

# ORIENTING AND TRAINING NEW INTERNS

## A CHECKLIST

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Experience shows, employers who take adequate time at the beginning of the internship to orient new interns, reap productivity and effectiveness more quickly than those who don't. Please take time to do the following:

### **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 Organization Structure**

- Who reports to whom?
- Who, specifically, is the intern's supervisor?
- What is the intern's department responsible for?
- 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?
- 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 often and constructive criticism when necessary
- Force the intern to ask questions

### **KEY POINTS:**

- ★ Develop a thorough orientation and training plan to be implemented when the interns begin work, so they will learn quickly and become productive members of your team.
  
- ★ Invest supervisory time to establish an important bond with interns and set a crucial tone for the internship experience.