

PRACTICUM FIELDWORK APPLICATION

DATE:	January 13, 2025
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ELFH 540 Program Exit Experience

Directions: Submit by **midterm semester prior** to semester in which practicum will be taken. Please note the instructor of record for the semester you plan to take the practicum and deliver your application to that person via e-mail. This is particularly important if Program Faculty are going to arrange the practicum experience. Be prepared to discuss the application the first night of class.

NAME:	Alexis Edwards
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ADDRESS:	4903 Hamburg Pike, Jeffersonville Indiana
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PRESENT POSITION:	Front line supervisor	Student ID#	1942460
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SEMESTER:	Spring 2025	CREDIT HOURS (2 to 8 as required by program):	3
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YEARS OF PREVIOUS PROFESSIONAL EXPERIENCE:	7 years
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1. Describe extent of your past experience in the following areas:

Curriculum Analysis and Design

List related coursework completed: ELFH 312, 411; list and describe material you have developed for workplace instruction. (expand table as needed). You describe your deliverables here; what did you produce for these 312 and 411? What was the hallmark assessments? What other documents or presentations did you create for these classes? Explain in good detail.

I completed the course ELFH 411. By the end of the course understand and identify some of the key aspects of being in an HR role. Aside from being in a HR role items learned from this course help in any leadership role within a company. I can identify true discrimination in a workplace setting and have a background of how laws are in place to help employees in a workplace be protected from discrimination, this is the Civil Rights Act. I also participated in many discussion groups so topics such as this could be discussed in detail, and you could see a different perspective of other classmates.

My hallmark assessment for this course was creating a 15-page PowerPoint presentation for a job analysis. The PowerPoint I created included a title, introduction/purpose/job analysis method, job description of a job that was self-chosen. Mine was on being an auto mechanic. The PowerPoint also included job specifications, recommendations for selection, selection plan overview, recommendations for selection: structured interview protocol and recommendations for training and development

Instruction and Intervention Delivery

List related coursework completed: ELFH 316, 460; instructor training through employer; training you have conducted for employer; other training you have conducted; voluntary presentations for professional organizations; coaching sports, etc. (expand table as needed). You describe your deliverables here; what did you produce for these 316 and 460? What was the hallmark assessments? What other documents or presentations did you create for these classes? Explain in good detail.

Did you use the KSA's from these courses outside the organization?

I am currently taking ELFH 460 so I am completing this coursework now. As far as my current position with my employer each year we are required to develop our skills through what are called individual development plans. These plans require me to complete online e-learning classes and instructor lead trainings. Below is the training I have completed in 2024. Outside of my courses I have completed for work I, once a year create a presentation to give to other leadership on usually a skill I do swell. I have used the KSA's I have learned from all my courses, and it has made me a better supervisor for my agents. The way I approach behaviors and new policies has forever changed from my courses.

Transcript: Lexi Edwards

Please see below for Transcript related job aids. More job aids are available in the [Support Library](#)

All Employees

[Navigating Your Transcript \(View Completed and Archived Training\)](#)
[Register to Training](#)
[Reschedule Instructor Led Training Session](#)
[eLearning Troubleshooting](#)

Managers

[Assign Training to Your Team](#)
[Reschedule an Instructor Led Session for Your Team](#)
[Available Manager Reports](#)
Search Results (15)



EXCEL at Frontline Leadership - Execute for Success (v2)

Due : 9/5/2025 Status : In Progress Training Type : Curriculum Training Status : Active



Presentations and Meetings: Planning Effective Presentations

Due : No Due Date Status : In Progress Training Type : Online Class Training Status : Active



Leveraging Compass

Due : No Due Date Status : Registered Training Type : Online Class Training Status : Active



Effective Facilitation: Physical Skills and Leading Discussions (Starts 9/24/2024 9:00 AM)

Due : No Due Date Status : No Show Training Type : Session Training Status : Active












Effective Facilitation: Physical Skills and Leading Discussions (Starts 12/19/2024 10:00...

Due : No Due Date Status : No Show Training Type : Session Training Status : Active



Effective Facilitation: Physical Skills and Leading Discussions (Starts 8/12/2024 10:00 ...

Due : No Due Date Status : Withdrawn Training Type : Session Training Status : Active

	DISC: A Refresher for Customer Operations Due : No Due Date Status : In Progress Training Type : Online Class Training Status : Active
	DDI: Discover Your Unique Coach Qualities Due : No Due Date Status : In Progress Training Type : Online Class Training Status : Active
	DDI: Communication - Connect through Conversations Due : No Due Date Status : In Progress Training Type : Online Class Training Status : Active
	CSG Interactive Sales Wizard 2.0 for Customer Operations and SCS Due : No Due Date Status : In Progress Training Type : Online Class Training Status : Active
	Charter Leadership: Sets Clear Direction (Starts 12/4/2024) Due : No Due Date Status : No Show Training Type : Session Training Status : Active
	Charter Leadership: Sets Clear Direction (Starts 10/17/2024) Due : No Due Date Status : Waitlist Expired Training Type : Session Training Status : Active
	Charter Leadership: Motivates Others (Starts 12/5/2024) Due : No Due Date Status : No Show Training Type : Session Training Status : Active
	Charter Leadership: Motivates Others (Starts 11/22/2024) Due : No Due Date Status : Withdrawn Training Type : Session Training Status : Active
	2025 Customer Operations Supervisor Coaching Observations - Jan Due : No Due Date Status : In Progress Training Type : Curriculum Training Status : Active

Instructor Training I have received: (expand table as needed)

If you have received any instructor training, you should describe it here. Explain in good detail.

For my current role as a front-line supervisor, I have attended numerous instructor lead trainings. I have attached my below transcript of the classes I have attended in 2024. These courses had all been centered to improve my skill in being in leadership at my company.

Physical Skills and Leading discussions: In this course I learned how to make sure my physical appearance and behaviors are professional as well as how to make sure you are actively listening to people and how to have an engaging conversation. I do well with this already, but I really enjoyed the group discussions to get others perspective on how they did perceive the information provided and what they do themselves.

Sets clear direction: This course taught me to make sure the information I am giving is clear and concise. The biggest take away from this course is making sure I understand the content before delivering to make sure I can explain it clearly and am able to answer any questions someone may have. This gives a great presentation or coaching because you are confident in the information you are relaying.

Motivates others: This class taught me how important it is to understand and ask what motivates your employee's. Understanding what motivates them helps you tailor the way you coach them to align it with their motivation so you can see progress.

Transcript: Lexi Edwards







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All Employees

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Reschedule Instructor Led Training Session
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Managers

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Available Manager Reports
Search Results (7)

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	Charter Leadership: Motivates Others (Starts 12/5/2024) Due : No Due Date Status : No Show Training Type : Session Training Status : Active
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Training that I have conducted: (expand table as needed)

If you have conducted any training, this could be within or outside your organization; describe it here. Explain in good detail.

Within my organization I have been a SME or broken down as a subject matter expert. I was in the position for the maximum time of 6 months. During this time, I assisted new trainee's with taking live customer calls and held numerous team meeting throughout the week to close any knowledge gaps that they may have had. To close these gaps, I have assigned self-created e-learnings, or I would create PowerPoint presentations that I would present to them. I would do research in my company's data base to back up the current knowledge I had on skills and processes. I would then create a presentation to provide them and give ample opportunities for them to ask any questions they may have had.

Media Production (expand table as needed).

Media production could take many forms, creating videos, voiceover presentations or presentations using animation. Explain in good detail.

I have personally not created or produced any media productions.

Evaluation and Change

List related coursework completed: ELFH 332, 442, 577 or 578; list and describe experience related to measuring and evaluating learning, performance and change, etc. (expand table as needed)

You describe your deliverables here; what did you produce for these 332, 442, 577 or 578 classes?

Describe the hallmark assessments? What other documents or presentations did you create for theses classes? Explain in good detail.

In ELFH 442 (I am currently in ELFH578) my hallmark assessment was creating a change research and application report. This assignment was a 1000–1800-page report that gave me the opportunity to analyze a scholarly article that's pertained to organizational change and development and applying the concepts to a change experience. This paper gave me the opportunity to compare the impact to people working my home to my current job.

Training Supervision / Leadership

List related completed coursework: ELFH 341, 490; list and describe experience related to supervising trainers; include work and voluntary settings. (expand table as needed)

You describe your deliverables here; what did you produce for these 341 or 490 classes? Describe the hallmark assessments? What other documents or presentations did you create for these classes? Explain in good detail.

In ELFH 341, I gained a lot of insight on the work of being a project manager. The hallmark assessment for this course was to create a Project Management document with two others. The hallmark assessment started with each of my teammates taking a personality test so we would know each other strengths, weaknesses and any items that we have in common. The project itself requires my team to meet one a week to create a 20-page project. The project was creating a fictitious company and in detail, layout a full plan for laying off 3 departments. This project was very time consuming but the end it taught me how to create a project plan and understand how important each step of the project was. It also gave me the opportunity to work together with others and navigate how to combine everyone's thoughts and ideas.

Other

List related completed coursework; ELFH 300; include experience in diversity and special needs, individual development, counseling, consulting, etc. (expand table as needed)

Describe the work in 300, which is work you have performed outside of U of L that helped you receive your deferred hours. Explain in good detail.

The work that I did outside of ELFH 300 was at the current company I work for. I have been with my company for 7 years, I started out as a customer service agent, then a front-line lead to know my current position as a supervisor. I was able to describe my experience in these positions to receive prior learning credit. Through the course work in lead 300, I was able to breakdown my entire work history and really get an idea and concept of how much skill and knowledge I have learned from my past jobs.

2. Complete the Program Standards Self-Assessment – Pre and Post. Note the totals, means and change scores for each program goal.

You should complete the Program Competency Self-Assessment spreadsheet that you started in 300. You should then copy the pre and post scores for each of the sections.

Goal	Pre	Post
Goal Analyze Performance:	E258 =1.1	G258 =2.34
Goal II Develop Intervention:	E262 =1.8	G262 =2.51
Goal III Implement & Evaluate Change:	E268 =2.4	G268 =2.85
Goal IV Manage & Lead:	E274 =1.8	G274 =2.48
Goal V Grow	E281 =2	G281 =2.83
Overall	E285 =1.8	G285 =2.6

3. From the list of experiences and the Standards Self-Assessment, identify areas where you would like additional experiences or need further development of your competencies. What additional experience or further development would you like to pursue? Explain in good detail.

I would like to pursue additional insight on Goal IV Manage & Lead. My career goal is to become a project manager and the course I had taken for this class was helpful but I would love to get more experience in how to create and manage project plans and really everything in the category of *Plan & implement assignments*.

4. Identify possible practicum sites that match Item 3. Indicate sites or let us know if you need help in locating one.

I would love and need help locating sites/locations!

Alexis Edwards 1/15/2025

Student Signature and Date

University Coordinator and Date