

Onboarding and Training

As a student lead at the Registrar's Office, I have gained significant experience in onboarding and training with the help of my manager and experienced student leads. Throughout my experience, I have developed a strong understanding of setting clear expectations for my position, collecting resumes, and setting up interviews. I am skilled in selecting new hires by asking appropriate questions and using interview etiquette, and using benchmarks for training and measuring progress.

I have a track record of successfully training six student employees using a non-bias approach, which has resulted in one employee being promoted to the student leadership position. An example of using a non-bias approach in training student employees is avoiding making assumptions about their skills or abilities based on their background, race, gender, or any other personal characteristic. Instead, I focus on their individual strengths and weaknesses and provide feedback and guidance to help them improve. For example, I put myself in their shoes, remembering how new or even intimidated I was getting used to working in the office. To some students, this could be their first work-study job and to others, it's not. We have students from all kinds of backgrounds, from the field of study they are pursuing to their previous work experience. I set unique goals for each student employee based on their individual strengths and weaknesses.

As a trainer, I created a positive learning environment and provided ongoing support to my trainees by tracking their progress, offering constructive feedback, and addressing any concerns they may have had. Additionally, I contributed to a Canvas course for future training and served as a resource for my peers, encouraging growth and supporting others in their roles.

Through my training, I fostered a culture of continuous learning and development, empowering student employees to succeed and make valuable contributions to the office.

Promoting diversity and inclusivity in the workplace is important to me. I understand how various systems exclude students of different social identities, and I am respectful of candidates with varying backgrounds and experiences. I work with new hires to encourage morale, dignity, and mutual respect. I strive to create a safe environment for my peers to reach out to each other or myself to give feedback or constructive criticism to adapt to new challenges. As an example of my efforts to create a safe environment and promote inclusivity, I make a point to engage with my peers on a personal level. When we meet in person or during team meetings, I take the time to ask how they are doing, including how their studies are going, and if they had any difficult interactions with customers recently. I believe that by showing genuine interest and concern for my colleagues' well-being, I can foster an environment of mutual respect and support that allows us all to thrive. Additionally, by actively seeking out feedback and constructive criticism from my peers, I am able to adapt to new challenges and improve my own performance in the workplace.

In addition to my training experience, I have run bi-weekly meetings for my peers with the help of the front desk student lead. For the meetings I wasn't running, I consistently offered valuable insights and suggestions to help ensure that meetings were productive and efficient. As a result of my participation, I was able to support my colleague with their meetings while contributing positively to the overall success of the team. Through these meetings, I have developed my public speaking and meeting preparation skills, and have gained experience in facilitating discussions on professional development topics.

I also make an effort to create a lively environment by asking engaging questions at the end of my presentations, which are not necessarily work-related, but rather designed to foster a sense of community among my peers. My creativity skills, such as the engaging questions I ask, have helped me to foster a lively and engaging environment. My strength in building relationships and connecting with others is one of my greatest assets. I have a natural talent for fostering positive and supportive work environments that inspire creativity and innovation. I am confident that the skills I have developed through this experience will serve me well in my future career, and will make me a valuable asset to any team.