



OPPORTUNITY STARTS HERE



CAREER EXPLORATION | JOB SHADOW HANDBOOK

Job shadowing can provide experiences as unique as every person who participates. Job shadowing is a privilege and an opportunity to help in your Career Development. ***It's not every day that you have an opportunity to look into your own future!***

TERMS

- **Shadow:** The visiting staff member
- **Host:** The guiding staff member

WHAT IS JOB SHADOWING?

Job shadowing is a form of career exploration, designed to increase an individual's awareness about other positions throughout the Clerk of Court. Unless conducted virtually, it takes place at an integrated work location.

Shadows are allowed to observe a partial or full workday, within the actual atmosphere, witnessing firsthand the work they may be interested in. The Shadow is able to see the work environment, occupational skills of practice, value of training, potential career options and the culture of the department. Gaining exposure and firsthand experience through job shadowing can make the difference between assuming what a position would be like, and actually understanding what it entails.

Specifically, job shadowing helps an individual:

- Identify and try varying career interests.
- Observe the daily routine of the Host.
- Gain awareness of the technical and personal skills required for a position.
- Develop and apply communication skills by interacting with and interviewing staff.
- Understand different jobs have different work environments.
- Understand the connection between career paths, life experiences, and achieving goals.
- Build professional connections by creating a network within other areas.

Considerations for the Shadow:

- What information do I already know about the position and department?
- What do I want to know about the position?
- What specific tasks do I want to see?
- Are there specific policies or restrictions I need to be aware of, such as, certain accesses?

To arrange a Job Shadow:

- If you are interested in the program, obtain approval from your supervisor to initiate the process.
- The employee will fill out a Job Shadow Request Form and submit to the COCHR@maricopa.gov inbox or apply on Clerk Connect.
- Human Resources will contact up to three potential job shadow hosts and choose the most appropriate position.
- Human Resources will reach out to the Host to determine scheduling and tasks that will be shadowed.
- Human Resources will make initial contact and provide job shadow details such as date, time, location, submitting to the Shadow/Host via calendar invite.

What is the Duration of the Shadow?

The duration of the job shadow will depend on the position and essential functions of the job being shadowed, but typically four to eight hours. Enough time should be spent to allow the individual to get a clear understanding of the requirements of the job. The duration of the job shadow and the time spent on-site will need to remain flexible and be discussed between Human Resources, the Host, and the Shadow.

What is a Host?

A Host is a person who is highly proficient and skilled in their role. They also need to have some longevity with the Clerk of Court and understand the defined objectives, ensuring a consistent and purposeful shadow experience.

To Qualify to be a Host

- Employee in good standing
- Enthusiastic & knowledgeable
- Supervisor approved

Considerations for the Host:

- When would it be the best time to shadow?
- What information do I want to share with the shadow prior to the shadow?
- What do I need to know about the shadow (current job, time with the COC)?

Hosts Must

- Make sure there is a designated location for the shadow to meet you. It may be obvious to you where the main door is, however, it may not be the case for the shadow.
- Provide a tour of the worksite, and if time allows, introduce the shadow to employees when you encounter them to have them share what they do.
- If possible, have the shadow perform a hands-on activity or view a process that will help them better understand your operations.
- Model supportive, inclusive, and equitable behavior; acts with positive intent, mutual respect, and honesty.
- Recognize and takes opportunities to share learning to support the Shadow, grow with them, and transfer knowledge and best practices.
- Provide appropriate notice and reasons if shadowing needs to be rescheduled or cancelled.

Shadows Must

- Research the role. Learn more about the position you are interested in prior to the job shadow (the job description, requirements, and daily tasks, etc....).
- You should be focused, pay attention, and be engaged. Do not get distracted while observing.
- Be punctual for your job shadow. The Host is already sacrificing time to complete the job shadow.
- Take notes during the job shadow experience to maximize learning.
- Use a combination of feedback and reflection to gain insight into personal strengths and weaknesses, and opportunities for growth.
- Build constructive relationships with people both similar and different from oneself.
- Keep confidentiality always.
- Contact the Host as soon as possible if you're unable to make the appointment. Contact HR to reschedule



Sample Questions to Ask Your Host (come prepared!):

- What is the best thing about your job?
- What would you change about your job if you could?
- What advice would you give someone who is interested in this position?
- What kind of experience and qualifications are required for this job?
- Which training courses would you recommend to prepare me for this role?
- Based on my background and skills, do you think I'm suited for this role?
- What personal qualities do you believe contribute most to success in this role?
- What changes do you see in your position within the next 5-10 years?
- What education and/or training do you have?
- What do you suggest I do to start gaining experience?
- Why did you choose this career?
- What are the most challenging parts of your job?
- What advancement opportunities are available to you in this position?
- Do you spend most of your time working alone or as a team?
- What level of independence do you have in your job?
- What aspects of the job could contribute to burnout for someone in this position?
- What advice would you give to someone like me who is aspiring to have a job in the future like yours?

Job Shadowing Conducted Virtually?

- An advantage of job shadowing virtually is you may be able to learn about positions that aren't in your local area.
- The first approach looks a lot like a traditional job shadow; it's just managed online instead. You might connect with the Host using video conferencing and screen-sharing technologies. That way, you can observe them throughout the day even though you aren't in the same room. In many cases, this type of virtual job shadow also comes with an opportunity for a little question and answer session, allowing you to dig into details you're interested in learning.
- The second approach is all video. Instead of shadowing a Host live, you watch pre-recorded videos that showcase their duties, responsibilities, and typical day in the workplace. This is not necessarily ideal, but it can still provide you with value, particularly if your main goal is to learn about career opportunities so that you can figure out if they are right for you.

After Job Shadow

Submit to HRCOC@maricop.gov inbox:

- Completed Job Shadow Reflection form.
- Completed Job Shadow Participant Survey.
- Submit thank you email to Host.
- Any additional comments/questions/concerns to HR.

JOB SHADOW/EMPLOYEE REFLECTION FORM

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

1. Describe the position you shadowed.
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 position in which you 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?

JOB SHADOW PARTICIPANT SURVEY

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

Name and position _____ Department _____

Host's Name _____ Dates of job shadow _____

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

Additional Comments:

JOB HOST SURVEY

Thank you for hosting an employee for a job shadow experience. Please fill out this survey about your experience being a Job Shadow Host. We appreciate you working with us and providing the employee with an enriching experience. We value your feedback to improve future job shadow experiences and gain useful information about the employee.

Host? Name and Position _____ Shadow? Employee's Name _____

Department _____ Date of Job Shadow _____

About the Experience	Yes	No	I don't know
Coordination of this experience was efficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would be willing to host other employees in the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the Employee/Shadow	Yes	No	I don't know
Employee arrived on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee showed interest in the job during the experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee shadowed diligently and was willing to try tasks when asked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee asked meaningful questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee conducted themselves in a professional manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee demonstrated skills that would indicate they are ready for an entry-level position in this career field	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would be willing to serve as a reference for this employee in the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Information or Concerns:



CLERK OF THE SUPERIOR COURT

Job Shadow Agreement Form

Name of Shadow: _____

Name of Staff being Shadowed (Host): _____

The above-named parties agree that the purpose of this assignment is to allow (insert name of Shadow) to job shadow (insert Host name and Job Title) within the (insert division's name). It is expected that (insert name of Shadow) will gain insight into what are some routine daily tasks associated with the division and job description and how they are executed by a seasoned Host.

▼ PARAMETERS OF THE ASSIGNMENT

It is understood by both parties that job shadowing does not constitute formal training and cannot be applied towards work experience in a particular Market Range Title. It is also understood that the Shadow is not to physically perform tasks within the (insert unit name) in order to avoid any claims or contentions that the Shadow has been worked out of class. **Job shadowing assignments should not exceed XX total hours.**

▼ TASKS TO BE OBSERVED

The following tasks should be observed during the job shadowing assignment:

- (Insert here specific tasks which can be observed, but not carried out, by the participant. Examples include file counter duties, entering Minute Entries, watching help desk tickets be resolved, or how financial obligations are processed, etc.)

▼ LENGTH OF THE ASSIGNMENT

If business needs permit, the job shadowing assignment is scheduled to occur (insert specific days and times for the assignment, such as Mondays and Wednesdays from 2-4 p.m.). Otherwise, meetings can be rearranged as both schedules permit. If business needs warrant, this assignment can be terminated by either party at any time.

Shadow's Name

Date

Shadow's Supervisor

Date

Name of Host

Date

Supervisor of Host

Date