*discover*OPPORTUNITY

ORIENTING YOUR CPI INTERN

Many students are unfamiliar with the activities, environment and objectives of business and industry. Even though your interns may have worked part-time to support their education, these experiences may not have exposed them to organizational politics, the need for confidentiality, the importance of teamwork, or many other aspects of a professional setting. By providing orientation and training for the intern, your student will better understand the partnership that is expected between the student intern and the department or organization.

The sooner your student interns understand what your organization does and how it operates, the sooner they can assume assigned responsibilities and become productive. To help acclimate interns, please take time initially to:

EXPLAIN THE PHYSICAL LAYOUT OF THE OFFICE AND INTRODUCE INTERN TO COLLEAGUES

- Show the student intern their work station
- Provide information on computer logins and printer or other technologies available for the intern
- Introduce the student intern to individuals they will work with or around
- Identify fire exits, nearest restrooms, water fountains, break rooms, etc.

EXPLAIN THE MISSION OF THE ORGANIZATION

- How did the organization start? Why?
- What is unique about your product or service?
- Who benefits from your product or service?
- What are the organization's current objectives?
- How may the intern contribute to those objectives?

EXPLAIN THE ORGANIZATIONAL STRUCTURE

- Who reports to whom and who, specifically, is the intern's supervisor?
- What is the intern's department responsible for?

Pocatello | Idaho Falls



Meridian | Twin Falls

*discover*OPPORTUNITY

- How are decisions made?
- Which personnel can answer different kinds of questions?

OUTLINE ORGANIZATIONAL RULES, POLICIES, DECORUM AND EXPECTATIONS

- Is there special industry jargon?
- What are the specific work standards and procedures?
- What access to the supervisor (days, times, and duration) does the intern have?
- How should they process requests?
- How do the mail and telephone systems work?
- What are the approved forms for correspondence?
- By what safety regulations must they abide?
- Is there a procedure for signing off completed work?
- What periodic forms or reports need to be completed?
- Are there security or confidentiality issues the intern should be aware of?
- What is acceptable with regard to dress and appearance?
- How should they maintain the premises and their work area?

DEFINE THE INTERN'S RESPONSIBILITIES

- What is the intern's role and what projects will be assigned to him or her?
- What resources are available to the intern?
- What training is necessary?
- How does the organization want the intern to deal with clients and vendors?
- What tasks can be completed without supervisory approval?
- Do other employees understand the intern's role?

MONITOR THE INTERN'S ADJUSTMENT AND UNDERSTANDING OF WHAT IS EXPECTED

- Make yourself visibly available to the intern
- Assign someone who can periodically "check-in" with the intern
- Provide feedback and constructive criticism

Pocatello | Idaho Falls

• Force the intern to ask questions

