Interested in Work-Based Learning? Internships? Apprenticeships? *Come Talk to Us!*

UCSF Office of Career & Professional Development
Student Academic Affairs

Workplace Navigation: **Empowering Student Success in the Workplace**

Developing trainings & tools for community college students & industry supervisors to support effective lab/work environments

Collaboration between a Community College (CCSF) & Research University/Biotechnician Employer (UCSF)

CITY COLLEGE OF SAN FRANCISCO

The Hidden Curriculum: Workplace Navigation

Employer Centric
Student/Employee Centric

Technical Skills	Employability Skills
Workplace Navigation Skills	

The skills students from need to increase their odds of **succeeding**, **persisting**, and **progressing**, in the industry.

Workplace navigation skills are often overlooked, but are often critical, especially for non-traditional student success.

Why Workplace Navigation Skills

make a difference in community college student success

community college Student Interns

98% of community college students who used this approach **Trust their supervisor**

95% of community college students who used this approach **Can share difficult information with their supervisor**

100% of community college students who used this approach **Understand what is expected of them**

95% of community college students who used this approach **Felt the tools increased their confidence and/or positively impacted their internship**

Internship Supervisors

91% of community college supervisors who used this approach **Trust their intern**

97% of community college supervisors who used this approach **Would provide a positive recommendation for their intern**

74% of community college supervisors who used this approach **Felt the tools positively impacted their relationship with their intern**

94% of community college supervisors who used this approach **Were interested in hosting another community college intern**

61 part-time semester long CCSF interns (2020-24)
31 CCSF internship supervisors from 9 different organizations (2022-24)

Who we've engaged

1,500+ Scientist from **70+** Companies & **40+** Academic Institutions trained in frameworks and language to effectively mentor-manage productive teams.

350+ Students, Alumni and Faculty from **30+** community colleges trained in frameworks and tools to effectively navigate the scientific workplace.

90 Community College interns with training & tools to support their work-based learning experiences

Empowering Students to Support their Own Success
Workplace Navigation CheckList

Mark the checklist & Let us know!

Our goal is for all community college students to be equipped to:

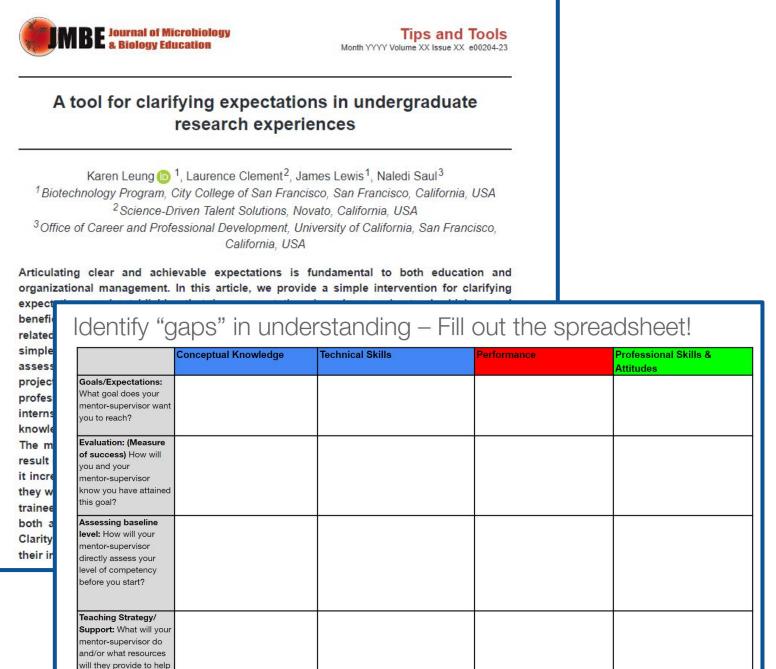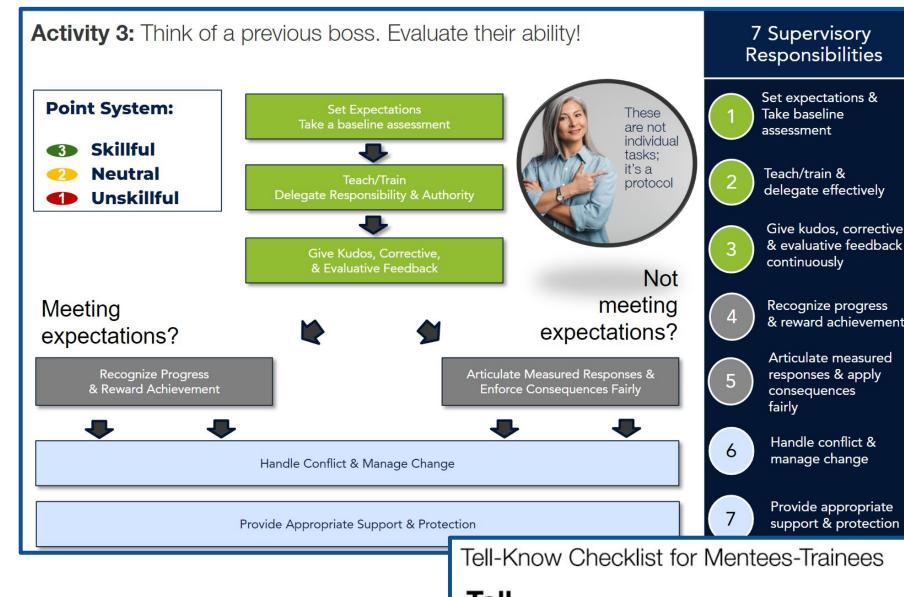| Workplace Selection	
☐ Utilize the interview to recognize a potential 'Bad Fit' or 'Toxic Work Environment' ☐ Define the workplace environment and circle of support they need to succeed ☐ Design interview questions to determine whether a workplace is in alignment with their goals, priorities and values	**Empower** students to **assess workplace opportunities** based on their goals, priorities and values.
Workplace Transition	
☐ Assess work styles and values (theirs, their supervisor's and their colleagues') ☐ Assess their supervisors' people manager abilities and identify where they may need to 'manage-up' ☐ Assess the functionality of their team and the organization ☐ Identify gaps in their understanding of their supervisor's expectations ☐ Proactively engage in strategies to clarify expectations, obtain actionable feedback, and promote actions that support their success ☐ Effectively engage in challenging conversations with their supervisor ☐ Build their professional circle of support	Equip students to **identify and navigate barriers** in the workplace, improving their odds of success and retention. Approach workplace **challenges as opportunities** to apply navigation skills with support and community.
Workplace Progression	
☐ Articulate their transferable competencies ☐ Develop a coherent story of their recent work experience and its role in the organization ☐ Utilize their recent work experience to identify workplace structures and practices that support and create barriers to their success in order to improve selection of future opportunities	Empower students to take control of their career trajectory such that each work experience effectively builds on the next to ensure alignment with their individual goals, priorities and values.

What people say about our approach
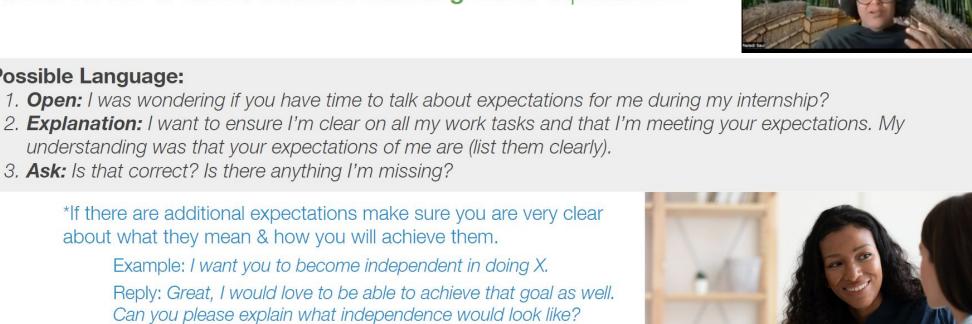
Students

97% of community college student/alumni respondents who participated in our workshops feel that **THIS TRAINING IS NEEDED**

93% of community college student/alumni respondents who participated in our workshops **PLAN TO USE THE TOOLS**

Faculty

94% of community college faculty/staff respondents who participated in our workshops feel that **THIS TRAINING IS NEEDED**

100% of community college faculty/staff respondents who participated in our workshops **WOULD LIKE TO SHARE IT WITH THEIR STUDENTS**

153 student/alumni responses from 18 community colleges (45% reported as from a group historically excluded from the sciences), 18 faculty/staff responses from 9 community colleges

> This is my second time attending this workshop. I learned a lot the first time, but it is only now, after being in an internship and going through interviews, that I see how true and accurate the information is in this presentation. I had many clues from the interview on how my internship would play out. It's amazing how much accurate information I can get from just the interview process alone. – Student

Amazing workshops, wish I had them 30 years ago! PLEASE make them accessible-the topics are broadly applicable. – Faculty/Staff

Prior to this meeting, I had very little idea as to how to navigate a new lab, and how to learn the culture and customs of the lab. In addition, I am new to working in a science lab, in general, so it can be awkward. Now, I have lots of tools, and it's great to have a feeling of normalcy in my current experience. – Student

Fantastic workshop-every person who is going into a workplace whether science or not (and probably actually even family relationships) could benefit from this information. – Faculty/Staff

I will take the lessons on assessing myself, my supervisor, my colleagues, and the place where I work to heart when working in current and future workplaces. I especially hope to more strongly assess my personal motivations and my work styles in relation to those around me in order to better understand how I can strategically adapt these elements of my personality to a workplace setting, and collaborating with the people within it. – Student

Published Tools

JMBE Journal of Microbiology & Biology Education
Tips and Tools

A tool for clarifying expectations in undergraduate research experiences

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Identify "gaps" in understanding – Fill out the spreadsheet!

Frameworks

Activity 3: Think of a previous boss. Evaluate their ability!

7 Supervisory Responsibilities

Point System:
- Skillful
- Neutral
- Unskilful

Tell-Know Checklist for Mentees-Trainees

Tell (Supervisor should "tell" you)	Know (Supervisor should "know" about you)

Training

Strategy 1: Building Expectation Clarity:
Tactic 1: How to have a discussion about *general* expectations

Possible Language:
1. **Open:** I was wondering if you have time to talk about expectations for me during my internship?
2. **Explanation:** I want to ensure I'm clear on all my work tasks and that I'm meeting your expectations. My understanding was that your expectations of me are (list them clearly).
3. **Ask:** Is that correct? Is there anything I'm missing?

"If there are additional expectations make sure you are very clear about what they mean & how you will achieve them.
Example: if you become independent in doing X.
Reply: Great, I would love to be able to achieve that goal as well. Can you please explain what independence would look like? How will I know I am sufficiently independent performing X?"

4. **Close with Appreciation:** Thank you so much for your feedback and time. Going forward I will… (repeat that expectation(s) and how you plan to achieve it)

Assessment Tools

Example Student-Mentee Pulse Survey

Question	Response/Choices

→ **Try out our tools, training and resources**
→ **Partner with us to empower your students**
→ **Get support for your work-based learning program**

Come check out one of our most effective & published tools:
A Tool to Foster Transparency in Work-Based Learning - Tomorrow, 9-9:45

Interested in our training or tools?

Check out our website: **bit.ly/BILwebsite**

Contact us:
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