

# GUIDE FOR ONE-ON-ONE SESSIONS

## CAREER OFFICE SUPERVISORS

One-on-One sessions between Career Office Supervisors and their Managers will assure that, at a minimum, the supervisor has the opportunity to hear the manager's evaluation of her/his strengths and weaknesses in all areas of the job. Written feed back and ratings in each area, and overall, will give the supervisor a clear understanding the manager's satisfaction with her/his performance.

**INSTRUCTIONS:** In rating a supervisor's performance, the office manager will consider time on the job and previous discussions concerning expectations and performance. The career office supervisor's manager will conduct at least two formal sessions each contract year with each supervisor managed. The two will discuss each of the four categories listed in the job description, and in this guide, during each conference and the manager will explain in writing areas of importance that affect the ratings.

The bulleted items next to each category come from the job description and further explain duties included under each of the four categories. The manager may address each item or may choose to discuss only those she/he believes are important in assigning the rating in that category. .

This guide has a place for the manager to note what is discussed in the one-on-one sessions with the supervisor. The manager may write in the area provided in the guide or attach notes to the guide. Both the career office supervisor and the career office manager will sign and date the notes after the conference and each will retain a copy. Signature does not imply agreement but acknowledges the meeting took place.

The manager will give the supervisor one of the following ratings in each of the 4 categories and will explain, in written notes, the reason for the assigned rating. Ratings are:

- Exceeds Expectations
- Meets Expectations, or
- Does not Meet Expectation

The Office manager will use the four categorical evaluations in assigning the supervisor one overall rating of:

- Exceeds Expectations
- Meets Expectations or
- Does not Meet Expectation

The attached notes will explain the manager's reasons for the overall rating as well as a rating in each of the 4 categories.

**DISCUSSION GUIDE FOR ONE-ON-ONE SESSIONS  
CAREER OFFICE SUPERVISORS**

<b>CATEGORY</b>		<b>CATEGORY RATING</b>
<p>Works with manager to oversee staff and align work with Workforce Solutions Mission</p>	<p>The Career Office Manager will consider time on the job and previous discussions concerning expectations and performance when rating the supervisor.</p> <ul style="list-style-type: none"> <li>• Understands and supports Workforce Solutions Mission and Values</li> <li>• Clearly communicates to line staff how their work supports and advances Workforce Solutions Mission and Values</li> <li>• Manages change by explaining why and how changes is implemented</li> <li>• Clearly communicates expectations and priorities to line staff</li> <li>• Communicates to the manager on behalf of line staff needed resources, problems in effectively accomplishing the unit’s work, and proposed solutions to problems</li> <li>• Coordinates unit’s work with other units in the office</li> <li>• Communicates with Employer Service staff to coordinate a response to employers’ and residents workforce needs</li> <li>• Is responsible for meeting office performance goals</li> </ul>	
<p>Leads, coaches and mentors and monitors staff</p>	<ul style="list-style-type: none"> <li>• Leads by example</li> <li>• Properly disseminate and interpret information to staff</li> <li>• Delegates and reviews status of on-going work to assure expectations are being met and assigned work is completed on time</li> <li>• Assures timely and accurate data entry</li> <li>• Directly supervises and evaluates the performance of line staff reporting to the supervisor.</li> <li>• Provides line staff regular written performance evaluations and conducts conferences to discuss</li> </ul>	

	<p>individual staff strengths, weaknesses, and areas needing improvement.</p> <ul style="list-style-type: none"> <li>○ Recorded observations have meaningful, helpful comments that have been shared with staff.</li> <li>● Identifies how individual staff may benefit by coaching and/or mentoring from supervisory or other senior staff members to increase general labor market knowledge and develop competence in applying that knowledge to help Workforce Solutions customers</li> <li>● Recommends appropriate personnel actions including salary increases, improvement plans and termination when necessary.</li> <li>● Recognizes problems in office operations, helps identify the root cause of problems, and suggests and implements solutions</li> </ul>	
<p>Creates an office environment where staff focus on quality customer service</p>	<ul style="list-style-type: none"> <li>● Assures that staff are continually reminded to provide quality customer service</li> <li>● Assures staff understand how Workforce Solutions defines quality customer service</li> <li>● Assures staff understand how each one can provide quality customer service</li> <li>● Provides customers the opportunity to complain and uses good judgment to quickly resolve or elevate complaints</li> <li>● Follows up on complaint resolution</li> </ul>	
<p>Other duties</p>	<ul style="list-style-type: none"> <li>● Initiates personal development in preparation for increased responsibilities</li> <li>● Ensures that company and contract policies and procedures are followed</li> <li>● May help assure Workforce Solutions facility is safe and that systems work; may arrange for needed repairs.</li> <li>● Manage staff time and leave</li> <li>● Participates in hiring decisions</li> </ul>	

## OFFICE MANAGER'S COMMENTS

Please provide written feedback regarding the Office Supervisor's strengths and weaknesses in each of the following areas.

Works with manager to oversee staff and align work with Workforce Solutions Mission

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Leads, coaches and mentors and monitors staff

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Creates an office environment where staff focus on quality customer service

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Other duties

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