.

**Ethics around research:**

Ethics are basically guidelines/rules/ for your moral compass on decision making, in regards to individual or group behavior, etc. Therefore, ethics can be found everywhere! While in

school and working on campus, you may find yourself with ethical decisions to make. This can be anywhere from plagiarism, academic integrity, data management while at work, confidentiality, and much more. There are many ethical decision making models out there – speak to your supervisor and/or professors to learn more when you are faced with making an ethical decision.

**Specific office tasks: data entry, data collection, internet searches (could tie with critical thinking), etc.:**

Many on-campus student positions will involve conducting internet searches and data entry. You may be handling confidential student information or research with a professor. All of these things involve ethics and research practices. What expectations does your supervisor have for you when handling this kind of information? Being able to

**Organizational abilities:**

Organizational abilities with data is important! You must be organized and efficient in dealing with any data sets – especially numbers. This is where most people make mistakes – by transcribing numbers incorrectly. Make sure you develop a system that keeps you accurate and on point!

**Using quantitative tools – numbers, spreadsheets, Excel, Access, graphs, tables, etc.:**

Taking a class on computer skills is important. We often think we know it all with technology because we have always used it and we know how to “google” anything! But, learning how to work Excel and Access can save you lots of time and energy when working in research and on the job! UNM offers many classes to help you with these tools. Consider taking one – or asking your supervisor for more training.

**Solving problems (could be also critical thinking):**

With every job – there comes problems. From assisting guests/students to finding a mistake in a grant, student employees are often tasked with researching the issue and helping to solve a complex problem. We often get flustered when faced with a problem...but don't get flustered- seek assistance with the problem. If it is something that requires thought – then do just that...think it through.

Here are some basic steps for thinking through a problem:

1. Write the problem down? What exactly are you troubled about?
2. What options do you have? Brainstorm them out! You may want to consult at this time with a co-worker or your supervisor for assistance.
3. Evaluate those options. This sometimes is the pro-and con- list that you make. Some can do it in their heads – others may need to write them out!
4. Who will this effect? Who are the stakeholders for this solution?
5. Select the “best option”. What can you do?

**So, how does this relate to your student employment job?**

Here is an example from student employee jobs here on campus:

Student Job on Campus	Research and Assessment Method
Career Services – Graphic Design student position	Students will explore how we market and attract others through our graphic designs. Using information

	gathered through our surveys, we can look at how we are effectively advertising/marketing our workshops, services and events.
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**Here are how your academic classes can also help you learn research and assessment skills:**

<b>Classes</b>	<b>Research and Assessment Skills Developed</b>
Eng 110, 112, 113 and 120	Writing, researching, interviewing and reporting – all of these are developed through the class assignments.
Math 121, 129, 145	Learning to understand numbers and their relationships. Writing reports and gathering information through data.
UHON 202 (Math in the World)	Understanding mathematical reasoning – systems of numbers, logic and being able to express what they mean in a concise way through assignments.

## CHAPTER 7:

# Professionalism Skills

**Definition:** Gaining career and workplace knowledge through a variety of activities.

**Introduction (Why is it important?):**

These skills help you to gain career and workplace knowledge through a variety of in- and out-of-classroom activities, strengthening skills in the following five sub sets of professionalism.

**Learning Objectives:**

Understand the five sub sets of professionalism. The five sub sets of professionalism are:

**Ethics and integrity:**

Explore the values and moral compasses of your profession and your communities; develop your own values and compass to make decisions that improve the human condition.

**Professional development:**

Build the skills, qualifications and experiences that help you progress towards and in your chosen career(s).

**Personal development:**

Master the learning processes that help you to maximize your potential through social, physical, emotional, mental and/or spiritual means.

**Workplace expectation:**

Prepare to navigate complex employment environments, including those related to time management, professional attire, organizational structures and professional initiative.

**Career Exploration:** Explore and discover your interests, values, skills and abilities around occupations and majors that help you choose a desired profession.

This last skill set, professionalism, is a skill that you will build upon most of your professional life, **starting** with your student employment position.

### So, how does this relate to your student employment job?

Here are a few examples from student employee jobs here on campus:

<b>Student Job on Campus</b>	<b>Professionalism Method</b>
Career Services Front Desk Reception	Being able to address concerns, questions, and scheduling appointments with guests/clients.
Rec Services – Johnson Gym	Addressing the needs of the students/guests in a courteous and respectful way
SUB – AV workers	Assisting groups in a professional way with their AV needs for their events.
Air Force ROTC	Respect and courteousness towards all those you meet is instilled in the trainings for ROTC
Children’s Campus – student worker	When working with parents – being able to inform parents of policies and procedures in a professional manner
Dean of Students Office - front desk worker	Handling confidentiality with student concerns is integral in professional behavior for this position

### Here are how your academic classes can also help you learn effective professionalism skills:

<b>Classes</b>	<b>Professionalism Skills Developed</b>
MGMT 398	Career development class teaching students interviewing, resume writing, informational interviewing, professional dress, etc.
Internship courses	Learning the world of work through hands on work experience
Problems courses	Developing effective work habits while actually working in the workplace with a professor

## CHAPTER 8:

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