

Student Temporary Employment Program Initiative 2018-2019
 Rubric for Supervisor/Self Assessment

Competency	NACE Definition	Strategies	Benchmark			Capstone Level 4
			Level 1	Level 2	Level 3	
Communication	<i>Articulate thoughts and ideas clearly and effectively in written and oral forms to persons inside and outside of the organization. The individual has public speaking skills; is able to express ideas to others; and can write/edit memos, letters, and complex technical reports clearly and effectively.</i>	Communicates clearly & purposefully with internal & external customers.	Utilizes appropriate channels and methods to communicate about needs and/or questions.	Is consistently responsive to customers by using active listening skills and providing information.	Proactively tracks down answers and/or resources in order to address questions from others.	Initiates professional verbal and/or written communication with internal or external customers that advances the overall mission of the workplace.
Critical Thinking / Problem Solving	<i>Exercise sound reasoning to analyze issues, make decisions, and overcome problems. The individual is able to obtain, interpret, and use knowledge, facts, and data in this process, and may demonstrate originality and inventiveness.</i>	Identifies & evaluates problems by analyzing possible solutions before taking action	Assesses and analyzes existing potential next steps.	Thinks creatively about solutions that may not have been considered yet. Is able to assess these ideas for feasibility and likelihood of	Considers all potential next steps (including those from outside sources) and makes an effective case for pursuing one or more.	Proactively applies knowledge and experience from other situations in order to streamline processes and maximize chances for success.
Teamwork / Collaboration	<i>Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints. The individual is able to work within a team structure, and can negotiate and manage conflict.</i>	Effectively navigates workplace relationships.	Maintains existing workplace relationships but does not build new connections.	Builds collaborative relationships to work toward common goals.	Identifies and seeks guidance in handling conflict situations.	Negotiates & independently manages conflict situations.
Leadership	<i>Leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others. The individual is able to assess and manage his/her emotions and those of others; use empathetic skills to guide and motivate; and organize, prioritize, and delegate work.</i>	Sets a positive tone for other employees and leads by example.	Regulates own emotions and responses in order to maintain a positive work environment.	Is viewed as a role model and demonstrates intentionality in team interactions.	Recognizes the strengths of others and takes initiative to coach fellow employees.	Demonstrates empathy, emotional intelligence, and assertiveness in pursuing shared goals.
Professionalism / Work Ethic / Career Management	<i>Demonstrate personal accountability and effective work habits, e.g., punctuality, working productively with others, and time workload management, and understand the impact of non-verbal communication on professional work image. The individual demonstrates integrity and ethical behavior, acts responsibly with the interests of the larger community in mind, and is able to learn from his/her mistakes. Identify and articulate one's skills, strengths, knowledge, and experiences relevant to the position desired and career goals, and identify areas necessary for professional growth. The individual is able to navigate and explore job options, understands and can take the steps necessary to pursue opportunities, and understands how to self-advocate for opportunities in the workplace.</i>	Demonstrates integrity and ethical behavior.	Understands position's role and where it fits in the organization's structure and operations.	Is consistently on-task and working productively toward established goals. Demonstrates personal accountability in always meeting workplace standards.	Utilizes time management strategies to balance classwork/personal life/work responsibilities. Demonstrates integrity/ethical behavior.	Self-advocates and takes advantage of opportunities to gain additional professional knowledge and experience. Is able to express how this position relates to future career goals.
Global / Intercultural Fluency	<i>Value, respect, and learn from diverse cultures, races, ages, genders, sexual orientations, and religions. The individual demonstrates openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals' differences.</i>	Demonstrates openness and interacts respectfully in a diverse environment	Has minimal level of understanding of cultural differences in verbal and nonverbal communication; is unable to negotiate a shared understanding	Identifies some cultural differences in verbal and nonverbal communication and is aware that misunderstandings can occur based on those difference but is still unable to negotiate a shared understanding	Recognizes and participates in cultural differences in verbal and nonverbal communication and begins to negotiate a shared understanding based on those differences.	Articulates a complex understanding of cultural differences in verbal and nonverbal communication and is able to skillfully negotiate a shared understanding based on those differences.
Digital Technology	<i>Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals. The individual demonstrates effective adaptability to new and emerging technologies.</i>					