



















**Mendocino College Cooperative Work Experience Education**

**GENERAL LEARNING OBJECTIVES**

Each Learning Objective, below, has a printable version ready for signatures. If you would like to modify the LO to better suit your work situation, click on the Word icon to the right of the LO. Otherwise, click on the PDF icon for a print-ready version.

Objective	Outcome Measurement	Learning Process	FORMS	
			Word	PDF
To effectively manage my time	<p>I will have written work schedules that have been approved by my supervisor</p> <p>I will have a list of time management strategies that I have implemented</p> <p>I will complete primary duties before moving on to secondary and then tertiary duties, using my time wisely.</p> <p>I will not be late or absent from work</p> <p>I will have a significant reduction in tardiness/absences.</p> <p>I will complete tasks in expected time frames.</p> <p>I will exhibit less stressed or anxious behavior</p>	<p>I will conduct research regarding time management strategies. I will discuss these with my supervisor and choose at least 3 to implement.</p> <p>I will create a schedule for work tasks, with my supervisor's input, and follow it; I will review it periodically with my supervisor and adjust it as needed.</p> <p>I will discuss with my supervisor what my primary, secondary and tertiary work duties should be (in order of importance) and create a written list of these.</p> <p>I will create a list of work duties and situations that take longer to complete than expected; I will review it with my supervisor and make adjustments in my approach, as needed.</p> <p>I will create a personal schedule to allow myself to prepare for and arrive at work on time.</p>		
To demonstrate effective customer service skills	<p>I will receive positive feedback from supervisors and co-workers regarding my interaction with customers.</p> <p>I will receive positive customer evaluations (response cards; secret shopper surveys, etc.)</p> <p>I will demonstrate initiative by engaging with customers without prompting or solicitation.</p> <p>I will accurately and concisely answer questions posed to me by my supervisor regarding our services and/or products</p> <p>I will accurately answer customer's questions without referring the customer to another employee.</p>	<p>I will read literature on positive customer service and identify, in writing, strategies to improve my skills; I will implement one new strategy every week under the observation of my supervisor/coworkers;</p> <p>I will obtain feedback and implement suggestions for improvement.</p> <p>I will keep a journal on customer interactions to identify difficult situations; I will review my responses with my supervisor, and implement suggestions for change;</p> <p>I will note the outcomes of my attempts in a journal as well as discussing these with my supervisor.</p>		

<p>To work effectively as a team member</p>	<p>My supervisors and co-workers will observe increased cooperation and communication, with minimal unproductive conflict I will have a list of 3 strategies that I used to improve my teamwork skills I will have a journal documenting my experience with increasing my teamwork skills.</p>	<p>I will discuss with my supervisor and co-workers their understanding and expectations of teamwork I will read literature and obtain other sources of information on how to be an effective team member I will identify 3 strategies and discuss them with supervisor before implementing them I will keep a journal of my attempts to engage in teamwork and the outcomes, and discuss my experience with my supervisor.</p>		
<p>To effectively manage stress related to my job</p>	<p>Positive change in a stress rating index; Observations of supervisor and co-workers that I am more relaxed, friendly and effective in the performance of my duties</p>	<p>I will complete a stress analysis related to my job, identifying job-stressors I will develop healthy responses to the stressors, and will implement one new stress management strategy each week I will maintain a journal on my attempts to manage stress and the outcomes, and share this with my supervisor, making adjustments In my approach based on the feedback I receive</p>		
<p>To effectively and efficiently operate all equipment needed to perform my job</p> <p><i>[you could specify a particular piece of equipment, depending on the complexity of operation]</i></p>	<p>By using the equipment in a way that gets desired results with minimal waste and malfunctions, as noted by my supervisor and coworkers.</p>	<p>I will read pertinent operators manuals, policies/procedures and/or other resources provided by my supervisor for each piece of equipment I will be using I will observe coworkers use the equipment, and then use the equipment under observation until I am able to do so efficiently and effectively I will continue to use the equipment on my own without needing assistance.</p>		
<p>To use effective, professional oral communication skills</p>	<p>Observations of supervisor and coworkers that I can:</p> <ul style="list-style-type: none"> <li>• express myself in a concise and clearly understandable manner, with minimal misunderstandings;</li> <li>• ask pertinent questions to ensure that I understand what is expected of me;</li> <li>• provide feedback to others in a way that is objective and promotes productive</li> </ul>	<p>I will read literature on effective communication; identify strategies to improve my communication skills and discuss these with my supervisor I will implement at least one new communication strategy each week under the observation of my supervisor/coworkers, obtaining feedback and implementing suggestions for improvement. I will keep a journal of my interactions with coworkers and supervisors and identify ways I could</p>		

	<p>communication.</p> <p>I will have a list of strategies that I have implemented</p> <p>I will have a journal of my attempts at improving my communication skills</p>	<p>have responded more effectively, which I will discuss with supervisor</p>		
<p>I will demonstrate an awareness of safety protocols and the ability to perform job duties in a safe and effective manner</p>	<p>I will operate all equipment and tools according to CalOSHA safety standards. I will use the proper safety gear for the task, at all times. I will follow all safety procedures required by my employer on the job at all times</p>	<p>I will read all safety guidelines/policies/protocols pertinent to my job and discuss these with my supervisor</p> <p>I will observe my supervisor and/or skilled employees perform potentially dangerous duties and make note of strategies used to ensure safety. I will perform potentially dangerous duties under the observation of my supervisor and/or skilled co-workers and make adjustments in my approach based on the feedback I receive</p>		
<p>Ability to <i>[specify a particular task or function]</i></p>	<p>Ability to complete or perform <i>[particular task or function]</i> accurately, effectively and efficiently, according to supervisor's feedback.</p> <p><i>[The measurement should also include some tangible material or behavioral evidence of the ability to perform the task or function, such as a certificate of operation or skill; qualitative measurements, such as how many times you will complete the task successfully, etc.]</i></p>	<p>I will read instruction manuals or other materials provided to me by my supervisor;</p> <p>I will observe coworkers or supervisor performing the task or function, while taking notes and/or asking questions;</p> <p>I will perform the <i>[task or function]</i> under the observation of coworkers or supervisor; receiving feedback and making adjustments as needed</p> <p>I will perform the <i>[task or function]</i> on my own until I am able to do so without error</p>		
<p>Increase efficiency in <i>[specific task or function]</i></p>	<p>I will complete the <i>[task or function]</i> with fewer errors <i>[specify what percentage of errors you will achieve]</i></p> <p>I will complete the <i>[task or function]</i> with less waste <i>[specify what percentage of waste you will achieve]</i></p> <p>I will complete the <i>[task or function]</i> in less time <i>[specify the amount of time in which you will be able to complete the task or function]</i></p>	<p>I will observe a coworker or supervisor who is efficient in the <i>[task or function]</i> and take notes and ask questions on how this was performed</p> <p>I will perform <i>[task or function]</i> while observed by a coworker and/or my supervisor ; I will make adjustments in my approach based on the feedback I receive</p> <p>I will practice the <i>[task or function]</i> regularly, under observation whenever possible, until I am able to do so with to the desired level of efficiency</p>	