

Bozeman Health

Career Blueprint



Job Shadowing



Bozeman Health

Center for Education + Development



Job Shadowing

Review the corresponding module(s) for this topic on the Bozeman On Demand Career Portal prior to completing this section.

Job shadowing is an on-the-job training method. During a typical job shadowing visit you “shadow” an employee at work for a couple of hours, or even a full day. The visit provides you with an up-close look at the workplace and the job from an employee’s viewpoint.

Job Shadowing is appropriate for employees at all levels, including:

- Recent graduates and student exploring different careers.
- Anyone looking to obtain more information about a specific field or career path.
- Experienced professionals looking to shift their careers
- Anyone considering lateral moves or job transfers within the same company.



Job shadowing allows the observer to see and understand the nuances of a particular job. The job shadowing employee is able to observe how the employee does the job, the key deliverables expected from the job, and the employees with whom the job interacts.



Benefits of Job Shadowing

For the person **SHADOWING**:



By engaging in job shadowing individuals will be able to:

- Gain insight into the roles and responsibilities of other members of staff and other departments
- “Test out” possible career options
- Helps you gain exposure to other jobs at your organization
- Reflect and learn from the experiences of colleagues
- See how other staff and teams work
- Find out if your skills match the job or field
- Ability to see the job first-hand
- Helps you develop contacts

For the person **BEING SHADOWED**:



For the individual being shadowed there is an opportunity to:

- Network with colleagues from different areas
- Share your experiences with others
- Learn from your shadowee
- Review and reflect on your own area of work
- Develop your coaching/mentoring skills



Types of Job Shadowing

The type of job shadowing that is undertaken will depend on the needs of the person shadowing (shadowee), the person being shadowed (host) and the amount of time that can be allocated to the shadowing.

Observation

Primarily watch and learn.

- The shadowee will spend an agreed period of time observing the day to day work of the host.
- It should be a typical representation of what the host does on a daily basis.
- This type of shadowing works best when a shadowee is looking to gain a greater understanding of what a host's job role actually consists of.
- The host will provide opportunities for questions and a debrief to ensure that both parties benefit from the shadowing.



Regular/recurring briefings

Spend recurring mini sessions with someone to see/practice specific activities.

- The shadowee shadows the host for specific activities over a period of time.
- This type of shadowing provides short periods of focused activity.
- This works best when the individuals work near to each other and the host can then advise of dates and times of **specific activities which are of value** to understanding the role.
- Careful timing and planning is required to ensure it does not become disruptive.



Hands-on

Active participation.

- This is an extension of the observation model detailed above.
- The shadowee starts to undertake some of the tasks they have observed.
- This provides the shadowee with hands on experience of the role while being assisted by the host.



Best Practices for Job Shadowing

The following are best practices to make the most of your job shadowing experience.

Approach the person you want to shadow in a thoughtful way

- The process for setting up a job shadow is the same as requesting an informational interview, you are just asking for more time. Consider starting with an informational interview and following up with a job shadowing experience to get a deeper look into the field.

Prepare your questions in advance and add on as you move through the day

- Be sure to prepare 10-15 questions to ask. Use the “Questions to get you started” as a guide.

Keep notes

- You may be presented with a great deal of information and ideas as you job shadow. Notes can help you keep track of the important points.

Reflect on the experience

- It is important to review the Job Shadowing experience to build upon the experience
- Discuss the outcomes of the process with your manager
- Was the experience what you expected it to be?
- What did you gain personally from the experience?

Questions to get you started

Here is a list of questions you can use during your job shadowing experience.

Succeeding in the role

- What skills are needed for this role?
- What traits are needed for this role?
- What aspects of your education and training have prepared you for this role?
- What are some of the most important things I should know about succeeding in this role?

Understanding their role

- What is a typical day like for you?
- How do you approach your day?
- What presents the biggest challenges?
- Has the role changed or evolved over time?
- What helped you the most when starting this role?



Action Plan



#1

Identify 3-5 individuals who you would like to job shadow and the type of job shadow you would like from each: observation, hands-on or recurring.

PERSON

TYPE OF JOB SHADOW

1. _____
2. _____
3. _____
4. _____
5. _____



#2

Create your own questions **FOR EACH** that you think would be ideal for the Job shadowing experience.
