



JOB SHADOW PROGRAM INFORMATION

PROGRAM OVERVIEW

In partnership with several CSU campus business programs, the pilot 2019 SWHR job shadow program at the Chancellor's Office was expanded in FY 2020/21 to include the Business and Finance division. The goal was to increase the number of students placed in the program to at least five, compared to three the previous year. The job shadow positions within the two divisions based on the student's interest and availability of HR and Business and Finance professionals.

Job shadowing is a great opportunity for students to gain valuable insight through real and relevant learning as they determine the career paths they will pursue after graduating. The goal for students is to gain a better understanding of their field of interest as it relates to their current or future majors/minors; as well as the knowledge, skills and abilities needed to be successful in their field of choice. The suggested length of the job shadow pilot program is a total of three to five days, which equates to 16-24 hours a semester depending on the student's schedule. The students may shadow as many professionals as they'd like, depending on availability of the staff and their professional relevancy to their career interest. All students will be required to view one or two CSU Board of Trustee meetings to observe, and meet and greet with the executives as part of their learning experience.

WHAT IS JOB SHADOWING?

Job shadowing is where an individual has the opportunity to work alongside and gain experience of the role of another individual, and gain an insight into that particular role and industry. It can also be used to provide an individual within a department the opportunity to work alongside more experienced colleagues so they can learn and develop within their current role.

DIFFERENT TYPES OF JOB SHADOWING

Observation – "Fly on The Wall"

As a visitor/guest you will spend the agreed period of time observing the day-to-day work of your host. This may involve a range of activities such as attending meetings, watching interactions with customers, etc. In fact, it should be a typical representation of what the "host" individual does on a daily basis. This type of shadowing works best when a visitor/guest is looking to gain a greater understanding of what the host's job role actually consists of.

Regular Briefings – "Burst Interactions"

The visitor/guest will shadow the host for specific activities over a period of time, which are preceded by a mini brief and follow-up debrief. This works best when individuals work near to the host, so the host can advise them of dates and times of specific activities which are of value in understanding the role of the host. This type of shadowing provides short periods of focused activity, rather than passive ongoing observation. However it needs careful timing and planning if it is not to become disruptive.

GENERAL GUIDELINE FOR THE HOST AND STUDENT

As a student/guest you may be taking a fly on the wall approach or be more hands on. Whichever applies to your situation there are some things that are essential if the experience is to be of benefit to you:

A Student/Guest Should:

- Provide the host with an outline of what they are expecting from the shadowing prior to the shadowing taking place.
- Show tact, discretion and awareness and if required withdraw from situations when circumstances deem it appropriate (for example, an employee/colleague may just have requested a meeting to discuss something of a personal or private nature).
- Maintain confidentiality at all times.
- Provide your host with feedback and reflections on what you have observed.
- Ensure that you show good time keeping and inform your host if you are unavailable for any reason.
- Learn as much as you can prior to the shadowing, for example, reviewing the job description and the host's resume.
- Take notes, you may come away with a useful list of numbers, emails, facts, thoughts and observations. Reflecting on these notes following the experience will allow you to maximize your learning.
- Make sure you discuss any disability requirements with your host in advance of the placement, so that the host has enough time to put adjustments in place in order to maximize the benefits of the shadowing.

A Host Should:

- Provide the student/guest with a timetable for when the shadowing will take place.
- Agree a suitable time dependent on the visitor's objectives and the service needs in the host area.
- Prepare an area for the student/guest to be placed.
- Ensure other colleagues are briefed about the shadowing experience.
- Provide time between sessions or prior to sessions for questions and feedback.
- Provide the student/guest with information on the team /department that the shadowing is taking place in.
- Provide appropriate notice and reasons if the shadowing activity has to be cancelled or changed in any way.
- Provide constructive feedback to the student/guest.
- Should ensure they discuss any disability requirements with student/guest in advance of the placement, to ensure there is enough time to put adjustments in place in order to maximize the benefits of the experience.

ADDING VALUE TO THE EXPERIENCE

For You And Your Professor To Record

- How does job shadowing fit in with your personal or career development needs?
- How might this job shadowing better inform your current/future declared major/minor?
- How will your experience and knowledge from this experience enhances your CSU student experience?

For You To Consider And Record

- What are your preconceptions of the role to be shadowed?
- What do you hope to gain personally from the experience?
- How do you think you will cope in this working environment?

For You And Your Host To Consider And Record

- What do you need to know in order to get the most from this experience?
- What needs or anxieties do you have in relation to this experience that your host needs to be aware of?
- Have you got any particular questions that you need to find the answer to?

USEFUL QUESTIONS TO ASK WHEN SHADOWING FOR CAREER DEVELOPMENT

General Questions

- What education/training did you have before taking this role?
- How helpful was it in getting you the role and supporting you in the role?
- Are there any other experiences, work or non-work related, that have supported you in your career?
- If you could go back in time would you do anything differently in preparation for this career path?
- What would you look for if you were recruiting for this post?
- Are there any journals or career-related websites you think would be helpful in learning about this role?
- Is volunteering a good way to gain experience that would be recognized at interview?

WHAT HAPPENED AT YOUR JOB INTERVIEW. WHAT SHOULD I EXPECT?

- Are there any professional groups I could join that would be useful to me?
- What qualifications do you feel are important for this role?
- What personal qualities do you need to succeed in this role?
- Why did you apply for this role?

Job Pros & Cons

- Would you choose the same occupation if you were just starting out? Why or why not?
- Do you have any special words of warning or encouragement as a result of your experience?
- If you could change any aspect of your career/role what would you change?
- Why did you choose this career/role? Was it what you expected it to be?
- What is your favorite thing about your current role?
- What do you feel are the most challenging elements of your role?

The Job Itself

- Could you give me an example of a typical day for you in this role?
- What do you spend most of your time doing?
- What would a career path look like for this sort of role? Where could you progress to?
- Who do you work with and what are the relationship links?
- How important is team work to this role?
- How often do you work alone?
- How much of the work is self-directed and how much is regulated by others?
- What are usual work patterns like in this role?

REFLECTION

For You And Your Professor To Reflect On And Record

- How has this job shadowing enhanced your personal/career development?
- How has this job shadowing affected your/your team's performance?
- Would you recommend others to job shadow at the CSU Chancellor's Office?

For You To Reflect On And Record

- Was the role as you expected it to be?
- What did you gain personally from the experience?
- How did you cope with the working environment?

For You And Your Host To Consider And Record

- What did you get from the experience of working with the host?
- What concerns or questions have arisen as a result of the experience?
- Did the experience answer the questions you were looking to answer?