

**GENESYS
WORKS.**



Supervisor Guidebook

2018-2019 Edition

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 when 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; our focus is 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, and 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
Internship Specialist
Genesys Works Twin Cities



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Part One Get to Know Genesys Works

Who We Are

Our Story

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 2017, Genesys Works trained a diverse group of 351 Twin Cities high school seniors in technical IT and professional skills necessary for success in a corporate environment.

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

Our Impact

1,552 Students placed in internships

100%  Class of 2017 students accepted into college

95%  Class of 2017 students enrolled in college

72%  Students graduated or are still enrolled in college

Who We Benefit

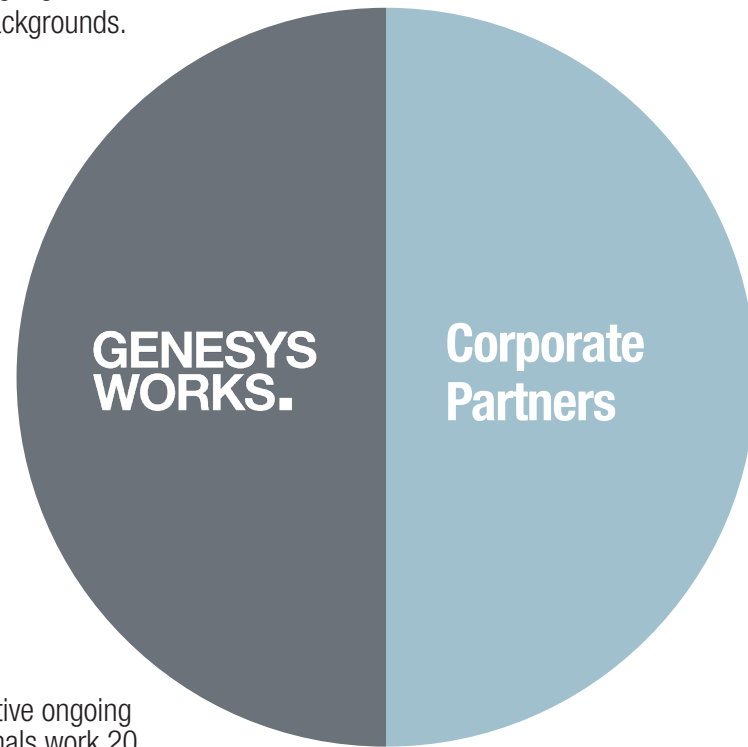
- **Students** from low-income backgrounds benefit from a life-changing opportunity that puts them on a path towards a professional career.
- **Companies** benefit from cost-effective support from capable and motivated young professionals.
- Our **community** benefits as we work to reduce the opportunity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

Genesys Works recruits, trains and qualifies 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 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.

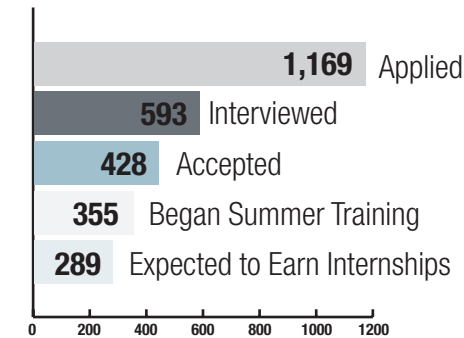


Identify entry level roles within their company as well as invested and engaged supervisors/mentors who can oversee interns' work.

Build on interns' knowledge and skills by providing on-the-job training for the role.

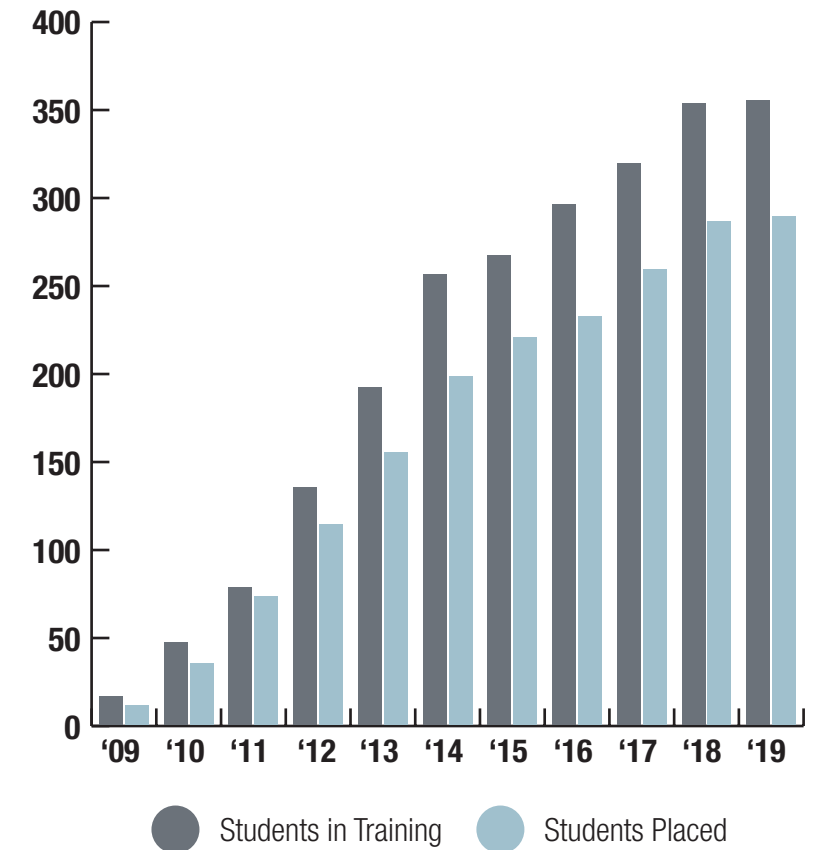
Partner with Genesys Works staff to maximize interns' performance and development.

Our Program



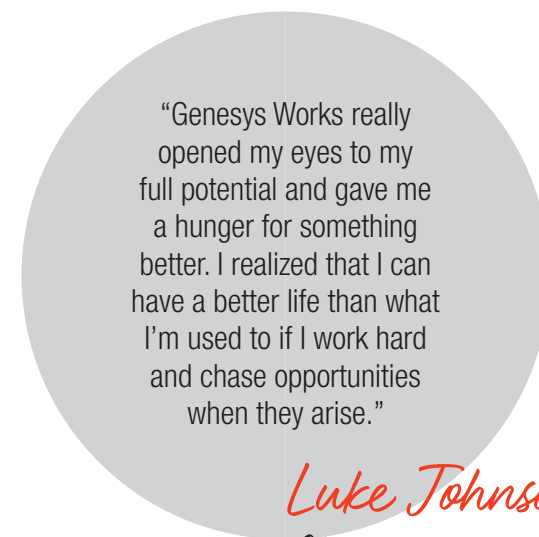
The target students for our internship program are what we call the "quiet middle," low-income students who are on the vulnerable cusp of high school graduation and college attainment. With the right opportunity, boost of confidence, and enhanced skills, they could experience a permanently-enhanced life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

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



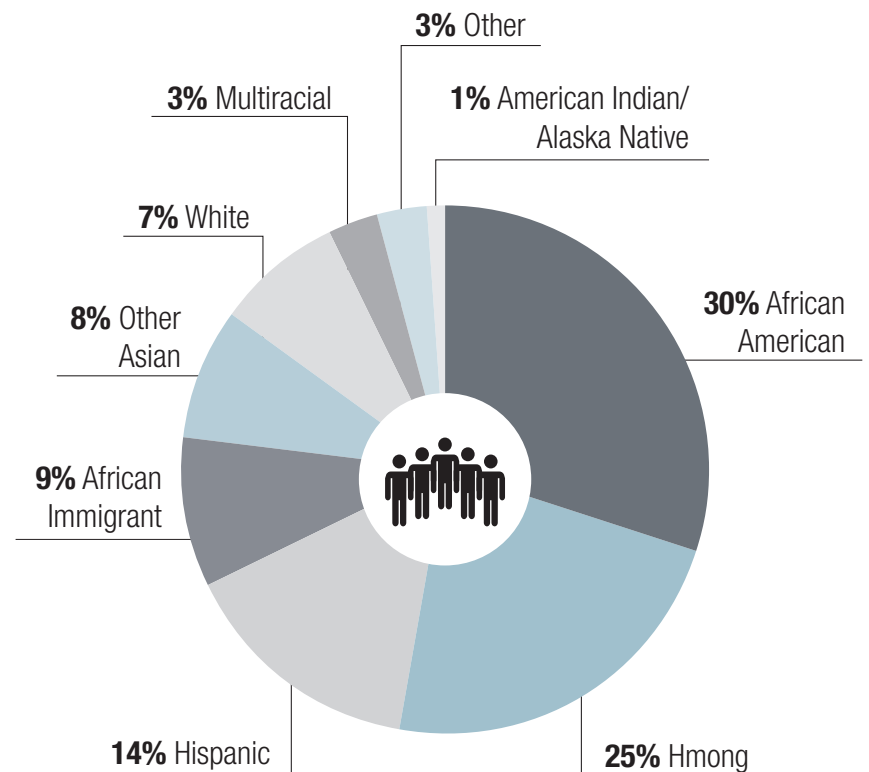
Outcomes

- 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.



Luke Johnson
Class of 2018
Land O'Lakes Intern

Demographics

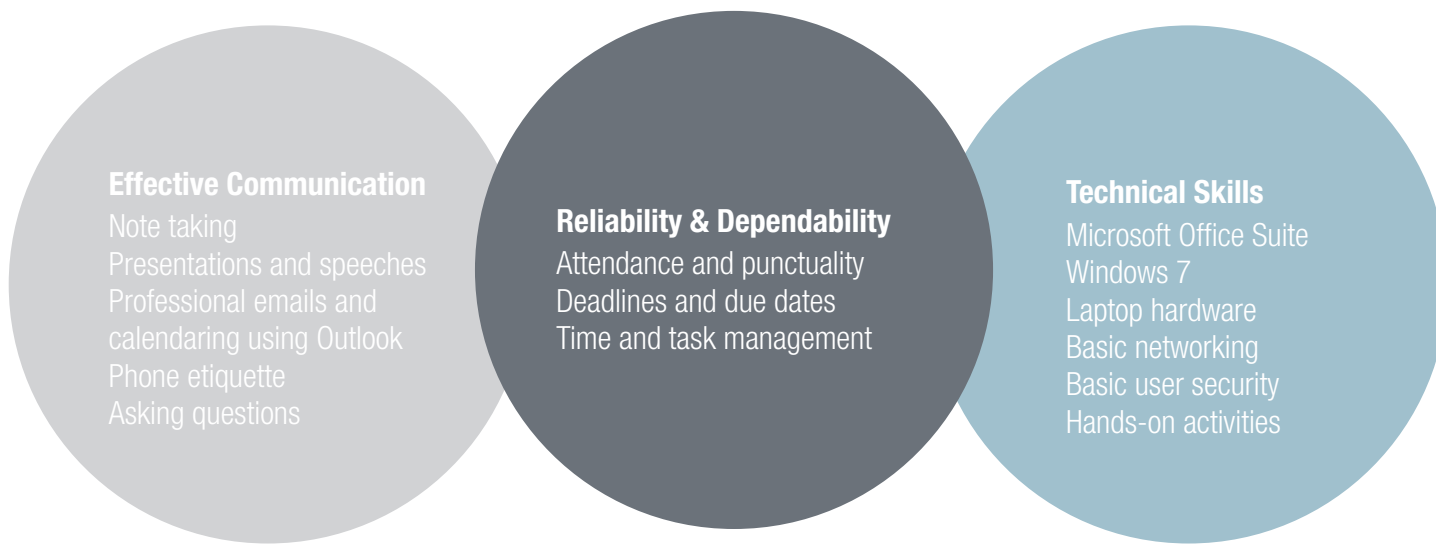


What to Expect from Your Intern

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.

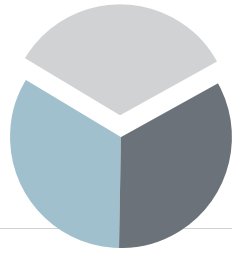
Throughout the summer, students are evaluated on their ability to adhere to the Genesys Works Summer Workforce Skills Rubric (see grid below). As a workplace supervisor, you should feel confident in partnering with your Genesys Works Program Coordinator to hold your intern accountable to the six components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



Part Two Components of a Successful Internship

<p>Communication 1</p> <ul style="list-style-type: none"> Communicates proactively Displays active interest/listening Clear no matter how formal/informal 	<p>Professionalism 2</p> <ul style="list-style-type: none"> On time and not absent Follows norms of setting Knows their strengths and weaknesses
<p>Work Ethic 3</p> <ul style="list-style-type: none"> Does not miss any deadlines Is prepared Has quality work Calm and cooperative 	<p>Critical Thinking/Problem Solving 4</p> <ul style="list-style-type: none"> Tries to solve problem before asking for help Thinks up multiple solutions and considers all Tries to clearly understand the problem Escalates when appropriate
<p>Teamwork 5</p> <ul style="list-style-type: none"> Never blames Works toward common goal Shares accomplishments Looks to help others 	<p>Initiative 6</p> <ul style="list-style-type: none"> Often takes action without being asked Accepts feedback Willing to try new things Eager to learn

Meaningful Internships



Core Intern Commitments

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 Program Coordinator Commitments

Career Development

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

Recognition

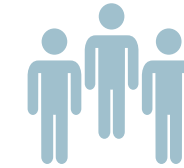
Provide formal and informal moments of recognition for intern development and accomplishments and supervisor engagement.

Comprehensive Support

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

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.



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.



Core Supervisor Commitments

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 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.



Utilizing Program Coordinators

- 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.

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 you and your team for Draft Day on August 14.

Payroll

- Decide on a contract 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).
- Schedule time to explore the Genesys Works website: genesysworks.org/twincities.

Procurement

- Set up a workspace for your intern(s).
- Procure a computer and set up internet access for everyday access.
- Start the verification process for any software system for which they need access.

Security/Human Resources

- Alert HR 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

- Plan for the first two weeks (40 hours) of work, projects, and/or trainings.
- Make a list of skills and/or projects your intern can strive to learn or accomplish.
- 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.
- Complete Intern Workflow Planning Tool: genesysworks.org/twin-cities/for-companies/resources. Plan for first two weeks and make a list of skills.

Desktop Deployment Daryl Torreliza Medtronic

General Position Description

Assist in the support of IT device needs

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 first two weeks, train for one to two hours per day and for the remainder of time, interns shadow a team member

During first month, training includes move processes, daily tasks, legal holds, basic Microsoft Office skills, ServiceNow, email templates, and password resets

"I try to make the relationship more personal than anything else, I tried to connect the home life to the work life and access what their emotional state is on a daily basis. Some people like to say "check your day at the door," but that's hard to follow through with a 17 year old. I encourage my interns to talk to me about what's happening so that I can advocate for them if something is going on. I also ask often about their college and scholarship application process and make sure they are moving towards their goals."

Daryl Torreliza
Medtronic Supervisor

More Helpful Tips

- Interns are more engaged with daily tasks when Daryl explains why each task is important to the team and what happens if it is not done correctly.
- Interns are most successful when you commit to taking small steps in skill-building and checking often for understanding.
- 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.
- For additional resources and training on Desktop Deployment roles, visit genesysworks.org/twincities/for-companies/resources for more supervisor resources and information.

Data/Quality Assurance Dave Hansel Patterson Companies

General Position Description

Support data and/or quality standards of the department

Daily Tasks

Assist in writing and running test scripts for applications

Monitor and maintain defects for applications

Review data for accuracy and completeness and ensure duplicates do not exist

Work with employees outside of department to ensure understanding of appropriate request procedures and processes

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, and for one to two months, a team member supervises them closely

“If they are asking the same question over and over, they need to be better about writing things down and referring to their notes. I tell them, ‘You never know what you are going to need to know, so you have to write it down.’”

Dave Hansel
Patterson Supervisor

More Helpful Tips

- Explain to interns how their job affects the bottom line and the company overall.
- Check often for understanding by asking interns to identify the concepts behind their tasks or asking in-depth questions about the process.
- Test if the intern is able to grasp the process and concept and think critically by noting whether they ask questions, find other work when their tasks are completed, and understand what they are doing when they run tests.
- Once interns know the building blocks of test scripts or the data they are analyzing, they begin to understand when projects are running ahead or behind. They will begin to work faster while maintaining quality and are able to follow instructions and the script exactly. Interns may also be able to offer constructive criticism to test scripts and develop their own.
- Provide additional opportunities to shadow another intern or learn something in a different area of IT.

Helpdesk Support Michael Oseth Fairview Health Services

General Position Description

Assist clients over the phone or online with password and IT-related issues on multiple applications and assist with routing issues to the correct individual or group

Daily Tasks

Categorize issues in a ticketing system

Assign the ticket to the correct support group

Training Process

Create a training process for interns ahead of time, for example:

Week 1: Half in classroom training and half shadowing trainers on the phones

Week 2: Continue to train on phone, with interns starting to take ownership of some of the processes by the end of week with trainers assisting

Week 3: Answering calls on their own with people sitting close by, so if they get stuck or need assistance, trainers can ensure that they get help as quickly as possible

“Don’t be afraid to give immediate feedback in the moment. For example, if interns are getting too chatty with one another, give them a friendly reminder that we have calls waiting. Additionally, some interns may need coaching on written or spoken grammar, or build their confidence with clients on the phones.”

Michael Oseth
Fairview Supervisor

More Helpful Tips

- Select a future leader who can support interns throughout the year.
- Throughout the first few months, monitor output of interns’ work by auditing tickets, completing quality checks for calls and spell-checking tickets. Make sure they understand not only what they are doing but also the purpose behind it.
- Michael stops by interns’ desks once every day and meets with interns once per week, providing work feedback and checking in about their life, school, and college updates.
- To help interns stay connected and engaged with the team, invite them to team meetings and include them on team emails.
- The environment and skills are always changing, so interns are constantly learning throughout the year. The majority of work interns do is with the call center, but as they gain experience, there may be potential for special projects.

Development Support Larye Pohlman Target Corporation

General Position Description

Assist the department in supporting websites and/or other applications

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, Larye provides training and hands-on coding experience through Code Academy ([codecademy.com](https://www.codecademy.com))

For the first month, Larye trains interns for about two hours per day and throughout the next five months, trains them about one hour per day

“Use projects that have guardrails (for example, backed-up data) to guide them to learn and push themselves without being in a high risk situation. The goal is to get them comfortable enough to make changes and feel confident with the skills they are learning. Don’t tell them something they are doing is hard; instead ask them, “Can you learn this?” Once they are successful at it, you can shock them with their ability for what they can do!”

Larye Pohlman
Target Supervisor

More Helpful Tips

- To get interns up to speed, Larye teaches interns the basics of Ruby via Code Academy, how to apply the basics of Ruby through projects working with files and json data from APIs, how to check code into GIT, and cloud basics, such as Grafana and k8s.
- Maximize your time by teaching a high-achieving intern about a tool first and then teaching to other interns.
- Once interns can complete basics, ideal projects include UI testing, basic coding projects, or webpage development.
- Larye completes daily group check-ins with his team and weekly status meetings.
- If Larye sees something that needs immediate feedback, he has seen success in addressing it to the same day.

Project Coordinator/Operations Support Gary Christensen Ameriprise Financial Services

Daily Tasks

- Compile and organize documents for projects
- Run reports
- Set up meeting, 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 reports or timecard reports
- Next, teach repeatable monthly tasks that require more time and a higher skill level
- Next, teach small projects/ad hoc work that are less urgent and span a large period of time, such as inventorying equipment or quarterly audits
- Next, teach larger projects that require higher tech skills, such as creating pivot tables, importing/exporting data, basic data manipulation, or creative projects like design

“You need time and a patient personality to be successful at being a supervisor. This experience is different than managing a typical intern and different from a college graduate. Be there to listen, and think about what this feels like from their perspective. Let them tell you what is going on in their life if you want them to trust you, and be open to learning about them. Errors should be a teachable moment. Make sure you explain what you truly need and what the effect is when they mess up.”

Gary Christensen
Ameriprise Supervisor

More Helpful Tips

- Allow interns to shadow another team they have interest in, such as software engineering or customer service.
- Gary has about five or six different plans of tasks for them to complete at all times and reaches out to project managers on a weekly basis if additional work is needed.
- Something that took an intern two hours at the beginning of their internship might take 20 minutes at the end. When interns ask for more, Gary is able to increase their capacity due to their increase skill level.
- Eventually, interns become more autonomous and begin to recommend changes to processes.

Phase One Laying the Foundation

August 2018	September	October	November
<p>August 15: Draft Day</p> <p>Mid-to-late August: On-the-job training</p>	<p>September 3: Holiday</p> <p>School begins*</p>	<p>Students complete the ACT</p> <p>Students begin applying to colleges and scholarships</p>	<p>Supervisors complete online performance reviews and discuss results with program coordinators</p> <p>November 23-24: Holiday</p>

Phase Two Building Skills

December	January	February/March
<p>Students finish applying to colleges</p> <p>Program coordinators meet with interns to discuss performance feedback</p> <p>Winter/Holiday hours are confirmed</p> <p>December 24-25: Holiday</p>	<p>January 1: Holiday</p> <p>New school semester begins</p> <p>January 21: Holiday</p>	<p>Students file taxes</p> <p>Students file the FAFSA</p> <p>Supervisors complete online performance reviews and discuss results with program coordinators</p> <p>CIO Luncheon</p>

Phase Three Refinement and Proficiency

April/May	June/July/August 2019
<p>Supervisors complete online performance reviews and discuss results with program coordinators</p> <p>Program coordinators meet with interns to discuss performance feedback</p> <p>May 1: Deadline for college selection</p> <p>Breaking Through Ceremony</p> <p>Interns discuss summer hours with supervisors and program coordinators</p> <p>May 27: Holiday</p>	<p>Summer hours begin</p> <p>July 4: Holiday</p> <p>End of internship</p> <p>Mid-to-late August: On-the-job training for new class of interns</p> <p>Draft Day</p>

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, assist interns with balancing multiple responsibilities.

Bimonthly

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

Biannual

- 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.

*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.



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 communication when they will be at work.

Students will be permitted 5 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 2018, the three periods will be:

First Semester: August 15th-January 25th

Second Semester: January 28th- May 31st

Summer: June 3rd - August 9th

If an intern exceeds the 5 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 log absences forms, or 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: Miss no more than 2 days for recruitment activities

Summer: Schedule and planned days off to 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 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 professional(s) 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 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.

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 in 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 three personal days per review 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 venturing to work.

If at any point you or the management at your company requests that they 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. 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.

Sample Status Report

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

Part Three Supervisor Toolkit

Sample Weekly Prioritization Model

	Monday 4/15	Tuesday 4/16	Wednesday 4/17	Thursday 4/18	Friday 4/19
12pm	OOO	Work on Tracker		SharePoint	Omar Townhall
12:30		Work on Tracker		SharePoint	Omar Townhall
1		1:1 Stephanie/Karma	Newsletter Revision	Add Agenda Ideas	Omar Townhall
1:30		1:1 Stephanie/Karma	Newsletter Revision	SharePoint	1:1 Jade/Karma
2		1:1 Michelle/Karma	Newsletter Revision	Workfront Update	1:1 Jade/Karma
2:30		1:1 Michelle/Karma	SharePoint	Workfront Update	Weekly TSheets Check
3		QTrial Cleanup	SharePoint	SharePoint	SharePoint
3:30		SharePoint (Adjust HTML)	SharePoint	SharePoint	SharePoint
4		SharePoint (Adjust HTML)	SharePoint	SharePoint	Prepare for Intern Meeting
4:30		SharePoint	Send Kachi Last Revisions	Complete Summer Expectations Handout	Prepare for Intern Meeting

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 with your program coordinator in order to collect 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.

Time Management

Can make a prioritized to-do list.

Can accurately estimate time required to finish assignments.

Manages time 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).

Collaboration

Is a team player.

Has a "can do" attitude, even in negative situations.

Takes responsibility for hers 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.

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.

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.

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.

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.

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. Through our time in 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: Soon after the observed behavior or attitude is noted;

Face-to-Face: Young professionals receive in-person feedback throughout 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; and

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. By looping in your Coordinator, they 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 making 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; and

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; and

Program Coordinator will communicate any accounting updates to our accounting department.

Sample Action Plan

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:** _____

We, the Genesys Works staff working with _____, pledge to support this young professional the best that we 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 below 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 to see if you can clean it again. b) You made a phone list for the five people that 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 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 a career interest 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!

Khanh Lam
Class of 2018
Optum Intern

“Genesys Works is going to challenge you, but they’ll also provide resources to help you, whether that be your fellow interns, program coordinators (who are like your counselors) and your supervisors. These people will stick with you because they want you to grow and succeed.”

**GENESYS
WORKS.**

