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Student Staff Training & Development A Servant Leadership Model

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Student Staff Training & Development A Servant Leadership Model

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Project Summary

The focus of this project is to develop a training program for the Event Planning/Employer Relations Intern that will repeatedly offer experiential learning and professional development opportunities while also adding to the effectiveness and efficiency to the employer relations arm of The Career Center.

Project Objectives

Provide an internship experience in alignment with the National Association of Colleges and Employers (NACE) Internship Definition:

-The experience must be an extension of the classroom: a learning experience that provides for applying the knowledge gained in the classroom. It must not be simply to advance the operations of the employer or be the work that a regular employee would routinely perform.

-The skills or knowledge learned must be transferable to other employment settings.

-The experience has a defined beginning and end, and a job description with desired qualifications.

-There are clearly defined learning objectives/goals related to the professional goals of the student's academic coursework.

-There is supervision by a professional with expertise and educational and/or professional background in the field of the experience.

-There is routine feedback by the experienced supervisor.

-There are resources, equipment, and facilities provided by the host employer that support learning objectives/goals.

Additionally, the focus on student professional development and decision making will be a priority provided through servant leadership and a solution focused orientation.

Observed Results

Unbeknownst to me, the development of this project really began in fall of 2010. It was then that I fully realized my interest and commitment to student development. At the same time, I recognized some amazing skills and abilities in one of our more introverted and quiet front desk student staff (very different from my personality). She transitioned to assist me as my recruiting assistant beginning Spring of 2011 and through intentional mentorship and training her responsibilities and skill have increased to include being a primary support in the coordination of Practice Interview Day!, Food Marketing Career Night, and Food Marketing Pre-Conference Recruiting Activities. Beginning of Spring 2011, this student also provided a tremendous amount of support with the on-campus interviewing program. She helped coordinate about 1/3 of all interview visits, allowing me to focus on developing new recruiting relationships or enhancing existing ones with employers. Beginning in fall 2012, this role morphed into the Event Planning/Employer relations intern position which now includes taking the lead role in coordinating Business Career Day, our large career fair during fall semester where we expect 138 employers to attend this year!

Share Leadership

In working with my intern, I looked for ways to share leadership with her. I explain the "what" that I want, but allow for her to determine "how" to get there based on her comfort level and need for support and guidance.

Value People

I will often share with my intern and others how much I value the work that she does for the office. I try to stay mindful of the work she has on her plate and how much I send her way. I request assistance, I don't demand it!

Provide Leadership

As a supervisor, I feel that my first responsibility is to provide any support that is needed by my intern. I continuously try to remain observant to ensure that resources, tools, and guidance are always available when needed. When problems arise, I engage in problem-solving/solution focused strategies WITH my intern to enhance learning.

Develop People

I believe the key to developing others is to understand their interests and values and provide opportunities to expand in these areas. These are disclosed over time through conversations where I specifically ask about areas where more exposure and growth is desired. We then work together to find projects that will provide the learning and development opportunities.

Display Authenticity

Build Community



Scope of Internship

Event Planning/Project Management

*Assist with the planning and coordination of career events such as Business Career Day, ISM Career Night, and Food Marketing Career Night during the fall and spring semesters.

Marketing and Publicity

*Write and design invitations and employer confirmation materials for career events. Prepare related online registration modules and promotion materials including flyer, publicity booklet, and signage.

*Plan and execute social media marketing, publicity book distribution, press release and other marketing efforts for student, employer, and campus audiences.

Administrative and Recordkeeping

*Maintain organization of documents, organization and contact records, and expense records.

*Accept registrants, collect position descriptions, send confirmation materials.

*Event wrap-up. Summarize evaluations, send thank you's and resolve post-event issues such as correcting invoices and follow-up of unpaid invoices.

On Campus Interviewing Program/Employer Relations

*Coordinate on campus interviews for employers by posting internships/jobs on BroncoJOBS website, attaching interview schedules, and completing the follow-up tasks related to the OCI process.

*Market internship and job opportunities and employer visits to students, alumni, employers, and university faculty & staff.

*Participate in the assessment process by collecting, analyzing, and communicating data about job offers and student performance resulting from the on-campus interviewing program.

Next Steps

Design and implement a comprehensive training and development program for the front desk staff using the same model of servant leadership and with the mission of providing learning opportunities that will enhance leadership, professionalism, and problem-solving skills.

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