

MENDOCINO COLLEGE
COOPERATIVE WORK EXPERIENCE EDUCATION

SAMPLE OBJECTIVES

GENERAL WORK EXPERIENCE

Objective	How Objective Will Be Measured	How Objective Will Be Accomplished
Demonstrate effective time management skills	<ul style="list-style-type: none"> • Absence of or significant reduction in tardiness/absences. • Completion of tasks in expected time frames. • A detailed schedule of work activities, approved by my instructor • Lowered sense of stress and anxiety. 	<ul style="list-style-type: none"> • After a discussion with my supervisor, I will create a schedule for work tasks and follow it; I will review it weekly and adjust as needed • Create a personal schedule to allow myself to prepare for and arrive at work on time • Create a list of work duties and situations that take longer to complete than expected; review with supervisor and make adjustments in my approach, as needed
Demonstrate effective customer service skills	<ul style="list-style-type: none"> • Positive feedback from supervisors and co-workers regarding my interaction with customers. • Positive customer evaluations (response cards; secret shopper surveys, etc.) • Demonstration of initiative by engaging with customers without prompting or solicitation. • Accurately answering customer's questions without referring the customer to another employee. 	<ul style="list-style-type: none"> • Read literature on positive customer service; identify, in writing, strategies to improve skills; implement one new strategy every week under observation of supervisor/coworkers; obtain feedback and implement suggestions for improvement. • Keep a journal on customer interactions to identify difficult situations; review responses with supervisor; implement suggestions for change and note outcomes in journal and in discussion with supervisor.
Demonstrate the ability to work effectively as a team member	<ul style="list-style-type: none"> • By the observations of supervisors and team members of increased cooperation and communication, with minimal unproductive conflict 	<ul style="list-style-type: none"> • Discussions with supervisor and team members regarding their understanding and expectations of teamwork • Read literature/ obtain other sources of information on how to be an effective team member. Identify 3 strategies and discuss them with supervisor before implementing them. • Maintain a journal of my attempts to engage in teamwork and the outcomes - share this and discuss with supervisor;
Manage stress related to my job effectively	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Complete a stress analysis related to my job; Identify 3 stressors related to my job and develop a healthy response to the stressors; Maintain a journal on my attempts to manage stress and the outcomes - share this with my supervisor

<p>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>	<ul style="list-style-type: none"> • By using the equipment in a way that gets desired results with minimal waste and malfunctions, as noted by my supervisor and coworkers. 	<ul style="list-style-type: none"> • Reading pertinent operators manuals and/or policies/procedures for each piece of equipment I will be using • Observe coworkers use of equipment, using the equipment under observation until I am able to do so efficiently and effectively, then using the equipment on my own without the need for assistance.
<p>Effective, professional oral communication skills</p>	<ul style="list-style-type: none"> • Observations of supervisor and coworkers that I can: <ul style="list-style-type: none"> ➤ express myself in a concise and clearly understandable manner, with minimal misunderstandings; ➤ ask pertinent questions to ensure that I understand what is expected of me; ➤ provide feedback to others in a way that is objective and promotes productive communication. 	<ul style="list-style-type: none"> • Read literature on effective communication; identify 3 strategies to improve skills and discuss these with my supervisor; implement these under observation of supervisor/coworkers; obtain feedback and implement suggestions for improvement. • Keep a journal on my interactions with coworkers and supervisors and identify ways I could have responded more effectively; discuss with supervisor
<p>Ability to <i>[specify a particular task or function]</i></p>	<ul style="list-style-type: none"> • Ability to complete or perform <i>[particular task or function]</i> accurately, effectively and efficiently, according to supervisor's feedback. • <i>[The measurement should also include some tangible material or behavioral evidence of the ability to perform the task or function]</i> 	<ul style="list-style-type: none"> • Read instruction manuals • Observe coworkers or supervisor performing the task or function • Performing the task or function under observation of coworkers or supervisor; receiving feedback and making adjustments as needed • Performing the task or function on my own without error
<p>Increase efficiency in <i>[specific task or function]</i></p>	<ul style="list-style-type: none"> • Completion or performance of <i>[task or function]</i> with fewer errors • Completion or performance of <i>[task or function]</i> with less waste • Completion or performance of <i>[task or function]</i> in less time 	<ul style="list-style-type: none"> • Observe a coworker or supervisor who is efficient in task or function and take notes and ask questions on how this was performed • Perform task or function while observed by coworker or supervisor ; receive feedback on how I might improve my efficiency; implement changes • Practice task or function regularly, under observation whenever possible
<p>Increase safety in <i>[specific task or function]</i></p>	<ul style="list-style-type: none"> • Compliance with safety rules, as observed by my supervisor • Completion or performance of <i>[task or function]</i> without injuries to myself or others 	<ul style="list-style-type: none"> • View safety videos pertaining to task or function • Read literature on safe completion of task or function • Discuss potential hazards related to task or function with supervisor and coworkers and identify ways to avoid those hazards • Practice task or function under observation to receive feedback on safety considerations

