

A SUCCESSFUL INTERNSHIP FOR ALL

Be prepared for the intern. Be sure the tools, technology, and location for your intern are ready upon their arrival.

Get to know your intern. Before any work begins, take the time to sit down with your intern and learn more about them. Find out what their learning and career goals are, and their expectations for the internship. Review work goals and create a plan for accomplishing them. When the internship period is completed, both the intern and your organization should achieve measurable results.

Help your intern get to know your company. Your intern has already studied the company prior to their first day, but it's important to spend time catching them up to speed on who you are and the work your organization does. **Some suggestions are below.** Also, offer them a facilities tour, include things like where lunch can be stored, restroom locations, parking information, and the emergency evacuation plan.

Provide meaningful work with increased responsibility. Give your interns the opportunity to do work where they can feel part of the organization and make a contribution. Have them work on real projects, real problems, and deal with real issues of company. Avoid busy work. Involving an intern in a variety of projects or functional areas will help you identify an intern's strengths and gain the most value on your investment.

Embedding your interns into your company culture. Give them a sense of community with a welcome with key team members. Invite them to observe or participate in team meetings, social events or employee resource groups. As part of a team, interns will remain involved in the work and feel valued. A chance to connect with other interns and industry professionals within the company can help them develop an extended mentor network.

Provide feedback. Maintain an open channel of communication with formal and informal meetings. Be honest, be constructive, and focus on helping your intern succeed. Give your intern a regular opportunity to ask questions and talk about their performance to ensure they are getting the best experience.

Receive feedback. Just as you would follow up with full-time employees before they leave your company, gather feedback on every intern's experience, from their relationship with their hiring manager to overall company culture.

Some suggestions to share with your intern:

- How did the organization start?
- What is unique about your company's product or service?
- Who benefits from your product or service?
- Special industry jargon
- Specific work standards and procedures
- Reporting relationships
- Access to the supervisor (schedule)
- Which personnel can answer different kinds of questions?
- Tasks that can be completed without supervisory approval
- Work processing requests and timeliness
- Mail and telephone systems
- Approved form(s) of correspondence
- Safety regulations
- Procedure for signing off completed work
- Periodic forms or reports to be completed
- Security and confidentiality issues, if relevant
- Acceptable dress and appearance
- Maintaining the premises and work station
- Personnel who can answer different kinds of questions
- How the intern is to deal with clients, customers, and vendors.