

Staff Meeting GROW Resources

What is this?

This resource guide offers reflection questions and activities that support the learning outcomes established within STAMP GROW. We suggest you utilize these during staff meetings to provide continuous reflection on our learning outcomes.

CUSTOMER SERVICE: By being employed in STAMP, 85% of student employees will be able to routinely provide service that is positive, interpersonal, informative, professional, and solution-orientated.

- **Question:** What does it mean to be committed to customer service that is positive, interpersonal, informative, professional, and solution-orientated?
- **Question:** What are ways that you can facilitate an environment where students, staff, faculty, alumni, and members of the public from different backgrounds feel welcome in working, studying, and visiting our unit/STAMP?
- **Activity:** In small groups, create a recipe for excellent customer service. What ingredients do you need?
- **Activity:** Think-Pair-Share: Find a partner and share a story about a time you had a difficult customer. How did you respond? What did you learn from this experience? Share examples with the larger group.

SELF AWARENESS: By being employed in STAMP, 85% of student employees will be able to articulate their strengths and opportunities related to personal and professional development.

- **Question:** Ask the group: What is most important to you? What are your values that help you be a better citizen and employee?
- **Question:** Ask the group: What does it mean to live a balanced life? How do you balance your time?
- **Question:** Ask students to journal about the following: How close are you to using your mind and capabilities to your fullest potential? Why are you not?
- **Activity:** Think-Pair-Share: Find a partner and discuss your strengths and areas you may have for improvement. In addition, describe how your fellow employees can help you achieve your goals.
- **Activity:** Give each student employee an index card or sheet of paper and ask them to take 2-4 minutes to journal about the topic of emotional intelligence, defined as the capacity to be aware of, control, and express one's emotions, and handle interpersonal relationships judiciously and empathetically.
 - How aware are you of emotions, from yourself or others, on a daily basis?
 - Simply put, emotionally intelligent people don't let emotions become a negative factor in their lives. Reflect on the impact your emotions make on your life.
 - Another key to emotional intelligence is staying in control under pressure when it seems everything is falling apart. Do you do well under pressure? How can you work on your emotional intelligence to become a better employee at STAMP, and a better student in the classroom?

PROBLEM SOLVING/CRITICAL THINKING: By being employed in STAMP, 85% of student employees will be able to think critically by identifying problems, considering a variety of solutions, and determining the best course of action.

- **Question:** How does being solution-oriented relate to customer service? Can you give an example of a time when you demonstrated this action at STAMP?
- **Question:** How does the way you spend your time prepare you to reach your goals?
- **Question:** What are steps you would use when faced with a difficult customer? How about an ethical dilemma?
- **Activity:** Build concentric circles and create work-related scenarios/experiences* that are applicable to their position. Have student employees discuss the scenario, then switch partners. Then present a new scenario for the pairs to discuss. Ensure that student employees are able to reflect critically and think with a solution-based lens.
 - **Follow-Up Activity:** Know-Want-Learned Charts (KWL) are graphic organizers that help students organize information before, during, and after a unit or a lesson. They can be used to engage students in a new topic, activate prior knowledge, share unit objectives, and monitor students' learning. Use the K-W-L chart to reflect on the lessons from the prior activity.
 - *Ask STAMP HR if you need help creating these scenarios.

DIVERSITY/GLOBAL CITIZENSHIP: By being employed in STAMP, 85% of student employees will show an appreciation for diversity by displaying mutual respect and considering the experiences of others.

- **Question:** What are our strengths related to diversity and global citizenship within our unit? Where is inclusiveness being practiced?
- **Question:** How do you, in your role, contribute to our STAMP mission of providing a safe and inviting campus center?
- **Activity:** In small groups, come up with three ways STAMP student employees can show an appreciation for diversity.

CAREER EXPLORATION: By being employed in STAMP, 85% of student employees will be able to identify how their work within STAMP is transferable to potential career paths in which they are interested.

- **Question:** What skills have you gained that are transferable to your future career?
- **Question:** What skills/areas of improvement do you want to gain from working at STAMP that I, as your supervisor, can assist in?
- **Activity:** The National Association of Colleges and Employers (NACE) provides a Job Outlook report highlighting which attributes employers value most. The top 5 attributes include: problem-solving skills, ability to work in a team, communication skills (written), leadership, and strong work ethic. Discuss as a group how you use each of these skills when working in STAMP.
- **Activity:** Networking Practice: Google, “The 30 Second Elevator Speech” from UC Davis and individually use this guide to write an elevator pitch. Once everyone has completed the task, ask student employees to share their elevator pitches with three different people. At the end of their elevator pitch, they should ask the listener to share feedback.

[Working at STAMP] has helped me tremendously with my **career goals**, and it has been a wonderful opportunity for me to **learn and grow!**



—Zebrielle Wheatley,
STAMP Marketing Student Graphic Designer