



PY2016 2017 Host Agency Supervisor Meeting

Increasing your assignment description training skills to become a viable training site



Creating and building your Community Assignment Description

Your completed Community Assignment Description is the "key" to making sure specific actions are taken by the senior Community Service Employment Program senior trainee to become exceptionally successful in meeting their goals of employment to re-enter the local workforce within their local communities either at your host agency or with the employers where they live.

- Beginning October 01, 2016 each part of the Community Assignment Description is an integral part of the success of each participant currently participating or those desiring to become a potential candidate for an interview at your host agency.
- You, the supervisor, have total control of what each part of the Community Assignment reflects in regards to the position the senior trainee will be required to meet in respect to duties, requirements, and health and safety in the workplace on a daily basis. It is all up to you.





Creating and building your Community Assignment Description

Your creation of the Community Assignment Description is the "key" to making sure specific actions are taken by the Senior Community Service Employment Program senior trainee to become exceptionally successful in meeting their goals of employment to re-enter the local workforce within their local communities either at your host agency or with the employers where they live.

- Reviewing the O*Net information included in the revised community assignment description(s) allows you to increase, decrease, or adjust the skills, knowledge, and abilities of the participant needed to complete them on a daily basis.
- It does ***not*** allow the senior trainee to determine what he/she will or will not do throughout the assignment at the host agency.
- ***NOTE:*** If it is not in writing it cannot happen.



Building your Community Assignment Description

Your community assignment description is a product of your efforts and the desire you have to ensure required duties, responsibilities, and requirements for each position at your host agency.

It will take time, effort, and energy to make sure this item meets the Quality Training and Performance Evaluation requirements set forth in this presentation.

Parts of the Community Assignment Description

1. **Senior Trainee Name:** Name of participant
2. **Assignment Date:** Date the assignment is scheduled to begin.
3. **Host Agency:** Official name of the Host Agency.
4. **Position Title:** Reflects the duties and responsibilities of the community service assignment, i.e., Kitchen Assistant, Van Driver, Adult Care Worker, Senior Center Aide, Office Worker, and Teacher's Aide, etc.
5. **Assignment Objective:** Training objective reflecting public or private sector goal.
6. **Assignment Location:** Name and address of the Host Agency.
7. **Phone Number:** Telephone number of host agency.
8. **Work Days/Hours:** Reflects the specific hours per day of the week the Participant is scheduled at the host agency.
9. **Wage Rate:** Hourly wage rate paid to the Participant during the assignment.





Building your Community Assignment Description

Review of your current Community Assignment Description used for skills training purposes should be completed no later than October 15, 2016.

This will make sure you are ready for the next phase of meeting the Workforce Innovation Opportunity Act requirements for the Senior Community Service Employment Program.

Parts of the Community Assignment Description

1. **Supervision:** Name and title of the supervisor.
2. **Requirements:** Clear, specific, and concise skills, particular training, or experience required for the assignment. These must include, but not be limited to, goals; performance based on-the-job training requirements, and safety programs.
3. **Assignment Duties:** Each specific duty the participant will perform while assigned to the Host Agency must be clear, specific, and concise to ensure full understanding by both the supervisor and participant. Any other duties must be clearly noted and written as part of the duties and responsibilities for each position.
4. **Health and Safety Consultation and Orientation:** Date signifying participant has received orientation in host agency health and safety procedures.
5. **ADA Statement:** To be initialed and signed by participant prior to beginning assignment noting whether or not accommodations are required in order to perform essential duties of position.
6. **Signature and Date:** Date the community service assignment description was signed by Participant and supervisor.



O*NET
onlinecenter.org
Knowledge Skills
Abilities
(Skills and Abilities =
Duties and
Requirements)



Community
Assignment
Description
15 Parts required
to make up this
important
document
"A picture paints
a thousand
words."



Community
Assignment
Description An
Interview Tool




Community
Assignment
Description
A Performance
Feedback Tool




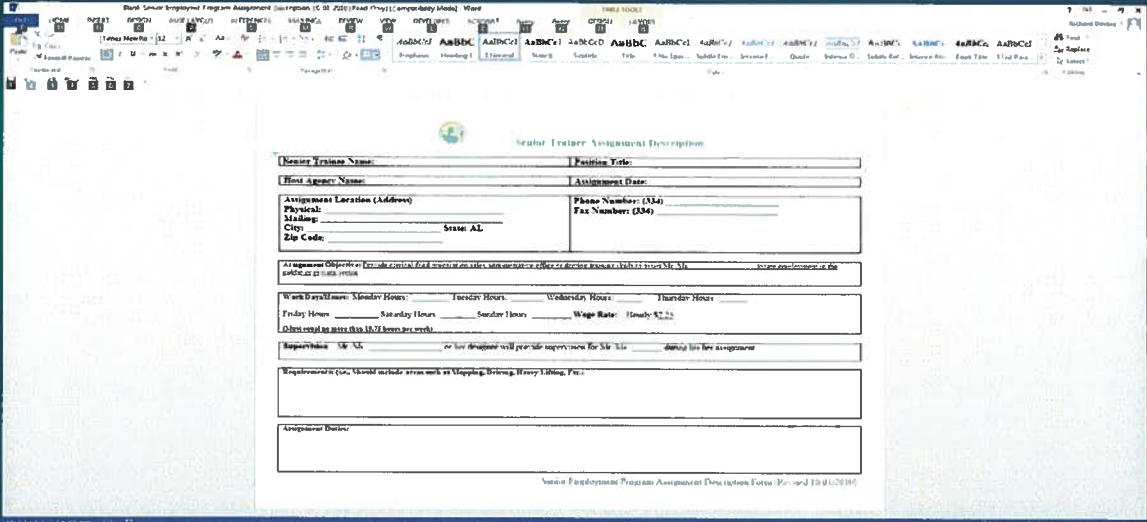
Community
Assignment
Description
A local Workforce
Development Tool




 Building your Community Assignment Description

Look at the Host Agency Handout # 1




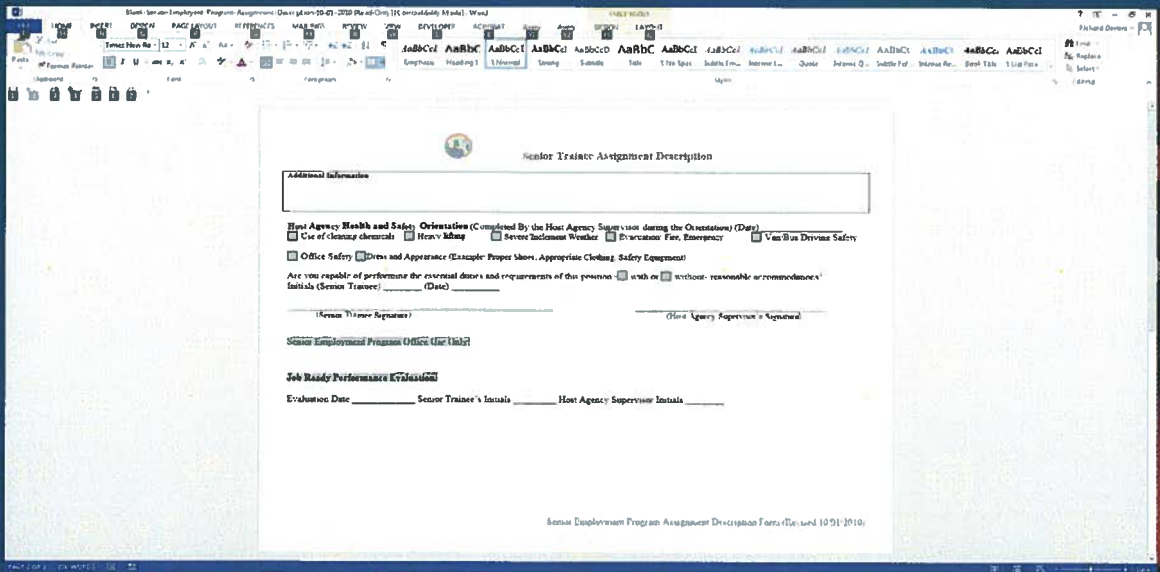


Senior Employment Program Assignment Description Form (Revised 10/01/2010)

 Building your Community Assignment Description

Look at the Host Agency Handout # 1





Senior Employment Program Assignment Description Form (Revised 10/01/2010)


Building your Community Assignment Description

Using <https://www.onetonline.org> to identify knowledge, skills, and abilities for each of your host agency senior trainee positions:

Building your Community Assignment Description

Using <https://www.onetonline.org> to identify knowledge, skills, and abilities for each of your host agency senior trainee positions: Personal Care was used for this demonstration.

Add the occupation of the training position here.



Building your Community Assignment Description


Using <https://www.onetonline.org> to identify knowledge, skills, and abilities for each of your host agency senior trainee positions:


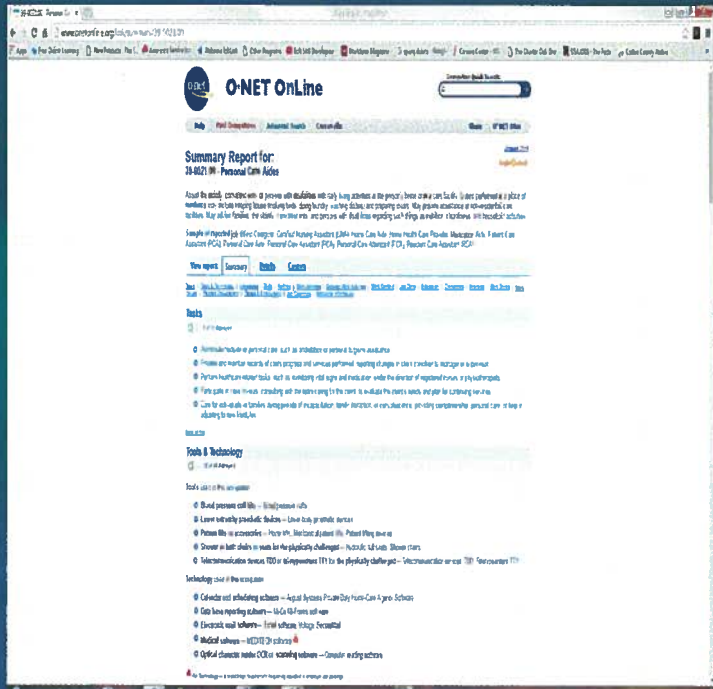
You can use the following areas to identify your assignment requirements, duties, and health and safety consultation.


Items include the following:

- *Tasks
- *Tools & Technology
- *Skills
- *Abilities
- *Work Activities

NOTE: * Indicates crucial part of the assignment description information that you can transfer to your assignment description from this information. (See Handout 3)







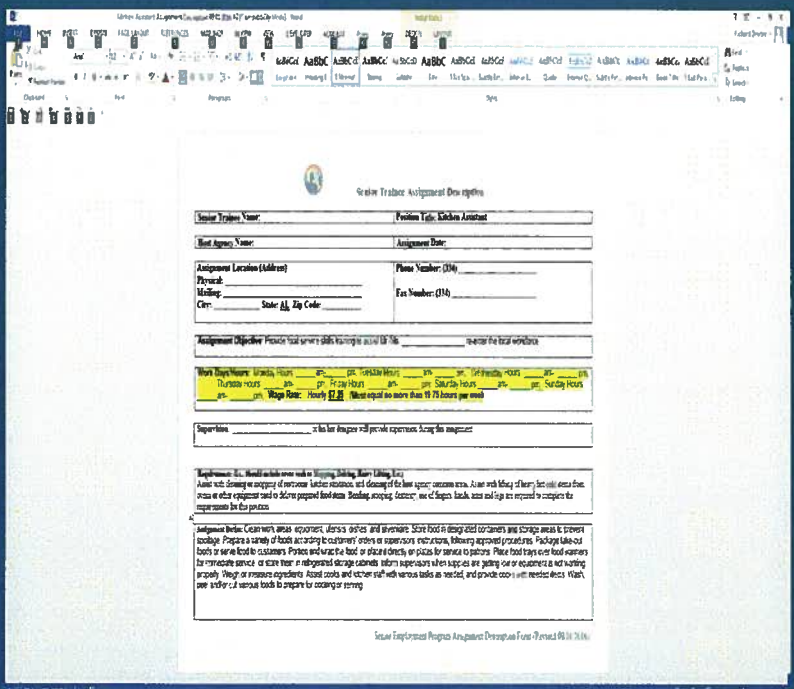
Building your Community Assignment Description

The changes to this page include the following:





Page 1 (Revised: September 01, 2016)
Look at Host Agency Handout # 2.





Building your Community Assignment Description






Senior Trainee Assignment Description

Senior Trainee Name: _____		Position Title: Kitchen Assistant															
Host Agency Name: _____		Assignment Date: _____															
Assignment Location (Address): Physical: _____ Mailing: _____ City: _____ State: <u>AL</u> Zip Code: _____		Phone Number (334): _____ Fax Number (334): _____															
Assignment Objective: Provide food service skills training to assist in this _____ re-enter the local workforce																	
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Work Days/Hours: Monday Hours _____ am _____ pm</td> <td>Tuesday Hours _____ am _____ pm</td> <td>Wednesday Hours _____ am _____ pm</td> <td>Thursday Hours _____ am _____ pm</td> <td>Friday Hours _____ am _____ pm</td> <td>Saturday Hours _____ am _____ pm</td> <td>Sunday Hours _____ am _____ pm</td> </tr> <tr> <td colspan="7">Wage Rate: Hourly \$7.25 (Must equal no more than 16.75 hours per week)</td> </tr> </table>				Work Days/Hours: Monday Hours _____ am _____ pm	Tuesday Hours _____ am _____ pm	Wednesday Hours _____ am _____ pm	Thursday Hours _____ am _____ pm	Friday Hours _____ am _____ pm	Saturday Hours _____ am _____ pm	Sunday Hours _____ am _____ pm	Wage Rate: Hourly \$7.25 (Must equal no more than 16.75 hours per week)						
Work Days/Hours: Monday Hours _____ am _____ pm	Tuesday Hours _____ am _____ pm	Wednesday Hours _____ am _____ pm	Thursday Hours _____ am _____ pm	Friday Hours _____ am _____ pm	Saturday Hours _____ am _____ pm	Sunday Hours _____ am _____ pm											
Wage Rate: Hourly \$7.25 (Must equal no more than 16.75 hours per week)																	
Supervision _____ or host agency will provide experience during this assignment																	
<p>Requirements (i.e., should include areas such as Mapping, Driving, Heavy Lifting, Etc.) Assist with cleaning or mopping of restroom, kitchen stations, and cleaning at the host agency common areas. Assist with lifting of heavy hot/cold items from areas or other equipment used to deliver prepared food items. Bending, stooping, delivery, use of fingers, hands, arms and legs are required to complete the requirements for this position.</p> <p>Assignment Duties: Clean work areas, equipment, utensils, dishes, and silverware. Store food in designated containers and storage areas to prevent spoilage. Prepare a variety of foods according to customers' orders or supervisors' instructions, following approved procedures. Package take-out foods or serve food to customers. Portion and wrap the food, or place it directly on plates for service to patrons. Place food trays over food warmers for immediate service, or store them in refrigerated storage cabinets. Portion and wrap the food, or place it directly on plates for service to patrons. Weigh or measure ingredients. Mix ingredients for green salads, molded fruit salads, vegetable salads, and pasta salads. Receive and store food supplies, equipment, and utensils in refrigerators, cupboards, and other storage areas. Remove trash and clean kitchen garbage containers. Assist cooks and kitchen staff with various tasks as needed, and provide cooks with needed items. Carry food supplies, equipment, and utensils to and from storage and work areas. Use manual or electric appliances to clean, peel, slice, and trim foods. Inform supervisors when equipment is not working properly and when food and supplies are getting low, and order needed items. Make special dressings and sauces as condiments for sandwiches. Stir and strain soups and sauces. Butcher and clean fowl, fish, poultry, and shellfish to prepare for cooking or serving. Keep records of the quantities of food used. Load dishes, glasses, and tableware into dishwashing machines. Distribute food to waiters and waitresses to serve to customers. Operate cash register, handle money, and give correct change. Cut, slice or grind meat, poultry, and seafood to prepare for cooking. Distribute menus to hospital patients, collect diet sheets, and deliver food trays and snacks to nursing units or directly to patients. Stock cupboards and refrigerators, and tend salad bars and buffet meals. Add cutlery, napkins, food, and other items to trays on assembly lines in hospitals, cafeterias, airline kitchens, and similar establishments. Package take-out foods or serve food to customers. Prepare and serve a variety of beverages such as coffee, tea, and soft drinks. Vacuum dining area and sweep and mop kitchen floor. Scrape leftovers from dishes into garbage containers.</p>																	

Senior Employment Program Assignment Description Form (Rev. used 09-01-2016)



Senior Trainee Assignment Description

• Additional Information: (O*NET Knowledge, Skills, and Abilities):

- Clean and sanitize work areas, equipment, utensils, dishes, or silverware
- Store food in designated containers and storage areas to prevent spoilage
- Prepare a variety of foods, such as meats, vegetables, or desserts, according to customers' orders or supervisors' instructions, following approved procedures
- Take and record temperature of food and food storage areas, such as refrigerators and freezers
- Wash, peel, and cut various foods, such as fruits and vegetables, to prepare for cooking or serving
- Place food trays over food warmers for immediate service, or store them in refrigerated storage cabinets
- Portion and wrap the food, or place it directly on plates for service to patrons
- Weigh or measure ingredients
- Mix ingredients for green salads, molded fruit salads, vegetable salads, and pasta salads
- Receive and store food supplies, equipment, and utensils in refrigerators, cupboards, and other storage areas
- Remove trash and clean kitchen garbage containers
- Assist cooks and kitchen staff with various tasks as needed, and provide cooks with needed items
- Carry food supplies, equipment, and utensils to and from storage and work areas
- Use manual or electric appliances to clean, peel, slice, and trim foods
- Inform supervisors when equipment is not working properly and when food and supplies are getting low, and order needed items
- Make special dressings and sauces as condiments for sandwiches
- Stir and strain soups and sauces
- Butcher and clean fowl, fish, poultry, and shellfish to prepare for cooking or serving
- Keep records of the quantities of food used
- Load dishes, glasses, and tableware into dishwashing machines
- Distribute food to waiters and waitresses to serve to customers
- Operate cash register, handle money, and give correct change
- Cut, slice or grind meat, poultry, and seafood to prepare for cooking
- Distribute menus to hospital patients, collect diet sheets, and deliver food trays and snacks to nursing units or directly to patients
- Stock cupboards and refrigerators, and tend salad bars and buffet meals
- Add cutlery, napkins, food, and other items to trays on assembly lines in hospitals, cafeterias, airline kitchens, and similar establishments
- Package take-out foods or serve food to customers
- Prepare and serve a variety of beverages such as coffee, tea, and soft drinks
- Vacuum dining area and sweep and mop kitchen floor
- Scrape leftovers from dishes into garbage containers

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action

Process customer bills or payments. Cook foods. Arrange food for serving. Clean food preparation areas, facilities, or equipment. Present food or beverage information or menus to customers. Prepare foods for cooking or serving. Record operational or production data. Clean tableware. Stock serving stations or dining areas with food or supplies. Operate cash registers. Cut cooked or raw foods. Store supplies or goods in kitchens or storage areas. Serve food or beverages. Prepare hot or cold beverages. Clean food service areas. Assess equipment functioning. Package food or supplies. Move equipment, supplies or food





Host Agency Interview Process



The Host Agency Interview Process

Interviewing candidates can become an arduous task when you have no idea what type of candidate(s) you will be receiving for your Host Agency position(s).

Request a resume' to review as part of the interview.

Determine the questions you need to ask relating to the Community Assignment Description.

Contact the Director, Senior Community Service Employment Program to determine the date the assignment will begin.

- Decide who will conduct the interview
- It's best for the hiring manager to conduct one-on-one interviews with applicants first. He or she typically then chooses a few finalists to come in for a second interview. This is sometimes in the form of a time-saving panel interview, which includes the hiring manager and two to four members of the management team or work group who evaluate the candidate at the same time.





The Host Agency Interview Process

Review the candidate's resume.

Ask appropriate questions regarding their previous employment history.

Determine if the candidate is a good fit for your agency regardless of whether or not he/she will be enrolled or transferred to your location.

- Before asking the first interview question, review the job description, especially the hiring criteria, as well as everything the candidate has submitted: resume, cover letter, online profile and any other pertinent materials. This preparation is a significant part of the interview process because it allows you to hone in on what you're looking for in the job candidates you'll be speaking with. It should give you ...
- Firsthand information about the candidate's background, work experience and skill level. It's your chance to clarify what you learned from the resume, profile or previous interviews;
- A general sense of the candidate's overall intelligence, aptitude, enthusiasm and attitudes, and whether he or she fits the job;
- Evaluation of the candidate's motivation to tackle job responsibilities, desire to join the host agency and ability to integrate into the current work team



The Host Agency Interview Process

- After you've given the candidate a chance to ask questions, close the interview by thanking him/her for his/her time, and tell him/her when to expect to hear from you.
- As soon as the candidate leaves from the interview, collect your thoughts and write down your impressions and a summary of your notes. Collect feedback from other interviewers while the interview is fresh in everyone's mind.
- Selecting the right person for a position in your at your host agency isn't easy. If you find yourself second-guessing your decision, ***let the hiring criteria serve as your guide***. Make sure any changes you make to your hiring criteria are because of a workplace need and not because you're enamored with a particular candidate for subjective reasons. Focus on your host agency needs during your interview process, and you'll find the best new hire time after time





The Host Agency Interview Process

NOTE: Contact the Director, Senior Community Service Employment Program to determine the date the assignment will begin.

- For some hiring managers, figuring out how to close an interview can be tricky. As the interview winds down, you can bring it to a graceful close by following these steps:
- 1. **Let the candidate ask questions.** Before closing the interview, provide an opportunity for the individual to ask any questions he or she may have.
- 2. **Let the candidate know what comes next.** Advise the candidate how and when you're going to be in contact and whether any further steps need to be taken—forms, tests and so on. In addition to being a common courtesy, this interview closing practice creates a positive impression.
- 3. **End the interview on a formal but sincere note.** Thank the candidate for the time and repeat your commitment to follow up. Either stand or shake hands again. This action is a way of formally closing the interview and provides a signal for the candidate to leave. Walk the applicant out of the office to the elevator lobby or front door.
- After closing the interview
- Knowing how to close an interview includes knowing what to do once the face-to-face discussion ends. As soon as possible after the candidate's departure, take some time to collect your thoughts and summarize your impressions in notes. You don't need to make any definitive decisions at this point, but recording your impressions immediately after the interview closing—while they're still fresh in your mind—will help you immeasurably if the final choice should boil down to several candidates of comparable qualifications.



The Host Agency Interview Process

- Before asking the first interview question, review the job description, especially the hiring criteria, as well as everything the candidate has submitted: resume, cover letter, online profile and any other pertinent materials. This preparation is a significant part of the interview process because it allows you to hone in on what you're looking for in the job candidates you'll be speaking with. It should give you ...
- Firsthand information about the candidate's background, work experience and skill level. It's your chance to clarify what you learned from the resume, profile or previous interviews;
- A general sense of the candidate's overall intelligence, aptitude, enthusiasm and attitudes, and whether he or she fits the job;
- Evaluation of the candidate's motivation to tackle job responsibilities, desire to join the company and ability to integrate into the current work team





Using your Community Assignment Description as an Interviewing tool?

Completing your Community Assignment Description allows you to set up and design your interview questions that will determine if the prospective "new" enrollee or transfer is the "one" for you.

What kind of interview questions should you ask?

Closed-ended

- These job interview questions call for a simple, informational answer — often, just a yes or no.
- Sample interview questions in this category
- "How many years did you work for your last employer?"
- "Did you enjoy it?"
- "Did your job involve traveling?"
- "Which enterprise resource planning (ERP) systems are you familiar with?"
- "What training have you had that's related to this position?"
- "Have you ever worked in a different industry?"
- "Are you willing to move, if offered the right job?"
- "Are career advancement opportunities one of your priorities?"
- "Have you carefully reviewed our starting salary ranges?"
- "What's the longest you've worked for any employer?"
- "Is a company's work environment important to you?"
- "Do you have much experience with social media?"
- When to use them: Closed-ended job interview questions work best if you're trying to elicit specific information or set the stage for more complex questions.
- Pitfall to avoid: Asking too many of these questions in rapid-fire succession can make candidates feel as though they're being interrogated, especially if you fail to link them back to the job criteria.



Using your Community Assignment Description as an Interviewing tool?

Completing your Community Assignment Description allows you to set up and design your interview questions that will determine if the prospective "new" enrollee or transfer is the "one" for you.

What kind of interview questions should you ask?

How do you handle the difficult questions asked of you, the interviewer?

Open-ended

- Open-ended job interview questions require thought and oblige the candidate to reveal attitudes or opinions. For example, one type of open-ended question is the behavioral interview question, which asks candidate to relate past on-the-job experiences to situations they are likely to encounter in the available position.
- Sample interview questions in this category
- "Can you describe how you handle tight deadlines on the job?"
- "Can you give me an illustration of how you improved productivity at your last job?"
- "Why do you want to work for this company?"
- "What can you tell me about yourself?"
- "What interests you most about this position?"
- "Can you describe a time you helped reduce costs at a previous job?"
- "What are your methods for avoiding errors?"
- "What are your greatest strengths and weaknesses?"
- "What's the biggest challenge you've ever faced in any job?"
- "Where do you see your career in five years?"
- "What does your ideal job look like?"
- "What value do you provide to your current employer?"
- "What could your current company do to be more successful?"
- "What do you think is the biggest issue in our field today?"
- When to use them: Ask these questions frequently throughout the interview, but intersperse them with closed-ended questions.
- Pitfalls to avoid: If you're not specific enough when phrasing the question, the candidate's answer may veer off track, especially if you don't intercede and provide clarification.





Using your Community Assignment Description as an Interviewing tool?

Completing your Community Assignment Description allows you to set up and design your interview questions that will determine if the prospective "new" enrollee or transfer is the "one" for you.

What kind of interview questions should you ask?

Hypothetical

- These job interview questions invite the candidate to resolve an imaginary situation or react to a given situation.
- Sample interview questions in this category:
- "If you were the purchasing manager, how would you go about selecting a new automated purchase order system for the company?"
- "If you were to supervise this department, what's the first thing you'd do to improve productivity?"
- "Let's say the project you supervised didn't meet the goals you set, how would you respond?"
- "If you noticed a decline in employee morale, what would you do to improve things?"
- "Imagine what this industry will be like in five years. What do you think we need to prepare for?"
- "If you could start a company like ours from the ground up, what would be your first steps?"
- "If you were the hiring manager for this position, what qualities would you be looking for in a candidate?"
- "Let's say you were given a generous budget for employee training. What would you spend it on?"
- "If you were asked to improve communications across your current company, what steps would you take?"
- "If you had an opportunity to revise your early career path, what would you do differently?"
- "If you could have anyone in our industry as a mentor, who would you choose and why?"
- When to use them: These kinds of questions are most useful when framed in the context of actual job situations.
- Pitfall to avoid: Don't value a candidate's hypothetical answer too highly. You're usually better off asking questions that force candidates to use an actual experience as the basis for their answers.



Using your Community Assignment Description as an Interviewing tool

What kind of interview questions should you not ask?

Questions to avoid

- There's another category of job interview questions that it's best to avoid entirely: leading questions. They're asked in a way that makes the answer you want obvious. For example:
- "You know a lot about team building, don't you?"
- "You wouldn't dream of falsifying your expense accounts, would you?"
- "I bet you're good at setting long-term goals. Right?"
- "You're looking for job security, aren't you?"
- "Is this the position you're most interested in?"





Using your Community Assignment Description as a Performance Feedback tool



Using your Community Assignment Description as a Performance Feedback tool

Most of us, as supervisors, find it difficult to deliver bad news to our subordinates throughout their period of working for us.

Many times we are very able to discuss it with colleagues or other individuals we know in order to relieve our own stress or justify our inability to bring ourselves to that specific point in time to tell the subordinate they need to either improve or when we need to take administrative/disciplinary actions.

- What are "soft" skills?
- Why are they "needed" in today's workforce?





Using your Community Assignment Description as a Performance Feedback tool

And most important of all, we just rate the subordinate satisfactorily just to get the Performance Feedback completed. If the latter is true, have we, as supervisors, really assisted the senior worker to improve their performance, training, skills, or abilities to gain employment in the local workforce of their community or to become self sufficient once again?

Perhaps we assisted them to just continue on with their status quo actions and then were pleased when they were transferred to another supervisor at another host agency so they could handle the issues that continually arise on a regular basis.



- Do older skilled worker's really "need" to be concerned?
- How does all of this relate to "Performance"?



Using your Community Assignment Description as a Performance Feedback tool

Soft skills concern the individual's efforts to make sure:

- they are on time,
- dressed appropriately,
- complete their duties and responsibilities,
- follow instructions,
- get along well with coworkers and supervisors,
- conduct themselves as professionals,
- does the right thing at the right time while getting the "job" done.

- To find out more about soft skills refer to the following website and video:

- <https://www.youtube.com/watch?v=YgXxovOhObU>





Using your Community Assignment Description as a Performance Feedback tool

Performance feedback is a critical part of the workforce development process. Feedback makes sure the individual understands the importance of:

Professionalism in the today's workforce

The requirements and duties of the position he/she is in.

The importance of his/her responsibilities to locate employment and become self sufficient.

Increase his/her awareness and assist him/her to set realistic goals to reach his/her goal(s) of employment with local supportive services.

Three Core Values Driving Today's Workforce

- With the ever-increasing speed of business, organizations must leverage technology and social tools to keep pace. While technology allows us to do more in less time, there is a breakdown in human connection and collaboration occurring due to our reliance on technology. Insightful conversations are being downsized to quick, to-the-point email exchanges and networking today consists of adding connections to your LinkedIn profile. The workplace is changing and organizations must respond accordingly to not only attract, but retain top talent.
- Today's workforce craves communication, collaboration and real-time connectivity in order to feel engaged and motivated in an organization.
- Integrating these core values into learning initiatives can increase employee engagement and drive business value. Companies with highly engaged employees report lower turnover rates and higher productivity and performance.

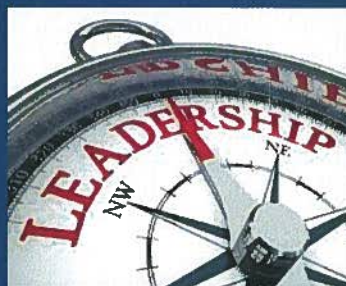


Using your Community Assignment Description as a Performance Feedback tool?

COMMUNICATION

The way we communicate in the workplace has changed dramatically over the past decade. Despite the surge in technology use and the shorthand, emotion-driven communication style we have adopted to say more in less characters, employees still want authentic conversations. They want to feel like they are contributing to the business and they want consistent feedback on that contribution. In fact, the research suggests that 97 percent of respondents believe real-time feedback from peers and leaders was equal to, and in some cases, more important than formalized annual performance reviews.

Traditional feedback models are no longer cutting it with the millennial generation. Increasing the frequency of feedback and customizing it to the individual when possible is necessary to motivate and support the development of today's employees.





Using your Community Assignment Description as a Performance Feedback tool

COLLABORATION

Collaboration is a key contributor to business performance. High performance organizations leverage teamwork to efficiently reach shared goals. But in order for your workforce to run as a well-oiled machine, employees must believe in their leaders as well as their peers. Building a foundation of trust and comradery requires team members getting to know one another and setting clear expectations.

Promoting more opportunities to exchange ideas and work together can foster a culture of collaboration. After all, great ideas can manifest in the most unlikely places. For example, my company often uses "get in the green" sessions to brainstorm ideas for projects. These meetings are used to generate creative, outside-the-box ideas from team members who may not have been involved in the project. The goal is to establish an open forum where team members are encouraged to share ideas without criticism.



Using your Community Assignment Description as a Performance Feedback tool

CONNECTION

After spending 20-plus hours each week with our co-workers, it's little wonder that our peers have a substantial impact on our engagement level at work. In fact, the research suggests that great co-workers had the biggest impact on personal engagement at work over the past six months. Leveraging employee connection can transform learning and development and enhance the flow of information across the organization.

Mentoring and peer-to-peer learning are emerging as effective ways to train today's workforce. With upward of 90 percent of learning occurring through informal and social means, as suggested by the 70-20-10 framework, organizations must harness the insight and information of employees to effectively transfer knowledge. This not only connects employees, but also captures company knowledge.

An authentic connection with their leaders and peers. This connection can engage and motivate your employees to reach and exceed your business goals.





Using your Community Assignment Description as a Performance Feedback tool

TRAINING TODAY'S WORKFORCE

Investing in your employees' development is critical to retaining them. As workplace dynamics continue to evolve and shift, training strategies must follow suit. Today's workplace is driven by passionate employees who want to make a difference. Leveraging this passion in a meaningful way can enhance innovation and inspire employees to think outside the box.

Even with the onset of new technology, employees want to know how they are really doing.



Using your Community Assignment Description as a Performance Feedback tool

Strategies for Sharing Constructive Feedback

"What can you say to your employees and how can you say it?"

"Where can you give and receive feedback?"

"How can you bring out the best in your staff?"

"How do you handle difficult issues without inflaming the situation?"

"How do you respond to negative feedback yourself?"

These are common questions, many of them reflecting frustration and fear of dealing with the "hard stuff" of managing people. But giving constructive feedback to employees doesn't have to be difficult.





Using your Community Assignment Description as a Performance Feedback tool

Positive feedback, when you tell people they've done well, should be easy. For example:

thanking people for doing a job well

commending them for solving a problem for you

discussing progress with teams and praising their commitment

celebrating successes when everyone's combined efforts have paid off

This is the kind of feedback that everyone likes; the kind that motivates people to perform well consistently. Here are some more practical strategies for improving feedback at work.

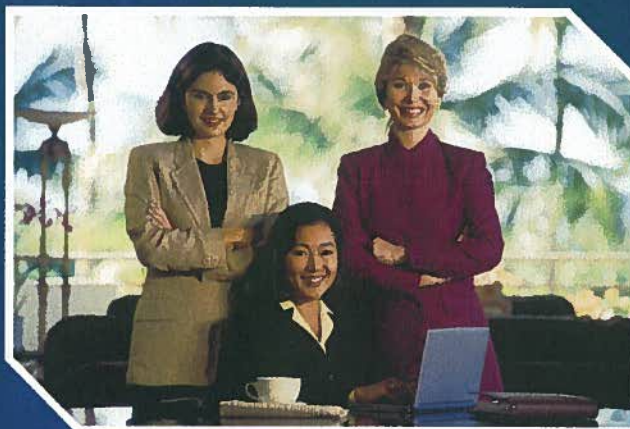


Using your Community Assignment Description as a Performance Feedback tool

Give Feedback to Encourage Employees

Give feedback to encourage people to continue "putting-in" great effort, or to help them through setbacks, or when people lack confidence or skills. Respect people for the value of their time, their work and their commitment. Show your respect with words that make employees feel good.

Try saying, "You're right!" when someone successfully challenges an idea or work practice. Ask, "Can you spare a few minutes?" when you need to interrupt someone at work. Then wait for the positive reactions.





Using your Community Assignment Description as a Performance Feedback tool

Use Feedback to Overcome Negativity

A leader must remain optimistic at all times, but how can you convert negativity into something positive? When someone says, "That's a stupid idea!" you could respond, "How could we change it to make it more realistic"



Using your Community Assignment Description as a Performance Feedback tool

Coaching Is the Best Feedback

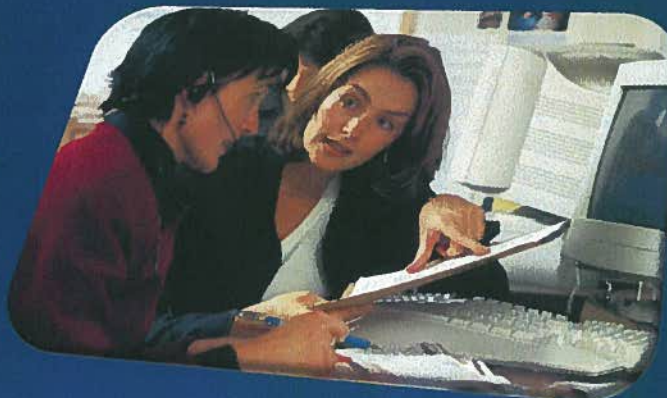
Coaching is the best kind of feedback.

Coaching is based on mutual respect, strict confidentiality and trust. A coach believes that people are able to change the way they operate and achieve more if they are given the opportunity and are willing to do something about it.

Questioning is a fundamental skill of coaching.

A coach asks questions to:

- assess where the person might need help
- discover how s/he can best help
- help people find solutions for themselves.





Conclusion

The use of your Community Service Assignment Description is a skills training, performance based evaluation, and interviewing Workforce Investment Opportunity Act training tool that can produce the right results at the right time every time when it is used correctly.

