



On behalf of the South Dakota Department of Labor and Regulation (DLR) and Department of Education, your willingness to allow job shadows at your business is greatly appreciated. By participating in the job shadow process, you are not only helping to ensure the quality of the future workforce, you are modeling critically important skills that employers continually indicate as essential in the workplace.

The wisdom of your experience and sharing “a day in the life of” with a job shadow participant may be their first step in a well-planned career pathway. A job shadow will be a valuable experience that instills a sense of confidence and conviction in a career choice.

Thank you again for providing this priceless experience to a future member of South Dakota’s workforce!

Sincerely,

South Dakota Career Launch



## CAREER EXPLORATION | JOB SHADOW BUSINESS HANDBOOK

A job shadow is a worksite experience during which an individual spends time one-on-one with an employee observing daily activities and asking questions about the job and industry. Individuals participate before, during, and after the job shadow to help them understand and reflect on what is learned at the worksite. The job shadow allows the individual to determine career compatibility and responsibilities.

**Business:** \_\_\_\_\_

**Participant:** \_\_\_\_\_ **Date of Shadow:** \_\_\_\_/\_\_\_\_/\_\_\_\_

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Appendix: Participant Feedback

Job shadows can benefit a business by:

- Free marketing by exposing future workforce to their place of business.
- Offers an opportunity for self-development, not only for the student but also for the host.
- Networking opportunity for potential future employees.
- The ability to share your experience with others.
- A chance to develop mentoring skills and impact youth.
- Increase morale of current employees.

Positive effects of job shadowing:

- 63 percent of employees reported an improved perception of their company as a better place to work compared to other companies.
- 67 percent had increased job satisfaction levels.
- 54 percent were likely to make positive comments about their employers.
- Employees who participated in volunteer programs had higher retention rates, thus reducing the costly need to seek and train new employees.
- Job shadows will prove to be most effective with a 3:1 ratio or less of students to employee.

## **RESPONSIBILITIES**

- Make sure there is a designated location for the student to meet you. While it might be obvious to you where the main door is, that may not be the case for visitors if it is not clearly marked!
- Treat students as you would an adult visiting your company; we want them to learn professional behavior.
- Provide a tour of the worksite. If time allows, introduce the student to employees when you encounter them, and have them tell the student(s) what they do as well.
- If possible, have students perform a hands-on activity or view a process that will help them better understand the organization's operations.

### ***Job Shadow Host Considerations***

- When would it be the best time for a student to shadow?
- What information do I want to share with the student prior to the shadow?
- Does anyone need to be informed of the job shadow?
- What do I need to know about the student?
- Do I or the student need to complete any health & safety requirements prior to the visit?
- Is there any paperwork they need to fill out such as a confidentiality notice?

## **TALKING ABOUT YOUR WORK**

Job shadow hosts often ask, "what do I have to offer?" The answer: THE WISDOM OF YOUR EXPERIENCE. If you've ever said, "If I had only known then what I know now..." This is your opportunity to share those pieces of valuable knowledge. Tell participants what you personally get from your job and why you chose your line of work. Talk about the other people you work with and how your job relates to the community and who depends on your work and why.

### ***What You Do***

- Job description:
  - Major tasks, sub-tasks
  - Equipment or tools you use
  - Description of your typical day
- What appeals to you most about your job?

- What do you struggle with most at your job?
- Avenues available to you for making suggestions on the job?
  - How do you share information
  - How is information shared with you

#### ***What Is Your Work Like***

- Working hours/Overtime
- Are there licensing/certification/education requirements
- How do you advance in this career area
- Communication skills you use – verbal, written, public speaking
- Cognitive skills you use (critical thinking, problem solving, decision making)
- History of this industry
- Why you chose this field
- Underlying attitudes and values important to your job
- Interpersonal skills you find most important and why

#### ***Earnings (at hosts discretion)***

- Salary range, fringe benefits (health insurance, retirement, credit unions, etc.)
  - Expectant starting wage
- Does the economy affect your job (Labor Market Statistics)

#### ***How Work Affects Your Personal Life***

- Family time
- Leisure time
- General health, tension-fatigue vs. stimulation-fulfillment-increase in energy
- Transferrable skills you have
- Where else in the community your field of work is done
- Government regulations affecting your work

#### ***The Future in Your Field***

- Degree of opportunity for men and women
- Opportunities for advancement
- Employment projections: effects of technology and new knowledge of your work
- Other careers that could be pursued with the same set of skills

#### ***Job Entry***

- How you got started in this job
- Other jobs you have held
- How you acquired skills you use on the job every day
- Application process
  - What is the first step to apply for an opening
    - E.g. online, speaking with the manager, dropping off your resume
  - Duration of time from the point of applying to formal offer
  - Credentials, degrees, certifications, etc. that could improve your chances of hire

Show participants examples of what your job requires you to read, write and compute. Participants will be interested in seeing the practical application of what they are learning in comparison to what different people do for a living.

## References

### **Federal IT Job Shadow Tool Kit**

[https://cio.gov/wp-content/uploads/downloads/2012/09/ToolKit\\_Web.pdf](https://cio.gov/wp-content/uploads/downloads/2012/09/ToolKit_Web.pdf)

### **Education Planner**

<http://www.educationplanner.org/counselors/job-shadowing.shtml>

**Sophomore Job Shadow Handbook** [http://www.mdihs.u98.k12.me.us/0910/studentlinks/documents/jobshadow\\_handbook.pdf](http://www.mdihs.u98.k12.me.us/0910/studentlinks/documents/jobshadow_handbook.pdf) Job Shadowing: Learning For Life <http://www.sdstate.edu/sdces/cd/upload/job-shadow-guide.pdf>

**Marion High School Handbook** <http://marianhighschool.net/Post/sections/49/Files/Job%20Shadow%20Packet%201314.pdf>

### **SHRM**

[http://www.shrm.org/templatestools/samples/policies/pages/cms\\_005022.aspx](http://www.shrm.org/templatestools/samples/policies/pages/cms_005022.aspx)

### **Job Shadow: How Business Can Help Attack the Dropout Crisis in America**

[https://www.juniorachievement.org/documents/20009/36541/2010\\_Job\\_Shadow\\_White\\_Paper.pdf/809a15f9-84be487c-8f73-078124b3a944](https://www.juniorachievement.org/documents/20009/36541/2010_Job_Shadow_White_Paper.pdf/809a15f9-84be487c-8f73-078124b3a944)

South Dakota Department of Labor and Regulation provides equal employment opportunities (EEO). Auxiliary aids and services are available upon request to individuals with disabilities. State and federal laws require the Department of Labor and Regulation to provide services to all qualified persons without regard to race, color, creed, religion, age, sex, ancestry, political affiliation or belief, national origin, or disability.

## JOB SHADOW HOST FEEDBACK

Thank you for participating in and assisting with the job shadow program. Please help us evaluate the experience by responding to the following items. The information will be helpful in improving our program.

(Low= Strongly Disagree, Fair= Somewhat Agree, High= Strongly Agree)

Business name: \_\_\_\_\_

Participant arrived on time:      Yes                      No

Participant stayed for the agreed time    Yes                      No

	<b>Low</b>		<b>Fair</b>		<b>High</b>
Participant's attire was appropriate	1	2	3	4	5
Participant displayed a professional manner	1	2	3	4	5
Participant was courteous and polite	1	2	3	4	5
Participant maintained focus during discussions	1	2	3	4	5
Participant asked appropriate & meaningful questions	1	2	3	4	5
Participant related well to host and others	1	2	3	4	5
Shadow was appropriate for interests/attitude/maturity	1	2	3	4	5

Level of participant

1. What benefit do you feel the participant gained from this experience?
2. What did you enjoy most about participating in this experience?
3. How could this experience be improved? Please feel free to make recommendations.
4. Would you be willing to participate in this program again?

***Please return this form to the career advisor at your earliest convenience***

# APPENDIX

## PARTICIPANT FEEDBACK

*These documents, Reflection and Evaluation, are only for the participant to complete.* We wanted to illustrate what the participant will be completing post-job shadow. We've included the documents for your own reference.

### REFLECTION

After completing the job shadow, please take the time to reflect on your experience.

1. Describe the job site you visited.
2. What type of work activities did you observe during your experience?
3. What did you like best about your experience?
4. What did you like least about your experience?
5. Did you encounter any challenges?
6. What surprised you most about what you observed or learned?
7. Would you consider a career in the industry in which you job shadowed? Why or why not?
8. Did the job shadowing experience influence your career choice or goals? How?
9. If you wanted to have the job you shadowed, what might you do to prepare for the opportunity?

### EVALUATION

Thank you for participating in the job shadow program. Please help us evaluate the experience by responding to the following items. The information will be helpful in improving our program.

	Low		Fair		High
Able to observe occupation that interested you	1	2	3	4	5
Had enough time to ask appropriate questions	1	2	3	4	5
The entire worksite was toured	1	2	3	4	5
Able to assist with some of the work	1	2	3	4	5
Job shadowing experience was helpful	1	2	3	4	5
How would you rate your experience	1	2	3	4	5
Basic understanding of qualifications for industry	1	2	3	4	5
Host was welcoming and helpful	1	2	3	4	5
I would recommend others participate in this program	1	2	3	4	5

Additional Comments: