



# ELEVATE<sup>+</sup>

## **Job Readiness Training for Interns**





# **www.menti.co**

use code: 4970 0806

# **m**

What are you hoping to get out of your  
internship experience this summer?

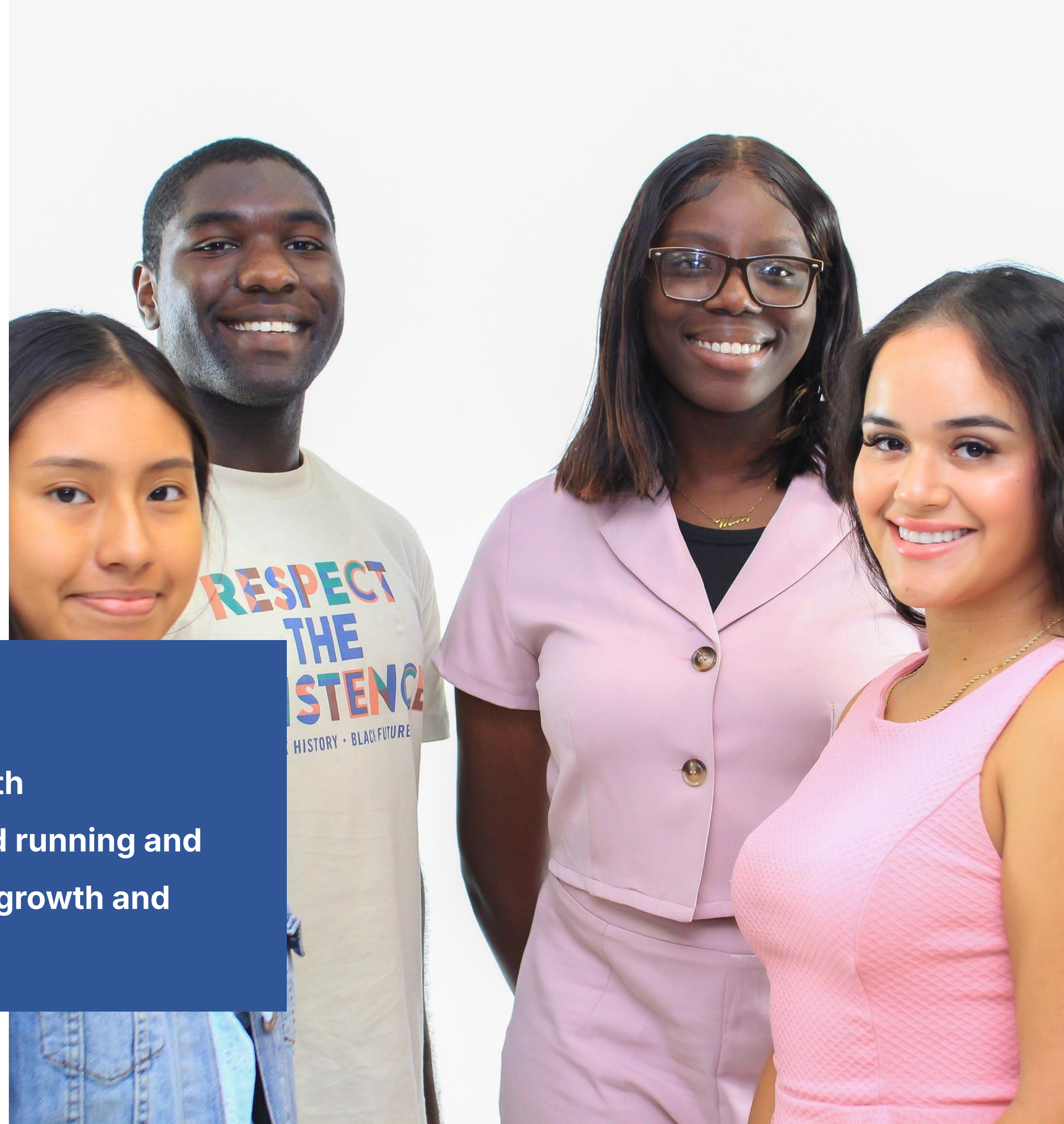
**Congratulations!**

**The experience you'll gain  
this summer can serve  
you for the rest of your life.**



## **Giving you a head start**

**This training has been developed to provide you with information and guidance to help you hit the ground running and to maximize the opportunity you have for personal growth and make an impact at your host organization.**





Introductions

# We are Elevate+

We disrupt systemic inequality by providing underserved students with access to transformative, paid internship experiences that get them to even and beyond.



What you can expect this summer

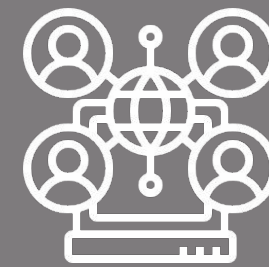
# The Elevate+ program



A meaningful, paid work experience that provides you with skills, experience, and relationships to better prepare you for the future



A host mentor to provide you coaching, guidance and support throughout the summer



Activities with other interns like networking sessions, role model speakers, and professional headshots



Check-ins, ongoing support when needed, end of summer survey

**01.**

**Communication**

**02.**

**Personal  
organization**

**03.**

**Teamwork &  
collaboration**

**04.**

**Making the  
most of your  
summer job**

**05.**

**Preparing for  
your first day**



01.

The importance of effective communication

**“Communication – the human connection – is the key to personal and career success.”**

-Paul J. Meyer, self improvement pioneer



# Effective writing

**You should expect to do a lot of writing during your internship, regardless of your role. These are some key things to keep in mind.**

**Effective writing is clear, accurate, and concise**



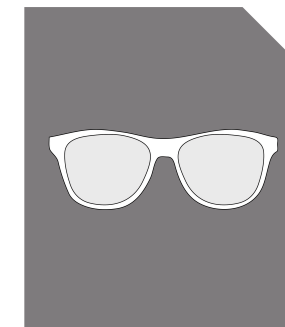
Use "office formal" language and style



Apply different writing styles for different mediums



Ask for examples that you can use as a guide



Be clear about the topic you are

# Effective writing



Be concise



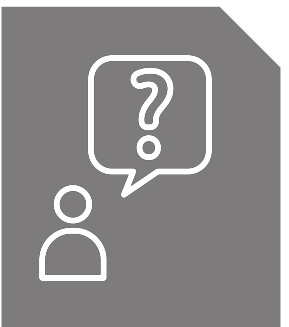
Flex your style for  
your audience



Proofread everything  
before you send it



Think before replying  
to all via email



Ask a colleague for a  
"peer review"



Be timely to meet  
expectations



# Office Conversations

**Communication at work is typically more formal than at school or home. Also, some topics you'll comfortably discuss with family or friends may not be appropriate in an office setting.**

**Understanding and using all types of formal communication can be a valuable skill, but it requires research and practice.**



# Office Conversations

## Talking to your boss is different

- Be respectful of who you are speaking with, especially at the beginning
- Follow your manager's lead if they adopt a less-formal style

## Flex with the environment

- Adapt your style for the circumstance
- While you can be more casual with peers or office friends, restraint may be needed in meetings and around leaders

## Actively listen

- Stay engaged when others are speaking, e.g.:
- Make eye contact
- Take notes to show what they're saying is important
- Respond verbally, ask questions

## Be confident

- Project your voice and enunciate
- Look the person you're speaking with in the eye

## Be prepared

- Think ahead about how you can contribute in meetings
- Practice your presentation before you give it



# Asking questions

**Whenever you don't know something or are unsure, you should always ask. However, who you ask, when you ask, and how you ask does matter and you should use good judgement when presenting questions to others.**

**"There are no stupid questions"**



# Asking questions



Think about other ways  
to find what you need

Over time, start to formulate  
the answers yourself

Early on, ask a lot of questions

# Video call etiquette

Even if you are working in a physical office, chances are you'll attend several zoom meetings during your internship. Zoom behavior while at work can be quite different than what is acceptable at school and it is important to know the difference.

"You're on mute"



# Video call etiquette



Camera on  
or off?

To mute or  
unmute

It's a real  
meeting,  
afterall

Be ready.  
Be on time.

Convey a  
professional  
image

Interruptions  
happen

# Breakout

1



# Communication

Your employer is transitioning to a new project management software to improve collaboration and efficiency across departments. Your team is tasked with creating a plan to introduce and train all staff members on this new technology. The software features task management, real-time collaboration tools, and progress tracking.

1. What method would be most effective for introducing the new software to the staff?
2. How should training be structured to accommodate different levels of tech-savvy among the staff?
3. Discuss how to set up a support system for staff who may have questions or encounter issues with the new software.

The importance of being organized

**“A good system shortens  
the road to the goal.”**

— Orison Swett Marden, inspirational author



# Personal organization

**Organizational skills are competencies you can use to establish structure and order in your daily life. They can help you work more efficiently and effectively and, as a result, increase your productivity and performance. When an employee displays strong organizational skills in the workplace, it typically means they also have a strong aptitude for time management, goal setting and understanding how to meet their objectives.**

**"With organization comes empowerment."**



# Personal organization

## Planning your day, your week, your summer

**1. Priority:** how quickly am I expected to finish this task?

When is it due?

**2. Time:** How long will it take me to finish?

**3. Complexity:** Is this a project that is made up lots of tasks that I need to plan for individually?

**4. Interdependencies:** Do I need to wait for others to do something before I can start? Are others waiting for me to finish something before I can get started?

**5. Conflicting obligations:** What else is also due? Which one is most important? Are there meetings I must attend that I should plan around.

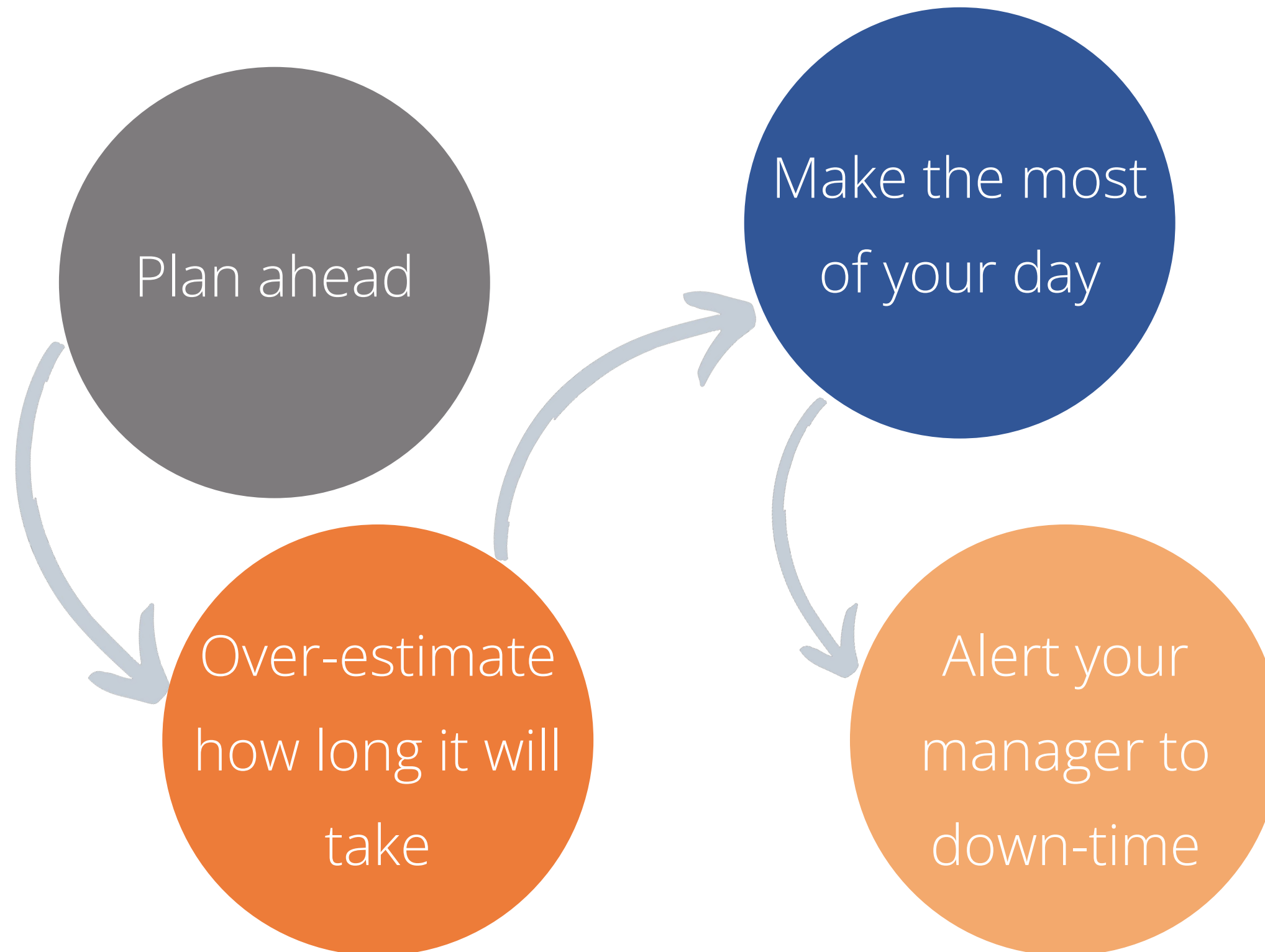
### Tips from



- **Create a clean workspace.**
- **Identify goals to meet.**
- **Build a to-do list.**
- **Prioritize each task.**
- **Input tasks into a schedule.**
- **Organize your materials.**
- **Reward yourself regularly.**
- **Maintain a healthy work-life balance.**

# Personal organization

## Time management



# Breakout

## 2





# Problem Solving

You are working with the development team in planning a fundraising event. As the event date draws near, you discover that the venue you reserved is no longer available due to unforeseen circumstances. Some key volunteers you had contacted have had last-minute schedule conflicts and won't be able to participate as planned.

1. With limited time and resources, your team needs to come up with alternative solutions for the venue.
2. How would you address the volunteer staffing to ensure the event's success?
3. What other steps could you implement to ensure the event stays on track and is a success?

The importance of teamwork

**"Individual commitment to a group effort -- that is what makes a team work, a company work, a society work, a civilization work."**

– Vince Lombardi, football coach



# Teamwork

Whether your summer job has you working with one other person or hundreds of others, you'll be part of a team.

You're also likely to work on some projects with others, so effective collaboration is important.

"Teamwork makes the dream work"





# Networking

**Your network is made up of relationships you can access to find additional information, tap into know-how, access resources, or to be introduced to others who can help. Anyone can be part of your network.**



Connect on LinkedIn  
with everyone you  
meet this summer



Keep a journal of  
your completed  
projects and  
accomplishments

**"Networking is an essential part of building wealth"**



# Breakout

## 3



# Time Management

You're working as a research assistant for your summer internship. Your tasks include conducting literature reviews, collecting and analyzing data, and assisting with report preparation. At the same time, you've been assigned to multiple projects, each with its own overlapping deadlines and milestones. On top of that, you're also expected to attend school seminars and weekly lab meetings.

1. How can you prioritize your tasks, allocate your time effectively?
2. What steps can you take to ensure your supervisor is aware of these additional school requirements?
3. How can you ensure that you meet project deadlines while also fulfilling all of your other obligations?

The importance of doing your best  
**“Always do your best.  
What you plant now,  
you will harvest later.”**

-Og Mandino, author



# Doing your best

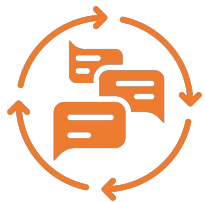
It takes self-discipline to do well at work and the quality of your work reflects who you are.



**Set high standards for yourself and see every task as a chance to learn and improve. Ask yourself if it's the best you can do.**



**Be honest about your work. If a task is too hard, ask for help. If it's too easy, ask for something more challenging.**



**Ask for constructive feedback often so you can learn and develop professionally.**



**If you make a mistake, admit it quickly and learn from it with your mentor's help. Everyone makes mistakes; the important thing is how you handle them.**



# Making the most of your summer job

Before you start your job, think about what a success in your internship will look like. Thinking about the end goals, whatever they may be, will help you be more intentional and, in turn, more successful in the work you do.

“The goal is not to be better than the other person,  
but your previous self.” - 14th Dalai Lama, Tenzin Gyatso



# Making the most of your summer job

## The secrets of success

Take the  
initiative

Stay  
curious

Making  
good use  
of time

Be  
resourceful

Go above  
and  
beyond

Have a  
back-up  
plan

Don't be  
afraid of  
failure



05.

The importance of being ready for your first day

**“Preparedness is the key  
to success and victory.”**

-Douglas MacArthur, U.S. Army general



# Expectations conversation for Elevate+ Interns

Reach out to your mentor to schedule a one-on-one call before your first day. This is a great opportunity to learn more about your job and the organization you'll be working for.

You should be prepared for the conversation in advance by creating a list of questions you'll ask on the call. Equally, your mentor is likely to ask you a number of questions.

"Setting expectations eliminates or reduces confusion and increases the chances of employees being successful in achieving the goals set for them"



# Expectations conversation

Question you might ask your mentor



Ask your mentor  
practical questions,  
too: What to wear?  
What to bring on  
your first day?

## The job:

What are the main responsibilities of my job?  
Who are the most important stakeholders I'll be supporting?  
In performing my job duties, what does good look like? What are your expectations of me?  
What are the ideal outcomes of my work by the end of the summer?  
What are the characteristics of an ideal intern?  
Is there anything I can be reading up on in advance of starting so I'm better prepared on my first day?

## The organization:

Can you describe the culture of the organization? What is it like to work there? How does it compare to other places you've worked? Are there any office standards I should be aware of? How do people dress for work? What time does work normally start and end.? (If you are part time: What time do you expect me to start each day)  
What technology platforms do they use in the course of the day (ie Microsoft Office or Google Suite)?

Use the Eleven+  
Expectations  
Conversation  
worksheet to plan  
for this call

# Expectations conversation

Question your mentor might ask of you

## About you:

What are you hoping to take away from this job at the end of the summer? Are you looking for any new skills or experiences? What does a successful internship look like to you?

What made you want to apply for this role? What about it interested you?

What do you want your coworkers to say about you at the end of the summer?

How does this internship fit into your longer-term career plans or goals?

How will your success here help you get closer to your goals?

Who is your biggest role model? Who do you look up to? Who do you check in with for advice or guidance?

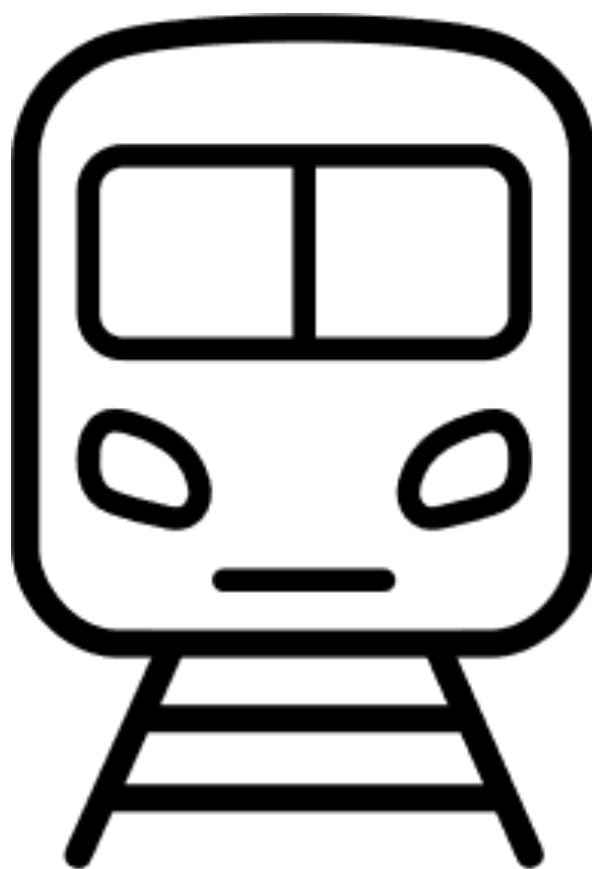


# Your first day

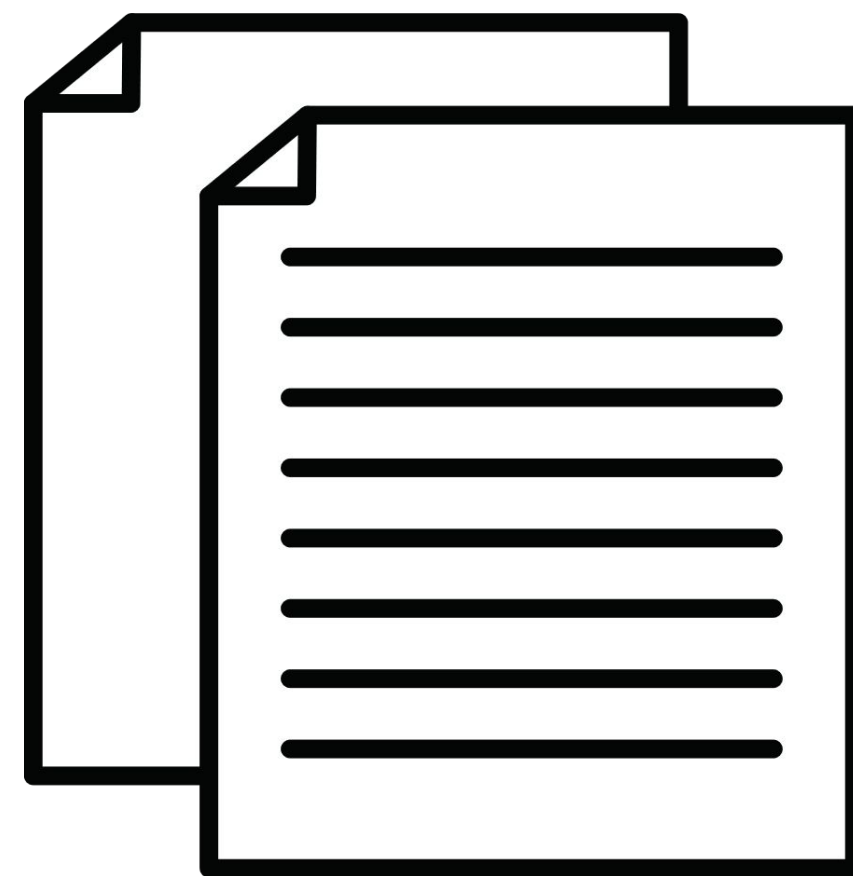
Get yourself ready



Your workspace



Your commute



Your documents

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You  
Got  
This!





# **www.menti.com**

use code: use code: 4970 0806

What are your top three takeaways  
from this session?

# Q&A





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APPENDIX

## Documents you'll be asked to provide on your first day

When you take a new job, you are required to fill out the employee's section of USCIS Form I-9 by the end of your first day on the job. You then have three business days to present your new employer with documents proving that:

- you are who you say you are, and
- you are legally authorized to work in the United States

### When One Document Is Sufficient

United States Citizenship and Immigration Services (USCIS, formerly the INS) periodically updates the list of documents sufficient to prove both identity and eligibility to be employed in the United States. Any one of the following documents is sufficient, on its own, to meet the requirements:

- an unexpired United States passport
- an unexpired foreign passport with an I-551 stamp
- an alien registration receipt card or permanent resident card
- an unexpired employment authorization card
- an unexpired employment authorization document, issued by USCIS, which contains a photograph, or
- an unexpired foreign passport with Form I-94 containing an endorsement of nonimmigrant status.

### When Two Documents Are Required

An employee who does not have one of the documents listed above must produce two documents: one establishing that he or she is authorized to work in the United States and another verifying identity.

To prove employment authorization, USCIS will accept:

- a Social Security card
- a U.S. birth or birth abroad certificate
- a Native American tribal document
- a U.S. citizen ID card
- a resident citizen ID card, or
- unexpired employment authorization documents issued by the Department of Homeland Security.

As proof of identity, USCIS will accept:

- a current U.S. or Canadian driver's license that contains a photograph or description of personal characteristics
- a federal, state, or local identification card with a photograph on it
- a school ID card with a photograph



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