Dear Internship Supervisor,

On behalf of the interns and staff of Genesys Works, thank you for providing this life-changing opportunity for young people in the Twin Cities. Our mission at Genesys Works is to provide pathways to career success for high school students in underserved communities through skills training, meaningful work experience, and impactful relationships. We envision a future in which all youth finish high school equipped and empowered with the knowledge and skills required to achieve career success and a lifetime of economic self-sufficiency. By welcoming a Genesys Works intern, you are doing more than supervising. You are joining a workplace movement focused on opening the doors of corporate employment to those who are rarely included.

Our program is unique. Most corporate internships are aimed at college students; ours is for high school seniors. Many internships are geared for high performers; ours is focused on high potential. Internships are typically short in duration; ours is 12 months long. Many internships do not provide significant training; each of our interns has completed 140 hours of training in technical and professional skills before their first day of work. Internships often require extra management; we provide a program coordinator that partners with supervisors to help coach and manage young professionals.

The purpose of this guidebook is to assist you as you begin working with your Genesys Works young professional and to provide ongoing support through tools and documented supervisor best practices that you can continue referencing throughout the internship year. The guidebook outlines our program, highlights student demographics, provides insight into what to expect from Genesys Works, and includes tools and information specifically designed for creating a meaningful internship experience. Our hope is that this guidebook, along with the continued support of Genesys Works staff, will help you and your young professional have a wonderful and meaningful year-long experience.

Welcome to the movement.

Jade Denson
Manager of Corporate Partnerships
_genesysworks.org
Email: jdenson@genesysworks.org
Phone: 651-789-0088
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Part One
Get to Know Genesys Works
Genesys Works was founded in Houston in 2002 to improve the prospects for low-income high school students while introducing a new stream of diverse workers to corporate America. A social enterprise emerged: train students in IT services needed in large companies and place them as outsourced talent under contract with corporate clients.

In 2008, Genesys Works launched the Twin Cities program. Since then, it has rapidly expanded to serve the needs of more students and companies in the community. During the summer of 2018, Genesys Works trained a diverse group of 355 Twin Cities high school seniors in technical IT and professional skills necessary for success in a corporate environment.

Who We Benefit

- **Students** from low-income backgrounds benefit from a life-changing opportunity that puts them on a path towards a professional career.
- **Companies** benefit from cost-effective support from capable and motivated young professionals.
- **Our community** benefits as we work to reduce the opportunity gap that exists in the Twin Cities.

Who We Are

1,849 Students placed into internships

99% Class of 2018 students accepted into college

90% Class of 2018 students enrolled in college

71% Students graduated or are still enrolled in college

Our Model

- **Skills Training**
  8 weeks of skills training the summer before senior year of high school

- **Meaningful Internship**
  1,000 hours in a paid, year-long corporate internship

- **College & Career Coaching**
  60 hours of counseling on college and career pathways

- **Alumni Support**
  Ongoing support to help students achieve college and career success
How It Works

Genesys Works recruits and trains high-potential rising high school seniors from low-income backgrounds.

Interns undergo intensive training during an eight-week business technology and professional skills “boot camp.”

Interns are matched to workplaces based on the geographic area where they live and attend school, performance during skills training, and the needs of our corporate partners.

Genesys Works provides active ongoing support as young professionals work 20 hours per week during their senior year at partner companies.

Corporate partner sponsors identify entry level roles within their company as well as invested and engaged supervisors/mentors who can oversee interns’ work.

Corporate partner supervisors build on interns’ knowledge and skills by providing on-the-job training for the role.

Corporate partner sponsors and supervisors partner with Genesys Works staff to maximize interns’ performance and development.

Outcomes

- Students gain skills, experience, and confidence in their futures while earning much-needed family income.

- Companies have the opportunity to provide an important community service while receiving valued services.

- Earned income from client billings funds around 84% of our expenses, a powerful model for nonprofit self-sufficiency.

“Through the experience of Genesys Works, students can get the experience of learning not just the basics of troubleshooting technology but also how to become a professional.”

Samuel Johnson
Class of 2019
Lifetouch Intern
Class of 2020

Our Program

The target students for our internship program are who we identify as the “quiet middle”: low-income students who are on the vulnerable cusp of high school graduation and college attainment. With the right opportunity, boost of confidence, and enhanced skills, they could experience a permanently-enhanced life trajectory.

We partner with school counselors, teachers, STEM coordinators, and other stakeholders to recruit qualified students for the program.

Demographics

- 51% Female
- 45% Male
- 4% Did Not Specify
- 78% First-Generation College Student
- 87% Qualify for Free and Reduced Lunch
- 4% Multiracial
- 4% Other
- 5% White
- 6% Did Not Specify
- 11% Hispanic
- 25% Asian
- 45% Black

Students in Training vs. Students Placed
What to Expect from Your Intern

Every Genesys Works young professional undergoes 140 hours of professional and technical skills training during the summer in preparation for their year-long internship.

As outlined in the image below, students learn critical skills over the course of the summer that we believe will give them the potential to be successful members of your team.

Throughout the summer, students are evaluated on their ability to adhere to the Genesys Works Summer Workforce Skills Rubric (see grid below). As a workplace supervisor, you should feel confident in partnering with your Genesys Works program coordinator to hold your intern accountable to the six components of the rubric.

<table>
<thead>
<tr>
<th>Effective Communication</th>
<th>Reliability &amp; Dependability</th>
<th>Technical Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note taking</td>
<td>Attendance and punctuality</td>
<td>Microsoft Office Suite</td>
</tr>
<tr>
<td>Presentations and speeches</td>
<td>Deadlines and due dates</td>
<td>Windows 7</td>
</tr>
<tr>
<td>Professional emails and calendaring using Outlook</td>
<td>Time and task management</td>
<td>Laptop hardware</td>
</tr>
<tr>
<td>Phone etiquette</td>
<td></td>
<td>Basic networking</td>
</tr>
<tr>
<td>Asking questions</td>
<td></td>
<td>Basic user security</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hands-on activities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communication</th>
<th>Professionalism</th>
<th>Work Ethic</th>
<th>Critical Thinking/Problem Solving</th>
<th>Teamwork</th>
<th>Initiative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicates proactively</td>
<td>On time and not absent</td>
<td>Does not miss any deadlines</td>
<td>Tries to solve problem before asking for help</td>
<td>Never blames</td>
<td>Often takes action without being asked</td>
</tr>
<tr>
<td>Displays active interest/listening</td>
<td>Follows norms of setting</td>
<td>Is prepared</td>
<td>Thinks up multiple solutions and considers all</td>
<td>Works toward common goal</td>
<td>Accepts feedback</td>
</tr>
<tr>
<td>Clear no matter how formal/informal</td>
<td>Knows their strengths and weaknesses</td>
<td>Completes quality work</td>
<td>Tries to clearly understand the problem</td>
<td>Shares accomplishments</td>
<td>Willing to try new things</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Calm and cooperative</td>
<td>Escalates when appropriate</td>
<td>Looks to help others</td>
<td>Eager to learn</td>
</tr>
</tbody>
</table>
Part Two
Components of a Successful Internship
Before Your Intern Arrives

The following list was created by Genesys Works supervisors to help guide you through the process of onboarding an intern. Your company’s policies for onboarding may vary, and as a direct Genesys Works supervisor, you may or may not be responsible for all of the following steps. You should follow your company processes for onboarding any other contractor.

**Training and Events**
- Attend a supervisor training seminar hosted by Genesys Works.
- RSVP on behalf of you and your team for Draft Day on August 13.

**Payroll**
- Decide on a contact for invoice approvals.
- Understand any requirements your company may have for internal time management or project tracking.

**Team Communication**
- Identify a mentor for your intern.
- Inform your team of your intern start date(s) and communicate this with your assigned program coordinator.
- Schedule time to explore the Genesys Works website at genesysworks.org/twin-cities.
- Connect with your sponsor to learn more about the Genesys Works partnership on a larger scale.

**Procurement**
- Set up a workspace for your intern.
- Procure a computer and set up internet access for everyday access.
- Start the verification process for any software system for which interns may need access.

**Security/Human Resources**
- Alert your Human Resources department of intern’s start date according to your company protocol.
- Start the process of obtaining security badges.
- Understand any additional requirements for new hires, such as background checks, medical testing, etc.

**Workload**
- Complete Intern Workflow Planning Tool at genesysworks.org/twin-cities/for-companies/resources.
  - Plan for first two weeks (40 hours) of work, projects, and/or trainings.
  - Identify a list of skills and/or projects your intern can strive to learn or accomplish throughout the year.
- Set aside time for onboarding and training.
- Identify intern’s manager and direct report if you are out of office or busy.
- Set up time for weekly or bimonthly check-in meetings.
Meaningful Internships

Baseline and Next-Level Internships

Our goal is for Genesys Works young professionals to experience meaningful internships. To help identify what constitutes a meaningful internship, we have outlined the baseline expectations that we expect to see in any internship in addition to a list of next-level experiences.

<table>
<thead>
<tr>
<th>Baseline</th>
<th>Next-Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feels safe and valued at work.</td>
<td>Receives opportunity to shadow or try other parts of IT.</td>
</tr>
<tr>
<td>Is assigned a designated individual for questions and regular feedback.</td>
<td>Has multiple meaningful relationships.</td>
</tr>
<tr>
<td>Receives “real work” that fits into the big picture.</td>
<td>Receives developmental and ongoing skill-building experiences.</td>
</tr>
<tr>
<td>Has a clear awareness of what it means to meet expectations.</td>
<td>Has access to professional development opportunities.</td>
</tr>
</tbody>
</table>

We understand that providing a next-level experience for interns can require significant time and effort from supervisors. If you find that you may not have adequate capacity to support your interns in a next-level experience, consider identifying a buddy supervisor to work directly with your intern.

Buddy Supervisors

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The Purpose

Buddy supervisors support supervisors who need to share mentorship responsibilities to ensure young professionals receive a meaningful internship experience.

Identifying a Buddy Supervisor

Reports directly to lead supervisor and has a similar role to the intern
Has a consistent office presence
A strong individual contributor who wants/needs managerial experience and is eager for this opportunity
A recent college graduate or entry-level position

The Benefits

Decreased workload for lead supervisor
Increased touchpoints for intern with company employees
Management experience for non-managerial employees
Intern exposure to a wider variety of roles
Meaningful Internships

Core Intern Commitment

Coachable
Implement feedback received in the workplace and from program coordinators.

Engagement
Express willingness to learn more about technology and other career opportunities.

Professionalism
Demonstrate honesty and integrity while upholding the values of Genesys Works and internship company.

Meeting Expectations
Complete assignments on time and communicate proactively if unable to meet expectations. Arrive at work on time every day professionally dressed.

Initiative
Ask questions when assignments, instructions, or culture is unclear. Take notes in both individual and group conversations, recording assignments or instructions.

Core Supervisor Commitment

Recognition
Provide formal and informal moments of recognition for intern development.

Consistent Management
Offer access to guidance, support, and mentorship during the intern workday.

Engagement
Attend monthly meetings with the program coordinator and Genesys Works intern events, including, but not limited to Draft Day and the Breaking Through Ceremony.

Assigning Work
Provide tasks that are valuable for the team, company, and intern development. Contextualize assigned work and share impact of intern contributions.

Clear Communication
Identify and communicate clear expectations for projects, tasks, responsibilities, and policies. Provide regular feedback and reflections on performance through two 1:1 meetings per month with interns.
Meaningful Internships

Core Program Coordinator Commitment

Recognition
Provide formal and informal moments of recognition for intern development and accomplishments and supervisor engagement.

Performance Management
Schedule monthly meetings with supervisors throughout the year in order to receive and implement regular feedback. Meet with students monthly in the workplace and partner with supervisors to conduct two annual performance reviews for interns.

Career Development
Meet with students twice per month to work on college and career preparation and selection.

Comprehensive Support
Be available during business hours for supervisors and interns via email, phone, or onsite visit to discuss challenges and successes, brainstorm new initiatives, etc.

We train and employ dedicated program coordinators whose primary task is to partner with supervisors to provide a meaningful internship experience for you and your intern.

Utilizing Your Program Coordinator

- Brainstorm and identify skill and career development opportunities for interns to propel their growth throughout the year.
- Share supervisor, corporate partner, and Genesys Works best practices and provide tools for successfully coaching interns.
- Share opportunities and ideas for recognizing interns.
- Provide insight and guidance for utilizing interns’ interests & skillsets to increase output and value for team.
- Provide guidance for holding interns to high expectations and insight on working with high school students.
- Offer guidance for approaching challenging conversations and/or feedback.

Next-Level Supervisor Engagement

- Facilitate networking and professional opportunities.
- Expose interns to other areas of IT and departments as available.
- Create a progressive internship experience with clear building blocks from start to finish.
- Demonstrate curiosity in interns’ interests and advise them on college, career, and future planning.
- See page 10 for more on next-level engagement!
Supervisor Insight

Intern Role: Desktop Deployment

Daryl Torreliza
Medtronic

Daily Tasks
Image and re-image computers.
Set up new PCs and equipment for end users.
Assist with client hardware moves throughout the support facility.
Document and manage requests for IT assistance.
Repair simple PC hardware requests.

Training Process
During the first two weeks, train interns for one to two hours per day, and have interns shadow a team member the remainder of that day.
During the first month, training includes move processes, daily tasks, legal holds, basic Microsoft Office skills, ServiceNow, email templates, and password resets.

Intern Role: Development Support

Larye Pohlman
Target Corporation

Daily Tasks
Create or modify information in software applications.
Learn basic programming.
Document and maintain processes.
Ensure data is correct and escalate as appropriate.
Provide new ideas on how to design applications in a more efficient manner.

Training Process
On the first day, provide training and hands-on coding experience through Code Academy at codeacademy.com.
For the first month, train interns for about two hours per day.
Throughout the next five months, train interns about one hour per day.

Intern Role: Project Coordinator/Operations Support

Gary Christensen
Ameriprise Financial Services

Daily Tasks
Compile and organize documents for projects.
Run reports.
Set up meetings, make copies, and take notes.
Complete documentation and update process flow diagrams.
Modify Excel sheets to update data.

Training Process
Begin with simple, repeatable daily and weekly tasks, such as pulling timecard reports.
Next, teach repeatable monthly tasks that require more time and a higher skill level as well as small projects/ad hoc work that are less urgent and span a large period of time, such as inventorying equipment or quarterly audits.
Finally, assign larger projects that require higher tech skills, such as creating pivot tables, importing/exporting data, basic data manipulation, or creative projects like design.
Intern Role: Data/Quality Assurance

Dave Hansel
Patterson Companies

Daily Tasks
- Assist in writing and running test scripts for applications.
- Monitor and maintain defects for applications.
- Review data for accuracy and eliminate duplicates.
- Coordinate customer/vendor integration and cleansing activities to match company information across systems, and use reports and system inquiries to assist in identifying customer/vendor matches between systems.

Training Process
- During the first two weeks, interns shadow a team member constantly.
- For one to two months, a team member supervises them closely.

Intern Role: Helpdesk Support

Michael Oseth
Fairview Health Services

Daily Tasks
- Categorize issues in a ticketing system.
- Assign the ticket to the correct support group.

Training Process
- Week 1: Interns split time between classroom training and shadowing trainers on the phones.
- Week 2: Continue to train interns on the phone. Interns start to take ownership of some of the processes by the end of the week, with trainers assisting.
- Week 3: Interns answer calls on their own with people sitting nearby so that if they get stuck or need assistance, trainers can ensure interns receive help as quickly as possible.

More Helpful Tips

From Genesys Works Supervisors

To help interns stay connected and engaged with the team, invite them to team meetings and include them on team emails.
- If you see something that needs immediate feedback, address it on the same day.
- Maximize your time by teaching a high-achieving intern about a tool first and then teaching to other interns.

Once interns are working at full capacity and more efficient in their work, there may be opportunities for professional development, such as new site visits and informational interviews.
- When interns ask for more, increase their capacity because their skill level will have also increased.
- Eventually, interns become more autonomous and begin to recommend changes to processes.
# Year at a Glance

## Phase One
### Laying the Foundation

<table>
<thead>
<tr>
<th>August 2018</th>
<th>September</th>
<th>October</th>
<th>November</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 13: Celebrate internship placement of Young Professionals at Draft Day</td>
<td>September 2: Holiday School begins*</td>
<td>Students complete the ACT</td>
<td>Students file the FAFSA</td>
</tr>
<tr>
<td>Mid-to-late August: On-the-job training</td>
<td></td>
<td>Students begin applying to colleges and scholarships</td>
<td>Supervisors complete online performance reviews and discuss results with program coordinators</td>
</tr>
<tr>
<td></td>
<td>November 28-29: Holiday</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Different schools have different days off throughout the year. Students may work on school days off, but not on Genesys Works holidays when our office is closed. Please ask your program coordinator if you would like more specifics about your intern’s school schedule.

## Phase Two
### Building Skills

<table>
<thead>
<tr>
<th>December</th>
<th>January</th>
<th>February/March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students finish applying to colleges</td>
<td>January 1: Holiday</td>
<td>Students file taxes</td>
</tr>
<tr>
<td><strong>Program coordinators and supervisors meet with interns and partner to deliver performance feedback</strong></td>
<td>New school semester begins</td>
<td>Supervisors complete online performance reviews and discuss results with program coordinators</td>
</tr>
<tr>
<td>Winter/Holiday hours are confirmed</td>
<td>January 20: Holiday</td>
<td>Celebrate partner support at the CIO Luncheon</td>
</tr>
<tr>
<td>December 24-25: Holiday</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Year at a Glance

### Phase Three
**Refinement and Proficiency**

<table>
<thead>
<tr>
<th>April/May</th>
<th>June/July/August 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Program coordinators and supervisors meet with interns and partner to deliver performance feedback</strong></td>
<td>Summer hours begin</td>
</tr>
<tr>
<td>May 1: Deadline for college selection</td>
<td>July 4: Holiday</td>
</tr>
<tr>
<td>Celebrate students’ program completion at the Breaking Through Ceremony</td>
<td>End of internship</td>
</tr>
<tr>
<td>Interns discuss summer hours with supervisors and program coordinators</td>
<td>Mid-to-late August: On-the-job training for new class of interns</td>
</tr>
<tr>
<td>May 25: Holiday</td>
<td>Draft Day</td>
</tr>
</tbody>
</table>

### Support During the Year

**Monthly**
- Program coordinator/Supervisor Meetings: Gather feedback, provide updates, share best practices, and strategize ways to effectively coach young professionals.
- Program coordinator/Intern Meetings: Check in on interns’ well-being, reinforce supervisor-delivered feedback, advise students on college and career benchmarks, and assist interns with balancing multiple responsibilities.

**Bimonthly**
- Supervisor/Intern Meetings: Foster an ongoing professional relationship, provide formal and informal feedback and recognition, and assign and plan upcoming tasks/projects.

**Biannual**
- Program coordinator/Intern/Supervisor Performance Reviews: Capture larger themes in interns’ development, celebrate accomplishments, and identify and deliver feedback that facilitates interns’ professional growth.

**Program Updates**
- The Genesys Works Corporate Workplace Team will send updates and tools to supervisors as a means for continued engagement and learning. To find resources and tools, visit genesysworks.org/twincities/companies/resources.
Intern Work Schedule
A typical work engagement lasts for 12 months, beginning before school starts in late August and extending through the following summer until the intern leaves for college. During the school year, interns typically work from 1 PM to 5 PM Monday through Friday (20 hours per week). Schedules may vary based on a negotiated result of communications between Genesys Works and the client, after taking into account client needs and intern availability.

Attendance Policy
We want our interns to demonstrate consistent reliability in their professional workplace with the understanding that high school students are in the process of learning responsibility. This may be the first time that they are held to high attendance expectations. Our absence policy was developed to set clear standards for all interns to successfully communicate when they will be at work.

Students will be permitted five personal days for each of three Genesys Works periods: first semester, second semester, and summer. Personal days are designated for sick time, family responsibilities, appointments (such as doctor’s appointments), college visits, and other personal reasons. For the Class of 2020, the three periods will be:

- **First Semester:** August 15th - January 24th
- **Second Semester:** January 27th - May 31st
- **Summer:** June 1st - August 9th

If an intern exceeds the five day limit during any period, there will be an escalation process led by the program coordinator. Failure to complete necessary action steps may result in a student leave of absence or removal from the program. Genesys Works reserves the right to remove interns from their internship after failure to report absences to their workplace which is, in essence, a “no call-no show.” Additional expectations for days off are as follows:

- **School-required days in which students can take off with no penalty:** Two days for testing per year; one day for graduation day
- **Bereavement:** Two days per year; request for more days can be evaluated and approved/declined
- **Genesys Works Recruitment Days:** Two days for recruitment activities for Student Ambassadors
- **Summer:** Schedule and planned days off must be approved before summer; two unplanned emergency absences
- **Religious Holidays:** Two days per year
- **Paid Sick Time:** Based on legal changes

Interns may also be able to receive a financial incentive based on their number of absences and working a minimum number of hours per period awarded at the discretion of Genesys Works.

Holidays/Non School Days
We ask that supervisors and young professionals determine work hours when interns have the day off from school. Young professionals have the option of working their typical four-hour shift in the afternoon, changing their scheduled hours to work during the morning, or putting in a full eight-hour day. In general, most young professionals prefer to earn extra cash and gain more workplace experience by working full days. We have also found that having young professionals work extra hours can be a tremendous benefit for companies as these days fall over holidays when full-time employees are requesting time off. In all circumstances, clients have the right to refuse interns’ requests for additional hours if they do not feel there is sufficient work to justify interns coming in.

Breaks
There is no set Genesys Works policy on the allotment of breaks for interns. Federal and state law does not require hourly employees to be given time for compensated breaks. Work with young professionals in the first few days of their internships to develop a regular pattern for breaks that is best to fit your workplace (i.e., take a 10 minute break at 3 PM every day, and make sure you note this on your calendar so people coming by will know).
Some students may request a break during their work day to honor a religious commitment to daily prayer. While Genesys Works does not endorse the practice of any religious system, it is our policy to accommodate these requests as long as they are short in duration (10-15 minutes once during a shift), are responsibly used by the young professional, and do not conflict with the business needs of the organization.

Lunches
Genesys Works requests that if interns work a six-hour day or longer, they take at least a 30-minute unpaid lunch break. Though there are not legal mandates that require this, we feel that it is in the best interest of young professionals to experience a balanced work day. The timing of these lunches can be determined by the supervisor or be given to the intern to decide.

Driving
Transportation creates unique challenges for young professionals. Because of age and economics, interns may have a difficult time driving themselves or securing regular rides. Though there is not a firm prohibition on supervisors or other corporate supporters providing rides in an unusual situation, we do ask that:

If an intern is being driven, they should not be in a car alone with one adult; there must always be at least three people present unless the intern is 18 years of age.

If an intern is driving their own car during work hours, they must complete the paperwork necessary to confirm they can legally drive. They will be able to receive mileage expense reimbursement, which will be invoiced to the corporate partner. Please reach out to your program coordinator for more details if you believe that interns will be required by their job duties to travel between work sites during regular working hours.

Winter Weather
We work to put the safety of our interns first. Many are relying on public transportation or inexperienced drivers to get them to your workplace. If interns feel like they are in danger from the weather, we encourage them to make alternative transportation arrangements, take their time coming to work (even if this will make them late), or (if necessary) not venture to their workplace. Additionally:

If school is canceled due to inclement weather, interns are not required to go to work. These absences will not count towards their five personal days per Genesys Works period.

If there is an emergency alert (email, text, call) that students can either request or subscribe to, please inform them of this. Note: if this message comes to a work email account, interns will often not receive this message before traveling to work.

If at any point you or the management at your company requests that interns leave work early because of weather-related concerns, they are to follow your instructions.

In all cases, it is the responsibility of the young professional to communicate proactively about any changes to their schedule with both their workplace supervisor and their Coordinator.

Summer Work Hours
During the summer, clients have the option to have interns work a full day, up to eight hours. This is a great benefit for interns, as they are saving money in preparation for college and gaining more exposure to the workplace. Summer hours will be determined in May based on intern performance, intern schedule, and client needs.

Client Company Property
Most of our corporate partners assign company property to young professionals for use at work, including tablets and computers. As a rule, Genesys Works requests that these items be left at the workplace rather than being taken home.

If you feel that there is a business purpose for young professionals taking company property home with them, Genesys Works requests that the client manager inform his/her Coordinator that the young professional has been given this property. In such instances, young professionals are required to sign documentation outlining the conditions for the use and return of company property. Genesys Works can provide this documentation or your organization’s standard documentation can also be used.
Part Three
Supervisor Toolkit
Check-In Tools

Sample Status Report

- Intern Name:
- Date:
- Projects:
- Project Assigned By:
- Project Status:
- Project Description:
- Identify three key learnings from this week:
- List any questions, concerns, or comments regarding this week’s projects:
- Discuss one technology highlight from the week:

Weekly Project/Task Prioritization Tool

<table>
<thead>
<tr>
<th>Time</th>
<th>Monday 4/15</th>
<th>Tuesday 4/16</th>
<th>Wednesday 4/17</th>
<th>Thursday 4/18</th>
<th>Friday 4/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>OOO</td>
<td>Work on Tracker</td>
<td>Newsletter Revision</td>
<td>SharePoint</td>
<td>Set up for Town Hall</td>
</tr>
<tr>
<td>1:30</td>
<td></td>
<td>1:1 Stephanie/Karma</td>
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<td>Add Agenda Ideas</td>
<td>Set up for Town Hall</td>
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<td>2</td>
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<td>SharePoint</td>
<td>1:1 Jade/Karma</td>
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<tr>
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<td>Newsletter Revision</td>
<td>Workfront Update</td>
<td>1:1 Jade/Karma</td>
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<td>3</td>
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<td>Weekly TSheets Check</td>
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<td>SharePoint</td>
<td>Send Kachi Last Revisions</td>
<td>Complete Summer Expectations Handout</td>
<td>Prepare for Intern Meeting</td>
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Intern Performance Review

To help interns grow and develop professional skills, Genesys Works conducts two formal performance reviews during the school year. In November and March, you will be asked to complete an online review of your intern and then meet with your program coordinator to provide anecdotal feedback, which you and your program coordinator will deliver to your intern. To help you prepare for your intern’s review, we have provided the evaluation questions.

**Communication**
When speaking, is easy to follow and concepts are presented logically.
Accurately remembers information from a conversation or presentation.
Signals listening in conversations and presentations, e.g. keeps eyes on speaker, smiles, nods, does not text, does not interrupt, takes notes.
Asks clarifying questions in conversations and presentations to make sure message was understood.
Communicates proactively if unable to meet expectations.
Writing is organized, making it easy for reader to understand and follow.

**Time Management**
Can make a prioritized to-do list.
Can accurately estimate time required to finish assignments.
Manages time in order to complete tasks on schedule.

**Work Ethic**
Arrives on time and is rarely absent without cause.
Willingly follows rules and procedures.
Actively looks for additional tasks when own work is done.
Dresses according to the norms of the setting (workplace, class, program).

**Problem Solving Skills**
Knows where and how to get information to solve a problem.
Looks at the pros and cons of potential solutions before selecting one.
Willing to learn new information, skills, or approaches as needed to solve a problem.

**Collaboration**
Is a team player.
Has a “can do” attitude, even in negative situations.
Takes responsibility for his or her actions and does not blame others.
Develops and implements strategies for navigating different contexts, i.e. managing different behaviors when in a work setting or on a team versus an informal setting.

**Feedback for Program Coordinator**
Aggregate will be included in program coordinator evaluation, but they will not see your specific responses.
My program coordinator provides me professional, timely customer service.
My program coordinator provides knowledge and resources to help me with managing a high school student at my company.
I feel comfortable contacting my Genesys Works program coordinator for support with issues or questions.

**Overall Genesys Works Feedback**
I would recommend this employee to a colleague for a similar position.
The intern I am reviewing meets the expectations I had coming into the year in terms of performance and behavior.
If provided the opportunity, I would consider supervising a Genesys Works intern next year.
Based on my experience, I would be willing to recommend supervising Genesys Works interns to others.
Managing a Genesys Works intern has provided me an opportunity to develop or enhance my skills as a manager.
Managing a Genesys Works intern has favorably impacted my level of engagement at work.
I enjoy supervising my intern.
Escalation Process

Throughout the course of the year, interns will likely need reinforcement in addition to regular check-in meetings. Based on our experiences serving supervisors and interns in the workplace, we have determined an escalation process that we believe will help lead interns to a successful outcome.

**Step One: Direct Conversation**

In many cases, interns who are not meeting expectations will benefit by receiving direct feedback from you. We encourage these conversations to be:

- **Immediate**: Address your concern soon after the observed behavior or attitude is noted.
- **Face-to-Face**: Young professionals receive in-person feedback throughout summer skills training and respond positively to this kind of interaction.
- **Fact-Based**: Specific, observed behaviors that need to be changed provide interns the right amount of information to process and make changes.
- **Future-Focused**: Frame the conversation in terms of wanting the best for your intern’s professional development and future career.

**Step Two: Direct Conversation with Program Coordinator**

In some cases, an initial conversation with an intern will need to be revisited if the same behavior is observed again. We encourage you to provide direct feedback to your intern and communicate this feedback with your Coordinator. Your program coordinator will be able to provide additional accountability to interns and additional support to you as a supervisor.

**Step Three: Program Coordinator Follow-up**

When your program coordinator receives feedback from you about intern challenges or growth areas, they will work with you to plan a course of action. Depending on the situation and your preference, program coordinators will be available to:

- Send a reminder email or make a phone call to the intern.
- Stop by the workplace to have a conversation.
- Plan a meeting with the intern outside of the workplace.
- Schedule and facilitate a conversation between the intern, their supervisor, and program coordinator.
- Initiate an action plan (See page 21).

**Step Four: Action Plan**

If a situation arises with an intern that either immediately or gradually escalates to a point where the intern might be in jeopardy of losing his/her internship, engage your program coordinator immediately in authoring an action plan.

**Step Five: Removal**

If a situation arises either through a singular action or through the escalation process that warrants an intern’s removal from the workplace, your program coordinator will take the lead in guiding this process. Steps include the following:

- Confirmation of the final decision and process between the program coordinator and supervisor.
- Program coordinator meets with intern off site or at the end of the work day to communicate the decision and collect company assets.
- Program coordinator will return any assets and collect any of the intern’s personal items.
- Program coordinator will communicate any accounting updates to our accounting department.
If a situation arises with your intern that either immediately or gradually escalates to a point where the intern might be in jeopardy of losing his or her internship, engage your program coordinator immediately in authoring an action plan. Action plans work best when both the Coordinator and supervisor are on the same page, lead the conversation together, and send the same message to the intern about what specific expectations need to be met in order to keep the internship.

**Intern Action Plan**

I, ____________________________, in order to be successful at Genesys Works, commit to completing the following objectives in the workplace, during program activities, and at school.

1. To ensure that I am showing my commitment to my work during meetings, I will:
   a. SLANT (Sit Up, Listen, Ask Questions, Nod, Take Notes).
   b. After the next three group meetings, share with my supervisor three questions, observations, or ideas raised in the meeting.

2. In order to improve the quality of my work, I will:
   a. Take detailed notes, with a focus on recording deadlines and specific instructions.
   b. Proactively ask follow-up questions if I don’t understand something.

3. To demonstrate my desire to be part of this team, I will:
   a. Initiate two relationship-building conversations with a coworker each week.
   b. Meet my project deadlines so that I do not negatively affect my team’s work.

I know that I have the skills, ability, and desire to be successful in the professional world, and I have committed myself to do the tasks above to help me be successful.

**Intern Signature:** ____________________________  **Date:** ________________

**Supervisor Signature:** ____________________________  **Date:** ________________

I, the Genesys Works staff member working with ____________________________, pledge to support this young professional the best that I can in completing the listed objectives.

**Signed:** ____________________________  **Date:** ________________
Optimizing Intern Time

If you find that there are short periods of time without consistent workflow for your intern(s), or if they are finishing projects ahead of deadlines, share this list with them.

1. **Slow down and do simple tasks really well:** An important part of getting more work is doing the work that you have been given with high quality and completing it on time. Here are some good questions to ask yourself: Am I recording all of my deadlines in the same place? Am I meeting them? Am I double checking my work before I turn it in? Did I create a clear process that I could follow if I needed to come back to this task in two months?

2. **Ask for feedback on how you are doing:** Getting perspective from others on the quality and timeliness of your work is important. Have you asked your manager or coworkers how you are doing at getting things done well and on time?

3. **Repeat a task that you have already learned to do:** If you were trained to do a specific task and you realize that it has not been done for a while, volunteer to do it again. For example: a) You assisted your department with cleaning up their SharePoint site in September. It is now six weeks later, and you notice that it is starting to get cluttered again. Ask your manager if you can clean it again. b) You made a phone list for the five people who work in your area. You notice that nobody else in your department has a list like this. Ask your manager if you can make a list for your whole department using the same process you followed before.

4. **Ask your manager or co-workers if there is anything else you can help with:** If you feel that you have done items 1-3 well, ask around to see if there are other tasks you can take on.

5. **Volunteer to make a manual or update training materials:** Do you remember when you started at your company and no documentation existed to help you learn how to do your job? Ask your manager if you could show off your Word or Excel skills by creating a training document.

6. **Express gratitude:** Have you written a thank you email to someone who has helped you at your job recently?

7. **Company training online:** Are there modules available to you that would help you with your current job (i.e., advanced Excel or Outlook trainings)? Ask your manager if you can access and complete these during down time.

8. **Ask your manager about doing an informational interview:** Are there people at your company doing a job you think looks really cool? Ask your manager for permission to set up a one-on-one with them.

9. **Clean your virtual workspace:** Organize the desktop on your computer. Clean up your email inbox. Clean up the folders and saved items on your computer.

10. **Clean your physical workspace:** Are there papers that need to be sorted? Does your space have a clean appearance? Take a few minutes and do it now!

"Genesys Works gave me an opportunity to express myself unlike any other environment. It is a great opportunity to pursue because I got the chance to have fun, find myself in the process, and obtain life skills that I believe will guide me after high school and during college and my career."

Mai Cha
Class of 2019
Abbott Intern
Shadowing and Capstone Projects

Guidelines for Shadowing

Gaining exposure to different areas of a company and different areas of IT is a great way for interns to grow and develop professionally. One way for them to gain exposure is through shadowing their peers at their internships.

The intern guidebook includes a form that interns can use as an intentional tool to plan and prepare so that the shadowing experience is successful and fulfilling for everyone. Shadow and host interns should work together to fill out the form. When this form is filled out by both interns, they will present the plan to their program coordinator for initial approval. Once the program coordinator approves, interns will ask their supervisors for their approval, and if they receive approval, close the loop by communicating with their program coordinator.

It is easiest to shadow other interns within the same company. However, if interns work close to another company and are interested in learning more about what interns there do, they can reach out to their program coordinator to express interest.

Capstone Projects

The Purpose

Capstone projects are an effective way to provide Genesys Works young professionals with greater responsibility and new skills over the summer, while ideally increasing their capacity to assist you with higher-level projects.

The Benefits

Interns are given the opportunity to develop skills and leadership in an area of interest.

The skills that interns develop through capstone projects can provide increased benefit and capacity to their supervisors for the remainder of the internship.

Depending on the project, interns may gain knowledge that will enable them to tackle new kinds of assignments that ultimately free up their team, coworkers, or supervisor to focus on other work.

Best Practices

Because capstone projects require increased autonomy for interns, it is important for supervisors and interns to agree upon expectations before the project begins.

Schedule an initial planning meeting to establish goals, communication expectations, timeframes, deliverables, etc.

Incorporate a capstone update into weekly or bi-weekly one-on-one meetings.

Intern Expectations

Interns are required to spend the majority of their day working with their assigned team.

Interns should send weekly status reports to ensure adequate progress is being made.

Interns should proactively communicate their time away from their assigned team, for example, by blocking it off on their calendar or scheduling it at a consistent time.

Interns should send each other and supervisors calendar invites for any capstone project worktime.

Capstone Project Examples

Redesigning install rooms to improve the efficiency of installing and fixing equipment.

Analyzing help desk call volume to determine how to improve - and potentially increase - the self-service offerings provided in ServiceNow.
Interns benefit from immediate feedback, both constructive and positive. At times, it can be easy to overlook positive reinforcement, but the benefits of it are immense. Given that, here are a few ways that you can celebrate your intern and their accomplishments.

**Share it with Genesys Works**
To ensure interns are celebrated beyond the workplace, share an intern's success with their program coordinator and copy them on the email or submit a nomination for the Making Internships Meaningful Featured Intern. Stay tuned for more information in the fall on the nomination process.

**Use Company Tools**
If your company has pre-established employee recognition practices, use this to recognize interns. Not only will it make them feel like their hard work has been seen, it will also help them become more embedded in company culture.

**Introduce Interns to Employees**
Interns should take initiative to meet their coworkers. However, it can be great to recognize an intern by introducing them to employees at the company, especially if those employees work in a more senior position.

**Utilize One-on-One Meetings**
These regularly-scheduled meetings are a great chance for you to share with your intern something positive that you’ve observed, feedback you’ve heard from coworkers, or growth that you’ve seen.

**Ask Questions**
Ask interns about how school, college applications, scholarships, and their personal life is going. They may have exciting accomplishments outside of the workplace that you can celebrate with them.

**Support Professional Development**
Talk to your intern about documenting their success. Share your insight about how to update their resume, LinkedIn profile, etc. to capture all that they have accomplished.