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BGINS INTERNSHIP PRE-DEPARTURE WORKSHOP



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- Differences between university and the workplace
- Tips for a successful internship
- Scenarios
- Keeping track and in touch



What are you excited about?

What are you concerned about?





What are some of the differences between a school environment and work environment?



University vs. Work Environments

UNIVERSITY	WORK
Frequent, quick and concrete feedback	Infrequent and subjective feedback
Highly structured curriculum and detailed directions	Highly unstructured and tasks may have little direction
Flexible Schedule	Structured Schedule
Intellectual Challenge	Organizational and people challenges
Choice of performance level (A, B, C)	"A" level work always required
Independence of ideas and thinking	"Do it the company's way"
Professor	Boss
It's about you!	It's about the organization! (& your learning outcomes)

	Boomers (1945-1960)	Generation X (1961-1980)	Generation Y (1981-1994)	Generation Z (1995-?)
Personality	Optimistic Collaborative Driven	Independent Self-sufficient Skeptical	Learner High Self-esteem Achievement-oriented	Tech savvy Less entitled Resilient
Work Ethic	Quality Team oriented	Work/life balance Efficient	Desires feedback Collaborative	Resourceful Strong work ethic Meaningful work
Communication	Telephone Face to face	E-mail Text	Instant Message Text	Social Media Text
Feedback & Rewards	Money Title Recognition	Freedom Time off	Immediate Feedback	Change Progress

1. Learn the workplace culture (be an Anthropologist)
2. Be professional and maintain a positive attitude
3. Be an indispensable team player
4. Keep records of accomplishments



Each organization has it's own culture - best to proceed slowly while learning the ropes





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Be an Anthropologist





- Observe and listen (observe a successful team member)
- Ask questions
- Meet colleagues
- Be adaptable
- Get comfortable with your surroundings





What kinds of things could you find out about?

- Office/organizational rules and norms
- Professional behavior/expectations
- What makes a good team player?



Your internship supervisor instructed you that your workday is 8-4, 5 days a week in the office. You quickly notice that the other employees in the office have flexible start times and seem to roll in well after 8. Many of them only need to come in to the office 3 days a week because they work from home or are attending meetings at other locations. This seems unfair and you feel upset about it.

How do you handle this?



- There may be different rules applied to you because you are not a permanent staff member.
- There may be specific reasons why your supervisor needs you to be at work during the allotted times.
- If there are specific days that you need to alter your start and end time (i.e. medical appointments) let your supervisor know as soon as possible and offer to make up missed time.





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What does Professionalism look like to you?





- Punctuality (expectations can vary slightly)
- Appearance
- Preparation and Organization
- Following policies and procedures
- Professional Communication
- Maintain personal and professional boundaries
- Emotional/behavioural self-regulation
- Learn from feedback and/or mistakes



You hand in a research report that you were asked to compile as part of your internship. You spent a number of hours working on it and even stayed up most of the night finishing last minute edits.

A few days later your supervisor calls you in to her office and hands back the report. You noticed that there are a number of revisions and some pages have even been completely removed. You feel upset about this because you have always received very high marks in your essays at school.

How do you handle this?



- Listen calmly and actively while feedback is given to better understand their perspective.
- Ask for clarification if you do not fully understand as well as tips for improvement.
- Take responsibility for your performance and take necessary steps to rectify errors- ask for help if you need assistance.
- **Remember-** you will make mistakes (that's okay)! Feedback and constructive criticism is integral to learning and growth



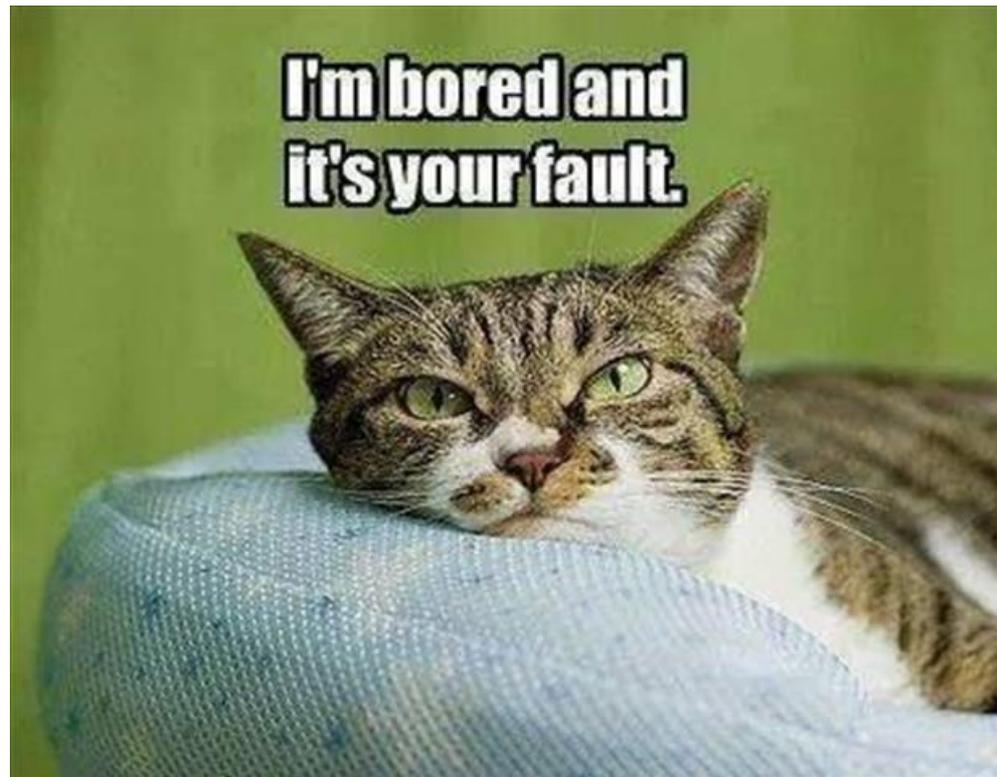
- **You** are responsible for your success during your internship.

Make a great impression by:

- Putting in extra effort (volunteer?)
- Asking questions
- Following through on commitments (includes attendance)
- Being willing to take on “less glamorous” tasks
- Being receptive to feedback



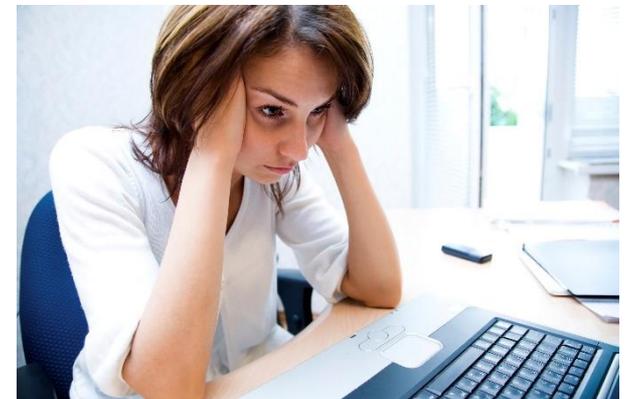
What can you do when you have nothing to do!?!?!?



It is the second week of your internship and you feel as though you have a really great understanding of your organization and your role. You have been asked to help with filing, basic internet research and editing the organization's website.

You begin to feel as though your skills and abilities are being wasted because you know that you are capable of doing much more complex tasks.

How do you handle this?



- Set realistic expectations for your internship.
- Be willing to take on less-interesting/glamorous duties to prove your skills and capabilities.
- Your level of responsibility may increase over time as trust is developed.



Take notes about:

- What did – learning outcomes
- How you contributed
- Your successes and key learnings
- Problems you solved
- Accomplishments
- Keep in touch with your colleagues



- <http://talentegg.ca/incubator/2014/12/22/how-to-calm-your-first-day-jitters/>
- <http://talentegg.ca/incubator/2010/06/24/i%E2%80%99m-nervous-about-my-first-day-at-my-first-%E2%80%9Creal%E2%80%9D-job-help/>



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