

# Creating a Successful Internship Experience

*Supervisor Training*

New Haven Community Hiring Initiative

Yale

# Why Have An Internship Program?

- Aligns with Yale's **educational mission**
- Helps develop **future practitioners** in our field
- Fulfills our organization's desire to connect with and **serve the community**
- Helps us **identify candidates** for future hiring
  - The conversion rate from paid intern to full-time employee is 51.2 percent, according to the *NACE 2014 Internship & Co-op Survey*



# What Do Interns Want ?

- Broaden skill set
- Enhance marketability
- Obtain real-world experience and contacts in a desired field
- Connect academic learning with real-world experience
- Explore a potential career path
- Fulfill a college requirement
- Get a foot in the door
- (Also to keep busy and make some money)



# Top 10 Intern Concerns

1. We want real work.
2. Be honest with us.
3. Include us in meetings and activities.
4. Give us feedback.
5. Take time to train us and explain the context of our work.
6. Be mentors to us.
7. Spend time with us; set aside regular times to meet.
8. Expect our arrival and welcome us.
9. Make sure we have what we need to work: desk, computer, software, etc.
10. Pay us fairly.

# Intern Supervisors Are Expected to...

Orient

Assign

Monitor & Communicate

Evaluate

# Supervisor Expectation: ORIENT

- **Hold a team orientation** so everyone is “on the same page” and to encourage team involvement.
- **Explain how your team fits into the organization,** and how your group’s work contributes to the organization’s mission.
- **Take your intern on a tour of the building** and introduce him or her to staff members; point out the restrooms, kitchens, printers, etc.
- **Discuss rules,** policies, dress code, security issues, and professional behavior
- **Give your intern background material to read** or point them to web pages



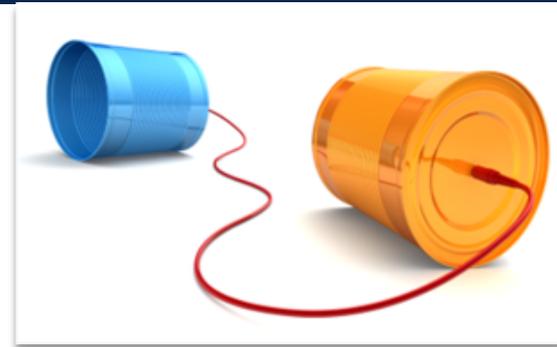
# Supervisor Expectation: ASSIGN

- **Have a concrete plan** to keep your intern busy; have a list of backup tasks if projects are completed sooner than expected
- **Give your intern structure.** Explain responsibilities, expectations, and timeframe for specific assignments and projects; *plan each week with a weekly work plan*
- Try to **align tasks and projects** with the intern's learning objectives
- **Challenge** your intern
- Take time to **properly instruct and train** your intern
- **Give your intern meaningful work** as quickly as possible



# Supervisor Expectation: MONITOR & COMMUNNICATE

- **Make yourself available to your intern** for any questions or concerns.
- **Schedule standing meetings** to get status reports, provide feedback, clarify instructions, assign new tasks, etc.
- **Adjust duties and responsibilities** to suit the intern's abilities and interests.
- **Remember to be a mentor.** When appropriate, coach, counsel, give feedback on professional behavior, provide career advice.
- **Report any problems or issues** to Abby Clough or Alina Colossale.



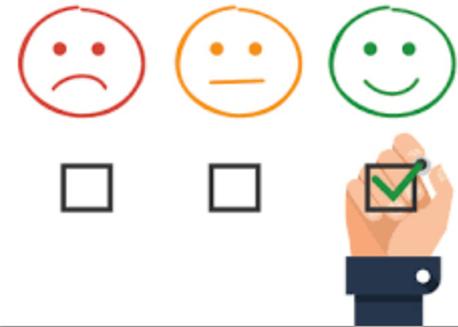
# Supervisor Expectation: EVALUATE

## At the start of the internship:

- Review your intern's intake form to determine goals, objectives, and desired skill development.

## At the conclusion of the internship:

- Complete an intern evaluation form
- Ask the intern to complete a program feedback survey



# Ways to Build Foundational Skills

- Writing/documenting
- Face-to-face communications
- Presenting/public speaking
- Project management
- Research and analysis
- Independent work and collaboration
- Leading a meeting
- Coordinate special events
- Conducting surveys



# Other Ways to Nurture

- Share your career stories
- Take your intern to lunch
- Give them credit and public kudos
- Ask for opinions
- Encourage informational interviews, shadowing
- Allow time for the intern to attend educational, career building, and social events



# Ideas for Downtime Activities

## **If your intern has time between assignments ...**

- Take Lynda.com training courses
- Help create knowledge articles
- Do web research on relevant issues
- Write a comparative report on peer institution practices
- Catalog existing resources
- Document processes



# Preventing Undesirable Behavior

- Keep your intern busy
- Curtail excessive texting, socializing, personal phone calls, and web surfing
- Instill a sense of responsibility and pride
- Do not leave your intern unsupervised for extended periods or after hours
- Introduce your intern to staff members around them and make them feel involved
- Protect your intern from negative influences
- Provide honest, constructive criticism and reinforce positive behaviors
- Address unacceptable behavior immediately

