

Eight Ways

Supervisors Can Best Help Student Workers

If you supervise students, do these things consistently:

- 1 Communicate Clear Expectations** — Communicate job standards and expectations to your student employees. Written process documentation is the best reference.
- 2 Be Firm and Fair** — Maintain high standards and expectations, while recognizing that your workers are students first and campus employees second.
- 3 Give Frequent Feedback** — Frequent, positive communication boosts morale and improves performance. Feedback about errors, framed positively and with clear direction on how to prevent future errors, is essential.
- 4 Provide Training** — Focus training on essential skills and standard processes of the department. Engage students in identifying desirable work habits and how to measure performance. Offer scripts for common transactions.
- 5 Share the Vision** — Coach students on how their work fits into the function of the department and the mission of the institution.
- 6 Promote Team Spirit** — Work to develop and nurture the unique contributions of each team member, while stressing the common mission. Involve student workers in staff meetings and discuss roles and responsibilities inherent in effective teams.
- 7 Give Recognition** — Catch your student employees doing things right, and recognize them for their positive performance.
- 8 Set an Example** — Student employees take their cue from you. By exhibiting efficient, diligent work habits, you model behavior for students to emulate.

