Orient: Framework for Initial Conversations with Student Staff Members

A supervisor’s initial conversation with a student staff member provides an opportunity to set expectations and to illuminate the impact of the student’s work in the department. This tool offers a suggested framework for conducting initial interactions with student staff members.

Sample Meeting Agenda

- Introductions of the student and supervisor
- Overview of office/department
- Overview of the role of student staff in the department
- Questions that are relevant for the initial conversation:
  - Questions specific to the job description
  - Questions that help set expectations
- Next steps for the student staff member (scheduling, training, paperwork, etc.)

Sample Competency Based Questions

Ethics/Integrity
- Describe a situation where you had to say “no” to a customer, co-workers, or supervisor because you didn’t think saying “yes” would be right.
- Describe what you would do if a co-worker asked you to lie for them.

Customer Service
- Describe a time when you provided excellent customer service by going beyond your primary job responsibilities.
- Describe an encounter with an irate customer or coworker.

Communication
- Describe the most significant written document, report, or presentation which you completed.
- Give an example of a time when you were able to communicate with a person who didn’t seem to like you.

Problem-Solving
- Give an example of a time in which you had to solve a problem. What strategies did you use?
- Describe a time when you were the receiver of a complaint from another department about services provided by your department.

Flexibility
- Describe a time in which you felt it was necessary to modify or change your actions in order to respond to the needs of another person.
- Describe a time when you came to work expecting to do a specific thing and you were asked to do something else.

Self Management
- If you were asked to use a computer program you’ve never used before, what would you want to know first?

Teamwork
- Describe an effective or ineffective teamwork experience. What made it effective or ineffective? How did you contribute?