



## **UNC Charlotte Career Skills Development: Supervisor Toolkit**

This resource supports supervisors in guiding student employees' professional growth by aligning on-the-job experiences with UNC Charlotte's Career Competencies. Each skill includes Conversation Starters, Examples on the Job, and can link to additional resources. These tools can be used during check-ins, performance evaluations, or goal-setting conversations.

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### **1. Career & Self-Development**

#### **Conversation Starters:**

- What have you learned about yourself in this role?
- Are there any skills or experiences you'd like to gain or improve?
- What are your long-term career goals, and how can this job support them?
- Are there specific types of work you find energizing or challenging?

#### **Examples on the Job:**

- Requesting feedback and using it to improve
  - Setting short-term goals at the beginning of the semester
  - Attending campus career panels, workshops, or LinkedIn Learning courses
  - Taking ownership of professional growth and reflecting on progress
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## 2. Communication

### **Conversation Starters:**

- How do you prefer to communicate with coworkers and supervisors?
- What communication methods (verbal, written, digital) do you feel most confident in?
- How do you ensure your message is understood?

### **Examples on the Job:**

- Drafting professional emails, reports, or messages
  - Clearly communicating expectations and timelines to team members
  - Practicing active listening and paraphrasing
  - Adjusting tone and message for different audiences
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## 3. Critical Thinking

### **Conversation Starters:**

- Describe a time you had to make a decision under pressure.
- How do you evaluate information before making a recommendation?
- What strategies do you use when faced with a challenge at work?

### **Examples on the Job:**

- Analyzing data to draw conclusions and make suggestions
- Breaking down a complex task into actionable steps



- Identifying issues and proposing creative solutions
  - Evaluating the outcomes of decisions and adjusting strategies
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#### **4. Engagement Across Perspectives**

##### **Conversation Starters:**

- What does creating a connected environment mean to you?
- How do you ensure all voices are heard on a team?
- Have you encountered a situation where differing perspectives helped solve a problem?

##### **Examples on the Job:**

- Practicing respectful communication
  - Creating a welcoming environment for new team members
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#### **5. Leadership**

##### **Conversation Starters:**

- In what ways have you demonstrated leadership in this role?
- How do you motivate or influence others on the team?
- What leadership strengths do you want to build?

##### **Examples on the Job:**

- Taking initiative to solve problems or improve processes



- Organizing team meetings or projects
  - Mentoring or training new hires
  - Leading through example with a positive and proactive attitude
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## **6. Professionalism**

### **Conversation Starters:**

- What does professionalism look like to you in our office?
- How do you manage your time and responsibilities?
- How do you handle mistakes or challenges at work?

### **Examples on the Job:**

- Consistently arriving on time and meeting deadlines
  - Demonstrating a strong work ethic and positive attitude
  - Maintaining confidentiality and respecting workplace norms
  - Accepting responsibility and taking pride in one's work
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## **7. Teamwork**

### **Conversation Starters:**

- What do you think makes a team effective?
- How do you contribute to building a positive team dynamic?



- Describe a time you supported a teammate or received support from one.

**Examples on the Job:**

- Collaborating on projects or shift responsibilities
  - Offering assistance to teammates during peak times
  - Respecting different working styles and perspectives
  - Participating actively in team meetings and brainstorming sessions
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## **8. Technology**

**Conversation Starters:**

- What technologies have you learned to use in this role?
- Are there digital tools you'd like to become more confident using?
- How do you troubleshoot or find help with new software?

**Examples on the Job:**

- Using scheduling, data entry, or design tools (e.g., Excel, Canva, Banner)
- Learning how to use new platforms with minimal guidance
- Creating presentations or digital media for projects
- Identifying opportunities to improve workflows using technology