



On behalf of the South Dakota Department of Labor and Regulation (DLR) and South Dakota Department of Education, your willingness to allow internships at your business is greatly appreciated. By participating in the internship process, you are not only helping to ensure the quality of the future workforce, but you are also modeling critically important skills that employers continually indicate as essential in the workplace.

The wisdom of your experience and sharing “a day in the life of” with an internship participant may be their first step in a well-planned career pathway. An internship will be a valuable experience that instills a sense of confidence and conviction in a career choice.

Thank you again for providing this priceless experience to a future member of South Dakota’s workforce!

Sincerely,

Career Ready SD



## WORK-BASED LEARNING | INTERNSHIP BUSINESS HANDBOOK

Internships allow students to gain authentic experiences in business and industry. Students’ interests, strengths, and chosen career clusters/pathways determine the internship experience(s). Based on the internship experience(s), students will gain insight to their postsecondary personal learning plan and an outlook on their career of choice.

**Business:** \_\_\_\_\_

**Participant:** \_\_\_\_\_ **Internship Dates:** \_\_\_\_/\_\_\_\_/\_\_\_\_

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## INTERNSHIPS CAN BENEFIT A BUSINESS BY:

- Generating free marketing by exposing future workers to their place of business
- Offering an opportunity for self-development, not only for the student but also for the host
- Providing networking opportunities for potential future employees
- Allowing you to share your experience with others
- Providing a chance to develop mentoring skills and impact youth
- Increasing the morale of current employees

### *Positive Effects of an Internship*

- 63 % of employees reported an improved perception of their company as a better place to work compared to other companies.
- 67% had increased job satisfaction levels.
- 54% were likely to make positive comments about their employers.
- Employees who participated in volunteer programs had higher retention rates, thus reducing the costly need to seek and train new employees.

## RESPONSIBILITIES

- Make sure there is a designated location for the student to meet you. While it might be obvious to you where the main door is, that may not be the case for visitors.
- Treat students as you would an adult in your company; we want them to learn professional behaviors.
- Provide a tour of the worksite. Throughout the internship, introduce the student to employees when you encounter them, and have them tell the student(s) what they do as well.
- Have students perform hands-on activities or view processes that will help them better understand the organization's operations.

### *Internship Host Considerations*

- When would it be the best time for a student to intern?
- What information do I want to share with the student prior to the internship?
- Does anyone in higher management need to be informed of the internship?
- What do I need to know about the student?
- Do I or the student need to complete any health & safety requirements prior to the visit?
- Is there any paperwork they need to fill out such as a confidentiality notice?

## TALKING ABOUT YOUR WORK

Internship hosts often ask, "what do I have to offer?" The answer: **the wisdom of your experience**. If you've ever said, "If I had only known then what I know now," this is your opportunity to share those pieces of valuable knowledge. Tell participants what you personally get from you job and why you chose your line of work. Talk about the other people you work with and how your job relates to the community, and who depends on your work and why.

### *What You Do*

- Job description/description of your typical day:
  - Major tasks, sub-tasks
  - Equipment or tools you use
- What appeals to you most about your job?
- What do you struggle with most at your job?
- Avenues available to you for making suggestions on the job?
  - How do you share information? How is information shared with you?

### ***What Is Your Work Like***

- What are your working hours? What about overtime?
- Are there licensing/certification/education requirements?
- How do you advance in this career area?
- What communication skills do you use (verbal, written, public speaking)?
- What cognitive skills do you use (critical thinking, problem-solving, decision-making)?
- What is the history of this industry?
- Why you chose this field?
- What are the underlying attitudes and values important to your job?
- What Interpersonal skills do you find most important and why?

### ***Earnings (at host's discretion)***

- Salary range, fringe benefits (health insurance, retirement, credit unions, etc.)
  - Anticipated starting wage
- The economy's effect on your job (labor market statistics)

### ***How Work Affects Your Personal Life***

- Family time
- Leisure time
- General health, tension-fatigue vs. stimulation-fulfillment-increase in energy
- Transferrable skills you have
- Where else in the community your field of work is done

### ***The Future in Your Field***

- Degree of opportunity
- Opportunities for advancement
- Employment projections: effects of technology and new knowledge of your work
- Other careers that could be pursued with the same set of skills

### ***Job Entry***

- How you got started in this job
- Other jobs you have held
- How you acquired skills you use on the job every day
- Application process
  - What is the first step to apply for an opening (e.g., online, speaking with the manager, dropping off your resume)
  - Duration of time from the point of applying to formal offer
  - Credentials, degrees, certifications, etc. that could improve your chances of hire

Show participants examples of what your job requires you to read, write and compute. Participants will be interested in seeing the practical application of what they are learning in comparison to what different people do for a living.

## References

### **Federal IT Job Shadow Tool Kit**

[https://cio.gov/wp-content/uploads/downloads/2012/09/ToolKit\\_Web.pdf](https://cio.gov/wp-content/uploads/downloads/2012/09/ToolKit_Web.pdf)

### **Education Planner**

<http://www.educationplanner.org/counselors/job-shadowing.shtml>

**Sophomore Job Shadow Handbook** [http://www.mdihs.u98.k12.me.us/0910/studentlinks/documents/jobshadow\\_handbook.pdf](http://www.mdihs.u98.k12.me.us/0910/studentlinks/documents/jobshadow_handbook.pdf)

**Job Shadowing: Learning For Life** <http://www.sdstate.edu/sdces/cd/upload/job-shadow-guide.pdf>

**Marion High School Handbook** <http://marianhighschool.net/Post/sections/49/Files/Job%20Shadow%20Packet%201314.pdf>

**SHRM** [http://www.shrm.org/templatestools/samples/policies/pages/cms\\_005022.aspx](http://www.shrm.org/templatestools/samples/policies/pages/cms_005022.aspx)

### **Job Shadow: How Business Can Help Attack the Dropout Crisis in America**

[https://www.juniorachievement.org/documents/20009/36541/2010\\_Job\\_Shadow\\_White\\_Paper.pdf/809a15f9-84be487c-8f73-078124b3a944](https://www.juniorachievement.org/documents/20009/36541/2010_Job_Shadow_White_Paper.pdf/809a15f9-84be487c-8f73-078124b3a944)

South Dakota Department of Labor and Regulation (DLR) provides equal employment opportunities (EEO). Auxiliary aids and services are available upon request to individuals with disabilities. State and federal laws require DLR to provide services to all qualified persons without regard to race, color, creed, religion, age, sex, ancestry, political affiliation or belief, national origin, or disability.

## HOST EVALUATION OF INTERN/INTERNSHIP

Student's Name: \_\_\_\_\_

Internship Mentor: \_\_\_\_\_ Title: \_\_\_\_\_

Business Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

### THE INTERN:

*(Low= Strongly Disagree, Fair= Somewhat Agree, High= Strongly Agree)*

|  | <b>Low</b> |   | <b>Fair</b> |   | <b>High</b> |
|--|------------|---|-------------|---|-------------|
| Participant arrived on time daily                                | 1          | 2 | 3           | 4 | 5           |
| Participant's attire was appropriate                             | 1          | 2 | 3           | 4 | 5           |
| Participant promptly communicated if they would be absence/tardy | 1          | 2 | 3           | 4 | 5           |
| Participant displayed a professional manner                      | 1          | 2 | 3           | 4 | 5           |
| Participant was courteous and polite                             | 1          | 2 | 3           | 4 | 5           |
| Participant maintained focus during discussions                  | 1          | 2 | 3           | 4 | 5           |
| Participant asked appropriate & meaningful questions             | 1          | 2 | 3           | 4 | 5           |
| Participant related well to host and others                      | 1          | 2 | 3           | 4 | 5           |
| Intern was appropriate for interests/attitude/maturity           | 1          | 2 | 3           | 4 | 5           |

1. What skills would you suggest the student improve to ensure workplace success?
2. What did you observe as the strengths of the student that should be encouraged and developed?
3. What recommendations would you make to the student about coursework or career-related experiences that may benefit them in the future?
4. Would you be willing to participate in this program again?
5. What suggestions do you have for improving the internship experience for the student and/or the host?

# APPENDIX A:

## PARTICIPANT FEEDBACK

*These documents, Reflection and Evaluation, are only for the participant to complete.* We wanted to illustrate what the participant will be completing post internship. We've included the documents for your own reference.

### REFLECTION

After completing the internship, please take the time to reflect on your experience.

1. Describe the job site you visited.
2. What type of work activities did you observe?
3. What did you like best about your experience?
4. What did you like least about your experience?
5. Did you encounter any challenges?
6. What surprised you most about what you observed or learned?
7. Would you consider a career in the industry in which you interned? Why or why not?
8. Did the interning experience influence your career choice or goals? How?
9. If you wanted to have the job you interned, what might you do to prepare for the opportunity?

### EVALUATION

Thank you for participating in the internship program. Please help us evaluate the experience by responding to the following items. The information will be helpful in improving our program.

*(Low= Strongly Disagree, Fair= Somewhat Agree, High= Strongly Agree)*

|  | Low |   | Fair |   | High |
|--|-----|---|------|---|------|
| Able to observe occupation that interested you       | 1   | 2 | 3    | 4 | 5    |
| Had enough time to ask appropriate questions         | 1   | 2 | 3    | 4 | 5    |
| The entire worksite was toured                       | 1   | 2 | 3    | 4 | 5    |
| Able to assist with some of the work                 | 1   | 2 | 3    | 4 | 5    |
| Interning experience was helpful                     | 1   | 2 | 3    | 4 | 5    |
| How would you rate your experience                   | 1   | 2 | 3    | 4 | 5    |
| Basic understanding of qualifications for industry   | 1   | 2 | 3    | 4 | 5    |
| Host was welcoming and helpful                       | 1   | 2 | 3    | 4 | 5    |
| I would recommend others participate in this program | 1   | 2 | 3    | 4 | 5    |

Additional comments: