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The Four Phases to Your Future

• Explore Your Interests

• Gain Experience
  – To learn more about internships, visit careers.chatham.edu/internship.
  – Did you know...you can do up to 17 credits of internship before you graduate!
  – Outside of academic credit internships, you can also gain experience through volunteering, student employment, leadership activities on and off campus, and non-credit internships.

• Commit to Your Goals

• Pursue Your Goals

Internships play an integral role in pursuing and meeting your future goals.
What we want you to know before starting your internship experience. . .

- Understand the purpose and importance of undertaking internships
- Top skills that all employers seek in candidates
- Best practices: how to be a successful intern
- How to demonstrate professionalism in the workplace
- Importance of developing learning objectives and setting goals
  - How can this relate to your end result and future accomplishments?
The Chatham Edge

- Chatham Students participate in internships at statistically significant rates (p>.001) in comparison to similar institutions in our Carnegie Class who participated in the NSSE*

- 76% of Chatham Students vs. 48% National Average!
  - As of fall 2014, all Chatham undergraduates will now complete at least one internship prior to graduation, making this percentage much higher than the National Average!

- As a Chatham student, you have “The Chatham Edge”
  - You are given the opportunity to develop professional skills and competencies in your field before you graduate!

*National Survey of Student Engagement
Why do an Internship?

• Provides the opportunity to:
  – Learn from professionals in your daily work environment
  – Develop knowledge, skills, and abilities in your field of study

• Provides a better understanding of what is expected in your field of interest

• Helps you gain confidence in your abilities

• Enhances essential professional skills:
  – Leadership
  – Strong Work Ethic
  – Team Work
  – Communication
  – Problem Solving

• Ultimately makes you more marketable to employers
Top Skills ALL Employers Seek
(“Soft Skills”)

<table>
<thead>
<tr>
<th>Skill</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Leadership</td>
<td>77.8%</td>
</tr>
<tr>
<td>Ability to work in a team</td>
<td>77.8%</td>
</tr>
<tr>
<td>Communication skills (written)</td>
<td>73.4%</td>
</tr>
<tr>
<td>Problem-solving skills</td>
<td>70.9%</td>
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<tr>
<td>Strong work ethic</td>
<td>70.4%</td>
</tr>
<tr>
<td>Analytical/quantitative skills</td>
<td>68.0%</td>
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<tr>
<td>Technical skills</td>
<td>67.5%</td>
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<tr>
<td>Communication skills (verbal)</td>
<td>67.0%</td>
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<tr>
<td>Initiative</td>
<td>66.5%</td>
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<tr>
<td>Computer skills</td>
<td>62.6%</td>
</tr>
<tr>
<td>Flexibility/adaptability</td>
<td>62.1%</td>
</tr>
<tr>
<td>Interpersonal skills (relates well to others)</td>
<td>60.6%</td>
</tr>
</tbody>
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Best Practices: Success in an Internship

Almost 86% of college graduates reported completing at least one internship, and more than 69% reported completing two or more internships. *(Vault.com)*

**DO’s**

- Set personal goals
- Have regular meetings with your supervisor
- Tackle all tasks with enthusiasm and a positive attitude
- Get as much exposure as possible
- Take initiative
- Find a mentor
- Network
- Leave with accomplishments
- Don’t be afraid to ask questions
- **Enjoy yourself**

**DON’T’s**

- Complain
- Be rude
- Disrespect coworkers
- Be close-minded
- Appear arrogant
- Appear inflexible
- Dress inappropriately
- Gossip
- Check social media
- Come unprepared

Source: quintcareers.com
Source: hercampus.com
Office Etiquette

E-mail and Phone Etiquette
- Communicate formally and professionally
- Respond promptly
- Company e-mail and phone are not for personal use
- Cell phones should not be used during work hours

Computer Etiquette
- Never visit questionable websites or websites that are unnecessary to your job responsibilities
- No shopping or social media (no personal use)
- Activities on the computer and in email are monitored!

Office Conversation
- Stay away from office gossip/keep boundaries
- Use inside voices
- Don’t use slang
- Don’t interrupt colleagues – always knock

Source: www.businessinsider.com
Dress for Success

What to Wear | What Not to Wear

Q: How do I know what to wear at my internship site?
A: Before starting your internship, ask your supervisor what the office dress code is and be sure to adhere to that code. When in doubt, dress up.

Q: When should I wear “business professional”?
A: Professional dress is typically a must for interviews, networking, employer dinners, professional events (forums, conferences, job fairs), and business meetings.

Q: What is considered “business casual”?
A: Typically this means not a suit. Dress conservatively, such as wearing a blazer and dress pants, a sweater, scarf, and nice skirt, or khakis and a polo shirt.

Source: tristarrjobs.com
Remember...

• You are an Ambassador of Chatham University
  - As an intern and professional, you represent Chatham University (including your faculty supervisor and the Office of Career Development)
  - This is your time to build more relationships and create a professional profile/image within the organization, and with other people and organizations you interact with through the internship
  - Your future success will depend on the image you create and the relationships you build

Your Social Media Image
  - 92% of recruiters perform an online search of a candidate before requesting an interview
  - Your online presence is another form of a resume
  - Your online presence may either help you or hurt you

Source: www.reputationmanagement.com
Developing Internship Learning Objectives

Developing Learning Objectives/Setting Goals

Professional Development

Accomplishments for Resume & Future Interviews

End Result: You are Hired!

Set a vision of accomplishments for your internship experience. Meet with both your site supervisor and faculty supervisor on a regular basis to ensure you are meeting your learning objectives, which will also challenge you to develop and enhance both relevant and transferable skills for your future career (what employers seek).

Be sure to keep a journal and/or portfolio to “package” your successes/accomplishments from your internship. By doing this, you will be able to write these specific accomplishments and relevant/transferable skills on your resume and orally communicate them as examples in future interviews. Ultimately, you should be able to clearly communicate your specific skills and abilities (backed up with specific examples), making you a strong and qualified candidate for future jobs!
How to be a Great Colleague

- Show gratitude and use good manners by never forgetting to say “please” and “thank you”
- Be genuine when complimenting and praising others around you
- Be pleasant and friendly with everyone, even those who are difficult. Genuinely show interest in others at your workplace
- Maintain a positive attitude, even through difficulties and work issues
- Avoid gossiping about colleagues, customers, or office politics; if you’re experiencing difficulties with a coworker, kindly approach the person directly about your concerns in order to build trust and rapport
- Avoid sharing inappropriate jokes about race, gender, sexual orientation, politics, etc.
- Listen actively – focus on listening more than you talk
- Be proactive and ask for more responsibility; put forward 100% effort until the day you leave
- Be helpful – always offer assistance to your supervisors and colleagues, and volunteer to do the tasks no one else wants to do
- Schedule weekly meetings with your supervisor and/or mentor to maintain and build your working relationship
- Respond to constructive feedback in a positive manner by listening carefully, seeking understanding, controlling your feelings (not being defensive), and reflecting on how you can positively respond and take a step forward

Sources: www.universitylanguage.com and www.mindtools.com
How to Leave a Lasting Impression

• **Written Thank You**
  Towards the end of your internship, email your co-workers and your supervisors to thank them for their support in your great internship experience.

• **Verbal Thank You**
  In addition to sending thank you emails, spend your last few days thanking your supervisors and colleagues verbally. Leave your colleagues on a humble, thankful note, and give them a genuine goodbye, keeping the relationship open for your network.

• **References/Recommendation Letters**
  Ask your supervisor and/or colleagues to be a reference for you. You may also ask one of your supervisors who you worked closely with to write a recommendation letter for you (be sure to give them at least two weeks to complete this request).

• **Thank You Cards**
  Within two weeks after your internship ends follow up with sending a handwritten thank you note in a card, being short, sweet, and to the point.

• **LinkedIn Connections**
  Make sure your LinkedIn profile is updated and request to connect with your supervisors, colleagues, and anyone else you networked with during your internship. Ask your supervisor to write a brief recommendation quote for your LinkedIn profile.

• **Keep in Touch!**
  Inform your references about outcomes of your job search and applications, whether you got the job or not. Thank them for agreeing to be a reference for you, and remain in touch with them on a regular basis.

Source: www.laurenbergerinc.com
Are you ready?
To access the following career resources and more, visit our website at careers.chatham.edu!