

Making the Most of Your Internship



CONGRATULATIONS!

You've landed an internship!

What do you
need to know
in the
workplace?



Etiquette and Conduct

Your internship may be the first time you've worked in a professional setting. People will expect you to act as a professional. The rules are different among organizations, so you must figure out the appropriate code of conduct.

TO BEGIN...

WHAT DO YOU WEAR?

- ▶ Does the company have a dress code? It may tell you what not to wear, but may not tell you what to wear.
- ▶ What are your peers wearing? Never be the least casual dresser of your peers.
- ▶ What does your boss wear?
- ▶ ALWAYS dress better at the beginning until you get an idea of the office climate.



Why Pay Attention to What You Wear?

93 percent of managers polled said a person's style of dress at work influences his or her chances of earning a promotion; among them, 33 percent said on-the-job attire "significantly" affects an employee's advancement prospects. (National Association of Colleges and Employers, 2007). This is important for interns who will soon be job-hunting.

Why Else?

- What you wear determines how others see you.
- Your clothes help determine how you see yourself.
- Your clothes help determine your career success.
- A well-planned wardrobe saves time and money.
- Think comfort. While you want to look professional, those high heels might have you limping by the end of the day.
- Think about the jewelry you wear – both traditional and non-traditional (body piercings, etc.).
- Tattoos should also be covered up whenever possible.
- Keep in mind hair styles and facial hair in the work place.

So, What is Business Casual?

- The definition varies significantly across companies.
- It is anything from khakis and a polo shirt to slacks with a shirt and tie and no jacket; sometimes it just means no tie.
- Business casual is harder to define for women.
- It is vital to observe or ask fellow workers to help you determine what you should wear.

More Resources On Professional Dress

Click on the following links for more tips!

General:

http://www.quintcareers.com/dress_for_success.html

For Women:

http://quintcareers.com/dress_for_women.html

For Men:

http://www.quintcareers.com/dress_for_men.html

Other Questions for that First Day

You may be wondering about some other workplace basics. Where should you park? Where do you hang your coat? Can you bring your lunch? What is your daily schedule?

Come to work prepared with these types of questions. It will lessen your anxiety and your supervisor will be impressed that you are so conscientious.

Meeting and Greeting

- ❑ Making a good first impression includes a number of qualities, such as a firm handshake, a strong tone of voice, a smile, eye contact, and the ability to start a conversation.
- ❑ In addition to learning the business, it is your job to get your name out there. Make sure people in the industry can put a face to the name.

Follow the chain of command



It is important for you to know the formal and informal reporting structures within your organization. Follow the chain of command in all communications and actions. Go to your site supervisor first.

Respect Confidentiality



You can talk about issues and projects, but don't talk about people. Gossip can get back to people and wind up hurting you. Don't take sides, and steer clear of office politics. Keep your personal information to yourself and don't bring your personal problems to work. Keep your work relationships professional. Don't let your life become the office gossip.

Attendance and Promptness are Expected

- Tardiness and absenteeism signal disrespect for others' time and a lack of interest in the work.
- Promptness signals enthusiasm, responsibility, and respect for others.
- Arrive on time or early for work, meetings, and appointments.
- Serious illness or family emergencies are the only reasons that may justify absence. In those circumstances, contact your site supervisor and faculty supervisor immediately.

Be Willing to Work

- Accept additional work responsibilities.
- Work late when needed.
- Show enthusiasm about your work.
 - Monitor your own progress and meet with your supervisor for feedback.
 - Learn to deal with “gofer work” and some down time – internships are not always glamorous. Perform even routine tasks well.
 - Don’t think that any work is “beneath you.”

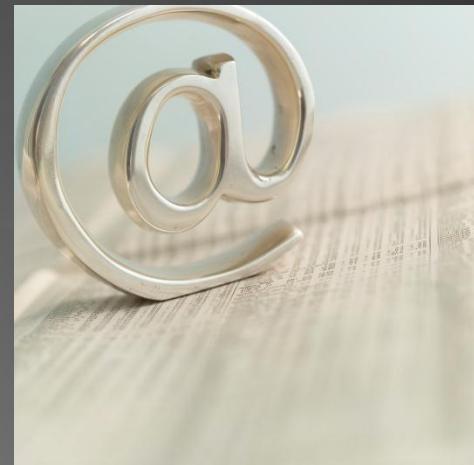


If Things aren't as you Expected

- Communicate routinely with your faculty supervisor. Explain what is going well at the internship and what is not going well if such a situation should occur.
- If more than 25% of your work is unrelated to your field, discuss with your faculty supervisor how to approach the on-site supervisor.
- Let your faculty supervisor know immediately if something very bad is going on (for example, if you experience sexual harassment or discrimination or feel unsafe at your internship site). If you cannot reach your faculty supervisor, contact Tracie L. Beck, Cal U Internship Director, at (724) 938-1578.
- Stay in constant contact with your faculty supervisor before and during your internship. They are here to help.

E-mail Etiquette

A company needs e-mail etiquette for professionalism, efficiency, and protection from liability.



What are the Etiquette Rules?

Here is the basic rule of thumb:

Don't put anything in an e-mail that you wouldn't want to see posted on a bulletin board. E-mails cannot be considered confidential, and they can be easily forwarded.

E-mail Considerations

- Take care with abbreviations, exclamation marks, and emoticons (smiley faces, etc.).
- Do not forward chain letters, send jokes, or other non-work related e-mails.
- Do not use e-mail to discuss confidential information.
- Use a meaningful subject line.
- Don't send or forward e-mails containing libelous, defamatory, offensive, racist, or obscene remarks.

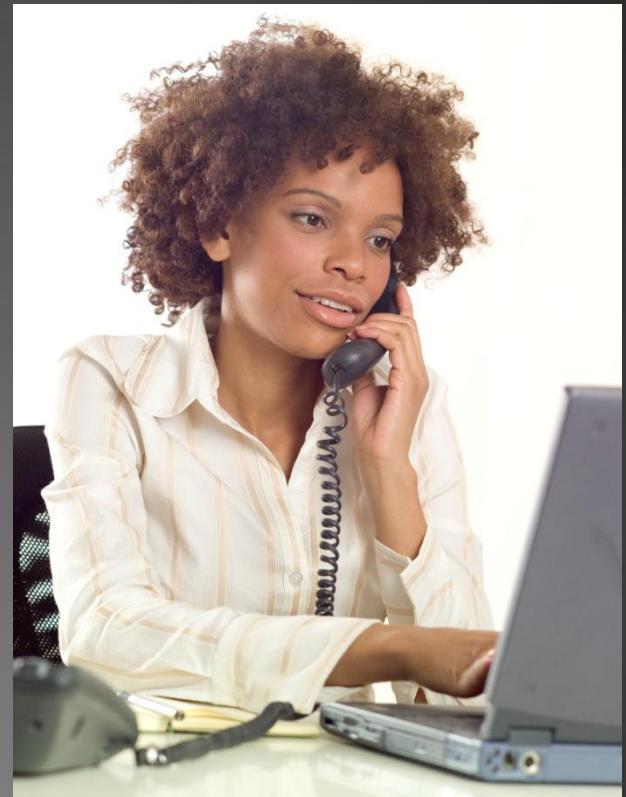
Other E-mail Considerations

- ❑ Be concise and to the point; answer all questions.
- ❑ Use proper spelling, grammar, and punctuation.
- ❑ Answer swiftly.
- ❑ Do not attach unnecessary files.
- ❑ Do not write in capitals (implies shouting).
- ❑ Read the e-mail before you send it.

Telephone Etiquette

The old rule, “Smile When you Dial,” still applies. It also applies when answering the phone.

Remember: You may be the first and only contact a person may have with your department, and that first impression will stay with the caller long after the call is completed.



Telephone Etiquette

- When at all possible, answer promptly (before the third ring).
- Before picking up the receiver, discontinue any other conversation or activity, such as eating, chewing gum, using the computer, etc.
- Ask your supervisor the correct way to answer the phone, put callers on hold, and transfer.
- Always be prepared to take accurate messages if you are answering the phone for others.

Telephone Etiquette

- ❑ If a caller is rude or impatient, stay calm and always show a willingness to resolve the problem or conflict.
- ❑ Try to think like the caller. Remember: Their problems and concerns are important.

Final Thoughts on Phone Use

- ❑ Use your cell phone (calls and text messaging) only during your breaks and lunch.
- ❑ Don't use the company phone for personal phone calls.
- ❑ Arrangements should be made with your family and friends on how to contact you in the case of an emergency.

Good E-mail and Telephone Habits are for Everyone

Whether answering the phone, making phone calls, or sending an e-mail, using the proper etiquette is a must to maintaining professionalism.

Proper etiquette leaves callers with a favorable impression of you, your department, and the organization for which you are interning.

Internet Use

Chances are your organization has an internet policy.

Basic rule about using the internet in the workplace:
If it's not work-related, don't do it.



Other issues

Remain drug- and alcohol-free, and avoid the use of controlled substances.

If you feel victimized by a work-related incident, you should contact your faculty supervisor immediately.

Professional Development

Now that you have an understanding of some of the basics in the workplace, what are some of the other ways you can make the most of your internship?



Learn to Make a Positive First Impression

Acquire a firm handshake. Learn how to make introductions and introduce yourself. Be friendly, smile, and extend yourself.

Be careful of your word choices. It is time to lose the lingo. While “cool” may be acceptable on campus, it tells people that you aren’t professional material. Listen to those around you.

Learn Basic Social Skills

Pattern your behavior after those around you. How you handle basic courtesies of speech and action is vital.

For example, don't sit down in someone's office until invited to do so. At lunch, don't start eating until everyone has been served. Don't chew gum. Turn your cell phone off. Say thank you and you're welcome. You get the idea.

Listen More Than You Talk

- Observe the culture of the work and people (supervisors, colleagues, clients, customers) around you. Formal or informal? Friendly? Lunch? Arrive early/stay late?
- Ask questions, as appropriate, but do not criticize.
- Learn names quickly.
- Look for role models.

Communicate Effectively

- Keep people informed in a useful and succinct way.
- Assert yourself and your ideas in an appropriate and tactful manner.
- Take advantage of the resources available to you at Cal U to enhance communication, such as the Writing Center, Oral Communications classes, and the “Seven Habits of Highly Effective People” (free-of-charge) training.

Networking

Develop a plan to cultivate interpersonal contacts to:

- compile information and contacts for your job search;
- gain exposure and information about the job market.



Networking

- ❑ Ask how co-workers' jobs compare to colleagues in other organizations.
- ❑ Get to meet/know the top decision-makers; they can provide insight as to why and how things are done; observe their influence; watch their management style.

Networking

Plug Into Professional Activities:

- Try to attend trade shows, conferences, professional meetings/lunches.
- Develop contacts (identify yourself as an intern seeking to learn more about the profession; most enjoy sharing their experience).
- Learn the trends in the profession.
- Join your professional organization; most have student rates.
- Stay in contact with your site supervisor(s) after your internship. You need to maintain your contacts.

You are an Ambassador for Cal U

California University of PA commends you for participating in an internship, one of the most valuable opportunities of your college career. You have an important role as an ambassador for your university. How you perform will affect your future and opportunities for other California University interns. Remember—your future is tied to your performance and the image of your university.

Cal U wishes you the best.

We need your feedback!

The below link will register you for this on-line training and will provide you with a certificate at the end as verification that you have taken the “Making the Most of Your Internship” training.

Please click on the link below to take the quiz:

Registration Form for Orientation