



CENTER FOR ENGAGED LEARNING *INTERNSHIP GUIDE*



DEAR STUDENT INTERN,

Congratulations on your internship. You will be contributing in a meaningful way to your organization while developing important professional skills and growing your network. You will learn about a career field you are interested in, and undoubtedly grow in ways you don't yet anticipate. While no guidebook nor the orientation and training you will receive at your internship site could cover every possible situation you may encounter, we hope this resource will serve as a supplement to ensure you have the best and most enriching experience possible.

We want you to embrace both the opportunities and challenges this internship will provide. In so doing, you will learn about yourself and your intended profession as you will build a bridge from your classroom learning to your professional life. And that bridge goes both ways – the things you learn as an intern can make you a better, more engaged student as well. If you run into a situation not covered in your orientation and training, or this guide that you are unsure how to address, we encourage you to first speak with your internship supervisor. If you still have questions or concerns, you are also always welcome to reach out to us here in the Internship Office. We are here to support you.

Our hope in providing this resource is to help you be better prepared to succeed and make the most of your internship experience. We believe that preparation and guidance will lead to increased investment, initiative and curiosity, thoughtful reflection, and long-term success.

Best of luck to you!



KATIE MAXWELL
DIRECTOR



ANDY COE
ASSOCIATE DIRECTOR



PREPARATION

2 - 3 WEEKS PRIOR

- Learn about the organization's mission, vision and values
- What is the latest news or projects for the organization?
- Look up coworkers on company's website or LinkedIn
- Who are the key players – find an organizational chart or staff directory, if available
- If you are doing your internship for credit, please consult with your academic department before you begin your experience to ensure it will meet any required criteria, and you have completed all of the appropriate forms (i.e., Individualized Instruction Form, other)

1 - 2 WEEKS PRIOR

- Complete any pre-work that may have been assigned
- Confirm who you are reporting to and at what time – ask for any instructions specific to your first day since you are unlikely to have any building access, parking passes, etc.

1 - 2 DAYS PRIOR

- Test drive the route and know where to park

YOUR FIRST DAY

- Be early so you have time to find your way in the building and to your work space

ORIENTATION & TRAINING

- ◆ Understand how your work contributes to the bigger picture
- ◆ Read any organizational policies and learn any procedures required to effectively perform your duties and ask for clarification on any points you may not understand
- ◆ Be aware that you may be asked to sign an agreement ensuring confidentiality of the work you perform, commitment to uphold the organization's values, etc.

PROFESSIONALISM

- ◆ Every organization has a culture, which is typically reflected in its mission, vision, and values (MVV), expectations and operations that inform the actions of its employees
- ◆ Culture is evident in the organization's leadership style, and can be seen how individuals are addressed, regarded, and interact with one another
- ◆ Be mindful of the culture of the organization where you will intern so you know how to conform to it (i.e., how to address colleagues and supervisors, how to offer ideas and problem-solve, how to seek approvals, etc.)
- ◆ Be respectful to everyone, avoid rumors or gossip, and always maintain appropriate confidentiality, as needed
- ◆ Ask questions to help understand the details of a task, assignment, or project - take notes and if you're not given a deadline, ask for when a project is due or any other parameters
- ◆ Take notes and pay attention to details
- ◆ Be open and listen to constructive feedback and take responsibility for your work, including any mistakes
- ◆ Feedback is a gift - view it as a way to grow and improve
- ◆ If feedback isn't forthcoming, ask for it so you know what you're doing well, and where you can continue to learn and develop.

PROFESSIONAL RELATIONSHIPS - EXPECTATIONS AND BOUNDARIES

- ◆ There are many benefits of engaging in internship experiences, including the opportunity to interact with professionals in your field(s) of interest
- ◆ Keep in mind there are professional boundaries that should exist and, if you feel those boundaries are being crossed, you have several people here to support you
- ◆ It's important to identify when professional boundaries are being crossed, but sometimes it can be difficult to know for sure
- ◆ The following are just a few examples of what might constitute as a professional boundary being crossed:
 - ◆ Receiving text messages on a consistent basis late into the evening or early morning hours from your supervisor and/or colleagues
 - ◆ A supervisor or colleague asking you personal information and/or discussing inappropriate topics with you
 - ◆ Being consistently asked to go out for drinks with your supervisor by yourself
- ◆ If at any point you have questions or concerns about professional boundaries during your internship experience, please reach out to Katie Maxwell or Andy Coe in the Internship Office or Melissa Nichols in the Title IX Office. We are always willing to talk with you and help you determine how to best address your concerns.

DRESS CODE

BUSINESS PROFESSIONAL

MEN



- ◆ Business professional outfits consist of a two-piece matching business suit.
- ◆ Business professional colors are typically gray, navy, black or brown with a light-colored, button-down shirt that is neatly pressed.
- ◆ Style, pattern and color of ties should conform to the color and style of the suit.
- ◆ Dress shoes should be polished and worn with socks that match the color of the suit.
- ◆ Belts should coordinate with shoe color and any other accessories should be kept to a minimum.

WOMEN



- ◆ Business professional means a two-piece matching business suit (knee-length skirts or pants are both appropriate).
- ◆ Business professional colors are typically gray, navy, black or brown with light colored blouses or professional button down shirts worn underneath that is neatly pressed.
- ◆ Shoes should be low-heeled, closed-toe pumps – avoid chunky heels or platform shoes.
- ◆ Accessories such as jewelry or scarves should be kept to a minimum and understated.

BUSINESS CASUAL

MEN



- ◆ Business casual allows men to wear patterned shirts with dress slacks with or without a sports jacket to ensure their appearance is still crisp, conservative and neat.
- ◆ Shoes may be more casual, socks should coordinate with the color of the pants, and belts should coordinate with the color of the shoes.

WOMEN



- ◆ Business casual allows women to wear more brightly-colored outfits that are not suits and may include cardigans and blazers that still follow appropriate guidelines.

SMART CASUAL

MEN



- ◆ Black or khaki pants, neatly pressed, paired with either a long-sleeved button-down or polo (golf) shirt are permissible.
- ◆ While athletic shoes are not appropriate for work, several tie styles or loafers may be worn and should be clean and polished.

WOMEN



- ◆ Smart casual may include blue or black jeans that are not torn or show wear. Generally speaking, shoes should be closed toe and casual footwear (flip flops, running shoes, etc.) should be avoided.

WORK SCHEDULE

- Ensure you know your work schedule (including any lunch breaks, start and stop times, work hours and days/week)
- Ask your immediate supervisor how they prefer to be contacted in case you are sick or have an emergency that will cause you to be late or miss work
- Once you know your work schedule, use Outlook or other e-calendars to make and keep appointments to ensure you report on-time for work and related appointments and in the right location



SYSTEM SETUP & USE



YOU WILL BE GIVEN ACCESS TO VARIOUS TOOLS AS PART OF YOUR INTERNSHIP –
some of which will be proprietary

- If training is not provided, request resources that will ensure you know how to operate the tools and systems you'll need to perform your job well
- Ensure you only use tools and systems as directed and for work projects only – especially where confidential records are concerned, be mindful that your access may be limited but even if you do see sensitive information, it is not to be shared, copied, or forwarded
- Unless your job requires you to be on Facebook, Twitter, Instagram, or a blog site, you should keep your cell phone and personal laptop in your bag/out of sight.
- Turn off your personal cell phone in meetings and do not multi-task by reading emails and texts – be present.



COMMUNICATION



- If not instructed, ask how you should answer your phone, greet clients or customers, compose your email signature line, and what details to include on your voicemail message
 - The organization may have a standard for returning voicemails and emails so be sure to know what that is (i.e., all messages are acknowledged or returned within 24 hours) and adhere to it
- Learn individual's titles and how to address them
 - If you're not sure of where someone works, use the organization's staff directory or intranet or ask your immediate supervisor
- Presentation is everything so your verbal and written communication should always include proper grammar, punctuation, spelling, and sentence structure.
 - Keep email and other written communication succinct and use a formal tone – avoid abbreviations you might use texting a friend, for example
- Avoid using “REPLY ALL” unless warranted – more often than not, only the sender needs your response
- Make use of the subject line to alert the reader to the topic of your email and always include a salutation (i.e., Good morning, Hello, Good afternoon, etc.).
- Check your email frequently and only send work-related emails from your work account.



PERFORMANCE & LEARNING OUTCOMES

- Seeking regular feedback regarding expectations, deadlines, duties, etc.
- Set goals for yourself and communicate those goals to your supervisor
 - What do you want to be able to know or do by the end of your internship?
- Treat your internship like a long job interview if it's something you want to pursue
 - If the experience is something you don't want to pursue, still continue to do your best – you will gain valuable experience, make connections, and want a strong reference at the end
- Take advantage of networking opportunities such as company meetings, trainings, or other extracurricular activities.
 - Introduce yourself to others in the office and make an effort to get to know something about each of them, their role, and their professional and academic background.
 - Conduct informational interviews with other team members.
- Be proactive and offer assistance
 - If you have free time, ask for projects or tasks you can do that will make a difference.

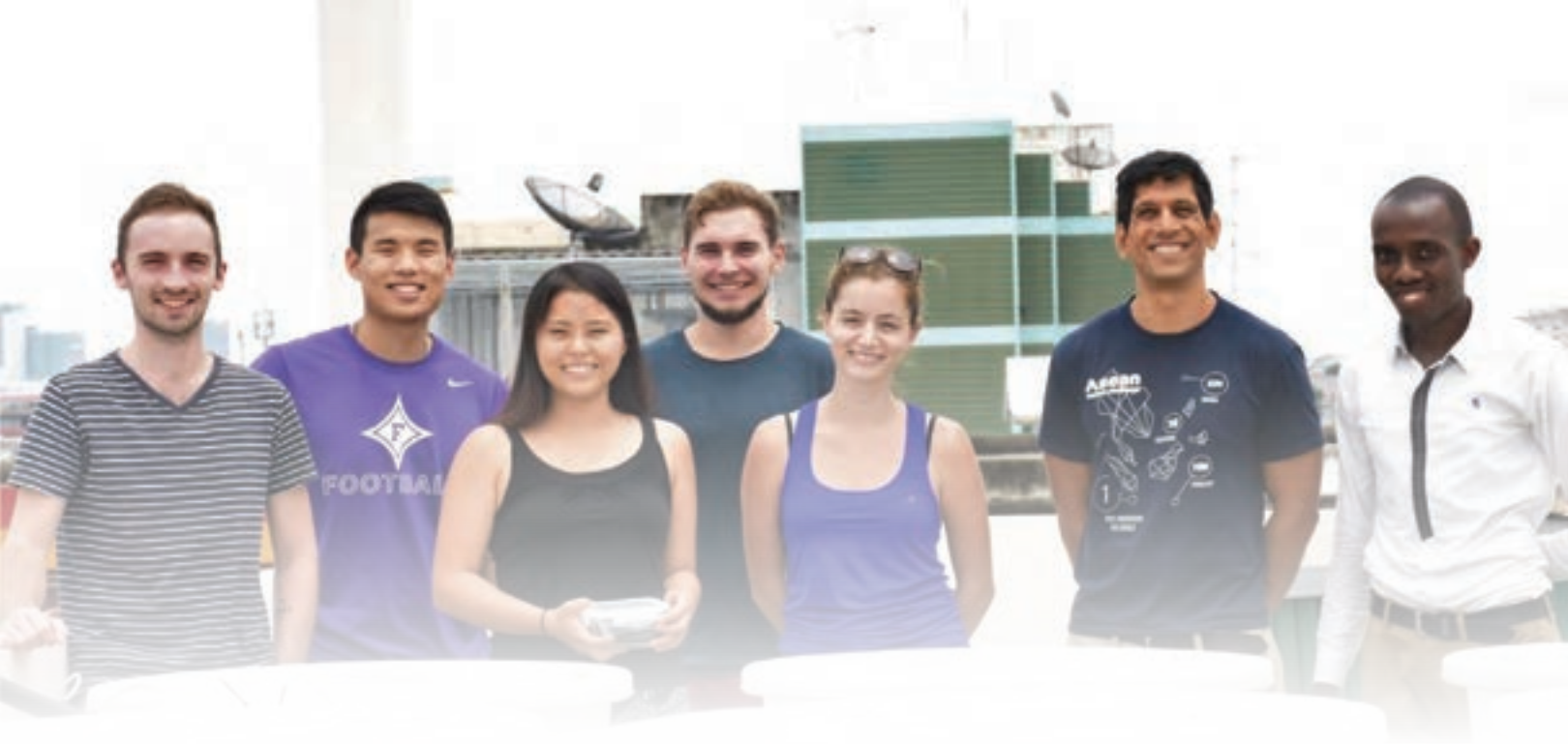
ENDING YOUR INTERNSHIP

- Ensure all of your work projects are completed or handed off with notes
 - Turn in any loaned items including laptops, phones, keys, ID cards, parking passes, etc.
- Prepare a final presentation of your experience and ask if you may share it with your supervisor if one is not already required.
- Confirm what project details may be shared outside of the organization with Furman or the general public for events such as Family Weekend, Furman Engaged, classroom presentations, etc.
- Send a thank you note to your supervisor and any other individuals who helped mentor
 - Ask your supervisor if they would serve as a reference or provide you with a letter of recommendation for future employment or graduate school applications.
- Update your resume and LinkedIn profile – connect with your supervisor and other team members.
 - Share your updates with your supervisor for feedback.
- Stay in contact with your supervisor and other team members and periodically reach out to provide them with updates on your professional development, consult with them on a question, or offer to assist with work projects during school breaks, if appropriate.

FORMAT OF YOUR INTERNSHIP

- Many of the guidelines provided here assume your internship will be in-person, but some experiences may be remote or a combination of remote and in-person.
 - Regardless of the format of your internship, these are basic guidelines that apply to any professional experience and should be adhered to regardless of how you experience your internship





SUMMARY

- If you don't understand something, ask questions.
- There are no problems, only opportunities – when faced with a challenge, propose a solution.
- If you'd like to try something new, take the initiative and volunteer to help with or own a project.
- Be and stay organized - from your daily schedule to your desk to your assignments.
- Do your best – quality counts – from how you present yourself (dress, language, attitude, etc.) to how you present your work.
- Be open to and accept feedback – it's a gift.
- It's about relationships - you represent yourself as both a potential employee as well as a representative of Furman.
- Engage in opportunities to meet other members of the organization, identify a mentor, and shadow other areas, as appropriate.

A WORD ABOUT SAFETY

- Whether you are calling on clients in a large city or collecting samples in a rural community, everyone deserves to conduct their work as safely as possible; yet individuals of different backgrounds may face a variety of risks depending on where they are interning.
 - At-risk individuals include minority identities of the following: race/ethnicity, sexual orientation, disability, gender identity and/or religion.
- When individuals from these backgrounds enter unfamiliar communities in the course of work, they may be placed in an uncomfortable and potentially unsafe ‘othered’ position, and prejudice may manifest against them.¹

TO HELP ENSURE YOUR SAFETY, CONSIDER EMPLOYING THE FOLLOWING STRATEGIES:

- Discuss risks, safety plans, and reporting procedures with colleagues and supervisors before going into the field.
- Be aware of laws and customs in the area.
- Contact people who have previously worked at the same site.
- Take advantage of training opportunities (e.g. self-defense, first aid, cultural history).
- Inform your manager of your location.
- Introduce yourself to community members and neighbors.
- Work with another person whenever possible, don’t work in an office alone or leave an office during off-hours (early morning, late evening).
- Be mindful of your surroundings in large parking lots and garages – request an escort from security or go to your car in pairs or small groups with other interns or co-workers.
- Always carry credentials.
- If you feel unsafe, communicate with your supervisor about how to modify the project.

¹ Source: “Safe fieldwork strategies for at-risk individuals, their supervisors, and institutions,” Amelia-Juliette Claire Demery and Monique Avery Pipki

- We also want you to know what to do in the event you feel you are being harassed.
 - Harassment becomes unlawful when the offensive conduct becomes a condition of continuing your internship, or it is severe enough to create a work environment that is considered intimidating, hostile, or abusive.
 - Sexual Harassment is a form of harassment and can be anything from being touched or propositioned to being addressed with inappropriate names in the work environment, including offensive remarks about an individual's gender.
 - By contrast, offensive conduct may include offensive jokes, slurs, name calling, physical assaults or threats, intimidation, insults or put-downs, offensive objects or pictures that interfere with performance
- If you think you're being harassed:
 - Tell the Internship Office and/or your faculty contact* (if you're doing the internship for academic credit) - they need to know about these incidents and can help you decide what you should do about the situation.
 - Document what happened so you have a written account, especially if you decide to pursue a complaint. While it may be hard or even painful, try to write an objective description of what happened, including: what happened, where, and when; names of the parties involved, along with any witnesses, supporting documentation, and contact information.
 - You may also report any type of harassment to Furman's Title IX Office, the HR Office at your Internship Site, or consult with Furman's Counseling Center.

**Faculty and Deans are considered mandatory reporters and are obligated to report instances of harassment to the Title IX Office*