INSIDER INSIGHTS

WORK SHADOWING PILOT PROGRAMME FOR REGISTRY, FEES AND STUDENT EXPERIENCE

Introduction

Work shadowing means that one person (the shadow) visits another (host) to learn about a specific work process or task they are involved in.

As UCC's professional services staff explore collaborative working through CRM and other cross-functional projects ahead of the opening of the Student Hub, this work shadowing scheme provides a structured opportunity to bring people from different services together to broaden their knowledge and understanding of different roles and teams. It enables the participants (hosts and shadows) and their teams to gain a deeper knowledge and understanding of other roles and functions across the Central Professional Services[1] within UCC. Work shadowing allows staff members to find out more about the functions carried out in different areas and is an excellent self-development tool, which provides an opportunity for career development, networking and sharing best practice to enhance the experience of both staff and students. Reciprocal shadowing arrangements between services is encouraged, although this may not be applicable in all cases.

The Practicalities

- The *Insider Insights* programme is open to all staff within the Student Experience, Registry and Fees Offices. Participation in the programme is voluntary. Staff members wishing to shadow a staff member in another area should approach their line manager in the first instance to express an interest in taking part.

- The shadowing will focus around a specific process or area someone wants to find out about rather than simply 'watching' someone else work. Each staff member will be asked to considered what they would like to achieve from the shadowing, how they will use the experience and how they will share the learning.

- Reciprocal shadow arrangements between offices will be encouraged.

- The duration of the shadowing activity may range from two hours, up to one day, as agreed by both parties. Work shadowing activities should be scheduled at a time that best suits the work patterns of the staff members involved.

- The initial pilot will run to March 2019, with no activity taking place during the peak period from mid-August to the end of September.

- Staff will have an opportunity to share insights on their learning through this programme at a dissemination event in the Creative Zone in Spring 2019. A review of the pilot will be undertaken in 2019 and a decision will then be taken on whether the programme should be continued.

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[1] 'Central Professional Services' refers to the Registry, Fees, Student Experience

Benefits of Work Shadowing for the Shadow and Host

➢ Breaks down internal barriers and myths about how others work
➢ Provides the opportunity to observe good practice elsewhere
➢ Brings people together who might not normally have contact and provides networking opportunities
➢ Provides fresh ideas and insights into different ways of doing things
➢ Provides the opportunity to reflect and learn from the experience of colleagues
➢ Provides a concrete professional development opportunity for staff

Benefits of Work Shadowing to UCC

➢ Provides opportunities to enhance the student experience through collaborative initiatives
➢ Increases service knowledge base for staff
➢ Facilitates review and reflection on work practices (more informed decisions)
➢ Improves communication among the services involved
➢ Increases the understanding of the wider institutional goals and objectives
➢ Increases potential for cross functional lean projects
➢ Establishes higher levels of trust within the organisation
➢ Directly supports Goal Five of the UCC strategic Plan

Work Shadowing Principles

✓ **Opportunity to take part in a learning exchange**
✓ **Fully inclusive scheme open to all staff in services participating in the pilot project**
✓ **Shadowing opportunities can take place from two hours to one day**

Please note that the following offices come under the pilot scheme area. However, work-shadowing may not be appropriate for all Services and some Services not may be in a position to facilitate staff. In all cases the Head of Office/Service should be contacted to seek permission for work-shadowing.

Academic Programmes and Regulations

Academic Secretariat

Academic Systems Administration

Admissions Office

Career Services

Chaplaincy

Disability Support Service

Fees Office

Graduate Studies Office

Granary Theatre

International Office

Peer Assisted Student Support

Skills Centre

Sport and Physical Activity

Student Budgeting Advice

Student Counselling and Development

Student Health Services

Student Records and Examinations

Student Residential Services and Community Relations

Student Union

UCC Plus

INSIDER INSIGHTS

UNIVERSITY COLLEGE CORK WORK SHADOWING PILOT PROGRAMME

WORK SHADOWING – THE PROCESS (FLOWCHART)

The most beneficial shadow can be gained from a well-planned visit with clear objectives and goals.
All parties, including line managers, should be fully involved and engaged.
Work shadowing works best when the host and the shadow identify and review mutual benefits.

INITIAL DISCUSSION

- Staff member (shadow) to initiate discussion with line manager
- To clarify and agree:
  - The area(s) you are interested in learning more about and why
  - What you would like to achieve
  - How you will use the experience
  - Where the impact will be
  - How your learning will be shared

EXPLORATION

- Shadow or line manager (as agreed) to contact host service to discuss shadowing
- Consideration should be given to the following:
  - Duration of shadowing activity (2 hours up to one day)
  - Timing and duration of activity
  - Reciprocal benefits to the area
  - Specific aspects of role that should be covered

AGREE OBJECTIVES AND SET DATES

- Send work shadow application with objectives and practical arrangements to your line manager, copying your host and insiderinsights@ucc.ie

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- **WORK SHADOWING TAKES PLACE**

REFLECTION AND LEARNING

- Self-evaluation form filled in by shadow
- Disseminate learnings within the team
- Dissemination Event – Spring 2019

CONSIDERATIONS

- Relevance and benefit of proposed shadowing

- How the experience may be used by the Shadow to enhance their role

- When the shadowing will take place/structure

- How will the staff member share their experience with others in the team

- Potential to expand to other areas within the University