

Self-Test: What skills would you use?

Scenario A:

Beth has started a new job. She knows how to use a computer, but her employer is asking her to use a program that she does not know. Her supervisor knows some of these skills are new to Beth and does not want her to get discouraged. How can Beth's supervisor help Beth develop her skills?

Your Answer:

Scenario B:

Bob works in a growing company in the financial services field as a customer support analyst. He feels like he is ready to move into a management position. He approaches his supervisor about promotion opportunities in the company. What can Bob's supervisor do to encourage Bob and help him develop skills needed to get a promotion?

Your Answer:



Answers:

Scenario A

Her supervisor could assign a co-worker to mentor Beth and train her on how to complete specific tasks. By having her mentored you are showing her that you encourage her self-growth in the company and are providing skill development. You can promote technical skills training to Beth. This can help her with her current tasks and prepare her for more advanced tasks.

Scenario B:

When Bob comes to you with his plan, discuss ways he can improve his weaknesses and use his strengths to his advantage. Assess the work Bob has done in the past. Look at his employability technical and soft skills. Decide if you feel like he can handle the managerial position. If he is promoted, discuss what will be expected and encourage him along the way.



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