Curriculum & Learning Outcomes: Fall 2018 (fiscal year 2019)

Class One

Series Introduction: Course Overview and Requirements

Facilitator: Mary McClements/Alan Shashok
Target Audience: Student Supervisor Certificate attendees
Time Allotted: 1.5 Hours

Who Are UVM Students: Understanding Students from Multiple Perspectives

Facilitator: Steve Szopinski
Target Audience: Student Supervisor Certificate attendees
Time Allotted: 1.5 Hours

Overall Objectives: This session will use multiple sources of information to examine the nuances of UVM students. Survey information collected before students actually arrive on campus, information about our students compared to national surveys, and information from our recent graduates will begin to paint a portrait of our students. Our discussion will focus on how these characteristics might show up in the work place, strategies for working successfully with students, and ways to build positive and successful relationships with students.

Learning Outcomes:

1. To understand some of the common characteristics of UVM students
2. To examine how those characteristics might show up at work
3. To develop strategies for building positive work relationships with UVM students

Class Two

Successfully Training and Onboarding Student Employees

Facilitator: Mary McClements
Target Audience: Student Supervisor Certificate attendees
Time Allotted: 1.5 Hours

Overall Objectives: Effectively training front-line student employees is vital to the quality of your organization but it can come with unique challenges including following through with discipline issues and practices. This course will address challenges and offer suggestions while offering participants an opportunity to explore training as a process that begins with their hiring procedures and continues throughout employment. Participants will have the opportunity to review and update their own on-boarding practices using a conceptual framework.

Learning Outcomes:
- Participants will develop necessary onboarding strategies
- Learn about due diligence when there are discipline issues
- Develop best practices for individual department

Creating an Effective and Positive Workplace Culture
Facilitator: Oleh Kaarmik
Target Audience: Student Supervisor Certificate attendees
Time Allotted: 1.5 Hours

Overall Objectives: The key to having a successful workplace culture, and in turn a successful workplace, starts and ends with your employees. In this case, that involves student employees. This workshop will focus on getting your students on board with your departmental culture from day one. Our presentation will focus on how to set clear expectations, set appropriate goals for your employees, create open and winning relationships, and go through how to hold your employees accountable.

Learning Outcomes:
- Produce a positive and supportive atmosphere
- Identify the elements of an effective work plan
- Select effective means to set clear expectations and goals and hold your student accountable

Class Three

Diversity/Implicit Bias
Facilitator: Troy Headrick and Annie Valentine
Target Audience: Student Supervisor Certificate attendees
Time Allotted: 3 Hours

As Student Employee supervisors, you are expected to contribute to making diverse and inclusive environment a realities at UVM. Explore how to create a campus workplace climate that is more supportive and fosters better communication around topics of difference. You will have the opportunity to discuss real-life situations, ask questions about your own supervisor diversity experiences, as well as learn key concepts And suggest methods for initiating and leading conversations with your student employees around diversity topics.

Learning Outcomes:
- Gain an understanding of cultural and social justice concepts
- Learn some key issues of cultures and identities as they relate to student employees
• Gain some basic practice discussing cultures and identities impacts on the work environment

Class Four

**LGBTQ Advocacy in Student Employment**

**Facilitator:** Becky Swem  
**Target Audience:** Student Supervisor Certificate attendees  
**Time Allotted:** 3 Hours

Overall Objectives: This session will create an introductory framework around LGBTQ identities. Participants will explore allyship, language, and resources. Ways to incorporate inclusive practices within student employment environments, as well as career and professional development opportunities/considerations for LGBTQ students will be explored.

**Learning Outcomes:**

- Participants will learn LGBTQ inclusive terms and language
- Participants will become familiar with resources
- Participants will explore unique opportunities and considerations for supporting LGBTQ students in employment

**Employing International Undergraduate Students**

**Facilitator:** TBD/OIE  
**Target Audience:** Student Supervisor Certificate attendees  
**Time Allotted:** 1.5 Hours

Overall Objectives: This workshop with the Office of International will cover the administrative hiring process and the interpersonal understandings of working professionally with international students in on campus employment jobs.

**Learning Outcomes:**

- Hiring steps and practices
- Employment authorizations
- Communication techniques and tips

Class Five

**StepUP! Think.Care..Act.**
Overall Objectives: UVM’s StepUP! Think.Care..Act. training is a prosocial behavior and bystander intervention program that educates students to be proactive in helping others. The training takes you through the 5 decision making process to intervening essentially stepping up and stepping in when you notice a problem.

1. Notice the event.
2. Interpret the event as a problem — investigate!
3. Assume personal responsibility.
4. Know how to help.

Learning Outcomes:

- Raise awareness of helping behaviors
- Increase motivation to help
- Develop skills and confidence when responding to problems or concerns
- Ensure the safety and wellbeing of self and others

Students of Concern: How to best support your student employees who are in distress.

Overall Objectives: This session will provide supervisors with a national and UVM contextual landscape around college student mental health and provide tools and strategies for staff to engage, support, and refer students who demonstrate disruptive or distressful behaviors in their work place. Additionally, the session will provide information about university infrastructures that exist to support students of concern, including campus resources.

Learning Outcomes:

- Recognize the difference between disruptive vs distressed students
- Learn tools on how to work best with both
- Learn of resources across campus to assist you with disruptive/distressful situations with student employees
Class Six

Legal Issues in Student Employment

Facilitator: John Collins  
Target Audience: Student Supervisor Certificate attendees  
Time Allotted: 1.5 Hours

Overall Objectives: This workshop will cover general legal issues surrounding undergraduate, on campus student employment in a University setting.

Learning Outcomes:

- Basic on-boarding of student employees
- Define FERPA and describe appropriate conduct related to these guidelines
- Describe the legal implications of social media

Supporting Student Employees with Disabilities

Facilitator: Sharon Mone or other CAS Staff  
Target Audience: Student Supervisor Certificate attendees  
Time Allotted: 1.5 hours

Overall Objectives: This workshop will cover general ADA/504 requirements and how to work with students with disabilities surrounding undergraduate, on campus student employment in a University setting.

Learning Outcomes:

- Know what to do if a student discloses they have a disability.
- What if they don’t disclose, but you suspect they have a disability?
- Define ADA in the workplace: your role, the student’s role, the University’s role
- How to best support students with disabilities

Class Seven

Engaging & Empowering Students: Promoting Personal and Profession

Facilitator: Shelby Hinkle Smith, Cyrus Carey, Jordan Olson  
Target Audience: Student Supervisor Certificate attendees  
Time Allotted: 3 Hours

Overall Objectives: My students are hired and have been on boarded, so now what? Today’s students are asking for opportunities to be challenged in their workplace, and their job satisfaction, performance and retention are all connected to their motivation. As supervisors, we have the unique opportunity to challenge and motivate students by providing them with a co-
curricular experience that will complement their academic pursuits. This can be done by providing quality supervision and leadership and through the development of transferable skills that are directly linked to their personal and professional goals. During this course we will explore supervisory skills (i.e., communication, building professional relationships, providing feedback on performance, goal setting, leadership, management, supporting and appreciating your staff) and how to utilize these to set yourself up to successfully navigate the challenges of engaging and motivating your student employees. We will also explore how to create an intentional framework for your students to engage in the process of critically thinking about their professional and personal goals, and how these relate to, and can be developed through their work with you, increasing their engagement and motivation.

Learning Outcomes:
- Identify two (2) new supervisor strategies to employ in managing your student staff
- Identify two (2) strategies to implement to engage and motivate your student staff
- Create the first steps to creating a student professional development plan that works for your department.

Class 8

Conflict Management for Student Supervisors

Facilitator: Deanna Garrett-Ostermiller & Kim Martin
Target Audience: Student Supervisor Certificate attendees
Time Allocated: 1.5-2 Hours

Overall Objectives: A critical skill for supervisors is the ability to address conflicts with employees effectively. Many of us have learned how to manage conflict through rules and norms modeled by our families, the media, educational system, and other social systems. However, the messages and behaviors we have learned through observation and experience often go unexamined. In this workshop we will provide the opportunity to better understand our own conflict beliefs, triggers, and approaches. This workshop will introduce student supervisors to several key conflict management tools to help prepare you to respond and manage conflict effectively. This session will be highly interactive and will include both small group and large group work.

- Increase their self-awareness of how they respond while in conflict.
  - Participants will learn about the five Thomas-Kilmann modes of conflict and identify which mode is their primary conflict style.

- Develop strategies to help manage conflict. Participants will utilize case studies to practice responding to common conflicts that arise for student supervisors.

- Develop strategies to engage in productive dialogue when responding to conflicts. Participants will learn about conflict resolution tools and concepts such as the ladder of
inference, listening to understand vs listening to respond, intent vs impact, and trigger styles.

Class 9

Final Projects/Celebration