

# BE A SKILLS CHAMPION!

There are **12 Core Hirability Skills** that make champion job performers. Employees and interns champion skill strengths to power success at work. Supervisors champion success through skills coaching and recognition.

## PROFESSIONAL ATTITUDE

- Brings energy and enthusiasm to the workplace.
- Graciously accepts criticism.
- Takes responsibility for his or her actions and does not blame others.
- Stays calm, clearheaded and unflappable under stress.

## TEAM WORK ETHIC

- Actively looks for additional tasks when own work is done.
- Actively looks for ways to help other people.

## TIME MANAGEMENT

- Gets work done on time.
- Manages time and does not procrastinate.
- Arrives on time and is rarely absent without cause.

## PROBLEM SOLVING

- Unpacks problems into manageable parts.
- Generates multiple potential solutions to problems.
- Identifies new and more effective ways to solve problems.

# EMPOWER A SKILLS CHAMPION!

There is no secret to creating great interns and employees. Explain the job you want them to do. Specify your expectations. Describe what success looks like. Engage in a feedback conversation where you discuss skill strengths and growth areas. Close with a suggestion. Repeat until awesome!!

**What is the Feedback Formula?** Written Communication Exchange or In-Person Conversation that reveals the elements of performance. The exact same formula is used for “praise” and “constructive criticism”.

- Use feedback formula to help an intern/employee close the gap between their current performance and expected/desired performance to motivate their growth.
- Use feedback formula to elevate an intern/employee who has met or exceeded expectations empowering them to push performance to a higher level.

At / During / With...

## Context of the Job Task

**CONTEXT:** The setting/situation that is the target for feedback. This should be very specific to ground the intern/employee in place and time.

My expectation was / I had hoped...

## Expectation for Job Task

**EXPECTATION:** A clear description of what performance outcome was originally expected from the intern/employee in the situation. If your job description, project request or task directions were clear up front, repeat it here to remind the intern/employee.

I noticed you / I thought you...

## Evidence of Performance

**EVIDENCE:** The factual outcome of what exactly happened without any judgmental interpretation.

I felt / That was / What do you..?

## Feedback Conversation

**FEEDBACK:** A conversation between the person initiating feedback and the intern/employee that reveals what happened and explains the gap or alignment between the expectation and the evidence. Use nonjudgmental questions to start the conversation. Encourage the intern/employee to unpack and diagnose their own performance rather than just tell them how they did.

Next time, let's try...

## Improvement Suggestion

**SUGGESTION:** A specific recommendation that will help the intern/employee meet performance expectations or a suggestion that pushes them to an even higher level of performance. Encourage the intern/employee to develop their own solution rather than just give advice.