

Supporting the Professional Persona Through Supervision

As a supervisor of Peers/ Consumer Workers, you help develop your supervisees' ability to become professionals who represent your agency and the field, and who serve clients well. One way to do this is to help them build their professional persona. **The professional persona** is how they represent themselves in the workplace. While it's not a complete picture of who they are, the professional persona includes:

- ✓ The things they want to be known for at work
- ✓ Attributes that make them successful at work
- ✓ Attributes that demonstrate to others what defines success for the Peer Worker

The Essential Employability Skills Checklist (beginning on page 2) is one way to work with your Peer/ Consumer Worker to guide them as they develop their professional persona. It is divided into several types of skills and attitudes that all form pieces of the professional persona:

- Foundational Skills
- Communication Skills
- Problem Solving, Ethics,
- Interpersonal Skills
- Teamwork
- Legal Responsibilities & Critical Thinking

Instructions for Use:

- Ask the Peer/Consumer Worker to complete the checklist on their own or with you
- If they don't see some of their strengths or goals on the checklist, they can add them under "Other"
- Review the checklist with the Peer/Consumer Worker, now and periodically
- Share whether you agree or disagree with their self- assessment, and why
- Consider what supports you can offer as a supervisor

Essential Employability Skills Checklist

Remember: The professional persona changes over time as skills and roles change!

Legend:

Red = Does not exist or is very weak; **Yellow** = Exists, but needs improvement; **Green** = Skill exists, is strong & ongoing.

Foundational Skills			
1. Well organized	Red	Yellow	Green
2. Arrives to work on time, or early	Red	Yellow	Green
3. Dependable	Red	Yellow	Green
4. Has a positive attitude toward work	Red	Yellow	Green
5. Exerts high levels of effort and perseverance	Red	Yellow	Green
6. Completes tasks on time and accurately	Red	Yellow	Green
7. Seeks out information to improve skills	Red	Yellow	Green
8. Flexible & adaptable	Red	Yellow	Green
9. Knowledgeable in area of expertise	Red	Yellow	Green
10. Completes all tasks even if unpleasant	Red	Yellow	Green
11. Maintains personal hygiene	Red	Yellow	Green
12. Other....	Red	Yellow	Green
13. Other...	Red	Yellow	Green
14. Other...	Red	Yellow	Green

Interpersonal Skills			
1. Friendly & polite	Red	Yellow	Green
2. Respects supervisors & co-workers	Red	Yellow	Green
3. Responds appropriately to customer requests	Red	Yellow	Green
4. Asks for feedback	Red	Yellow	Green
5. Takes constructive feedback	Red	Yellow	Green
6. Resolves conflicts calmly & appropriately	Red	Yellow	Green
7. Other...	Red	Yellow	Green
8. Other...	Red	Yellow	Green

Communication Skills			
1. Reads and understands written materials	Red	Yellow	Green
2. Listens, understands and asks questions	Red	Yellow	Green
3. Follows directions	Red	Yellow	Green
4. Expresses ideas clearly when speaking or writing	Red	Yellow	Green
5. Learns required technology and uses it appropriately	Red	Yellow	Green
6. Good listener	Red	Yellow	Green
7. Other...	Red	Yellow	Green
8. Other...	Red	Yellow	Green
9. Other...	Red	Yellow	Green

Teamwork			
1. Comfortable working with people of diverse backgrounds	Red	Yellow	Green
2. Sensitive to other people's needs	Red	Yellow	Green
3. Takes responsibility for own share of the work	Red	Yellow	Green
4. Contributes to team goals and objectives	Red	Yellow	Green
5. Willingness to assist other team members in completing tasks when asked	Red	Yellow	Green
6. Other...	Red	Yellow	Green

Using the Essential Employability Skills Checklist

• What are three parts of your professional persona that are **strengths**?

1. _____

2. _____

3. _____

• What are three areas where you would like to **continue developing**?

1. _____

2. _____

3. _____

• What supports from your supervisor would assist you with this?

