



Internships and You: How to Succeed in the Workplace

UTM Undergraduate
Academic Internship Students





OVERVIEW

DISCLAIMER: As a UTM Intern, you are expected to research the organization you are interviewing with in advance of the interview to better inform yourself of who they are and what they do.

This handout is a supplement to the *Internships and You: How to Succeed in the Workplace* video workshop for UTM undergraduate Academic Internship students.

The video will be made available through the Experiential Education Unit (EEU) YouTube channel (https://youtu.be/b_T4j0tcseM). As well, the Student Handout will be made available on our website under “Students”. Feel free to access these resources at any time!

The workshop consists of the following themes:

- The Current Employment Landscape
- Social Media and Work
- How to Dress for an Interview
- The Use of Body Language During an Interview
- Professional Behaviour in the Workplace
- Workplace Culture
- Workplace Correspondence

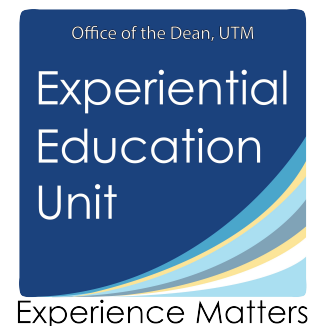
We hope you find the video workshop and this handout to be a helpful addition to your Academic Internship course and should you have any questions please do not hesitate to contact us!

Sincerely,

UTM Experiential Education Unit (EEU)

Davis Building - Room 3201 D & E

uoft.me/experience





TIPS & TRICKS TO HELP YOU SUCEED AS A UTM INTERN

The Current Employment Landscape - Soft Skills

- It is important to identify the soft skills you have and how you can use them in the interview and on the job.
- Research various soft skills to see which ones you identify with

Social Media and Work

- Make sure you always use your U of T email account
- A good online impression is a good first impression, so remove any and all content that might hinder this
- If in doubt, change your privacy settings and understand what is public and private online
 - Facebook: <https://www.facebook.com/help/325807937506242/>
 - Twitter: <https://support.twitter.com/articles/14016-about-public-and-protected-tweets>
 - Instagram: <https://help.instagram.com/116024195217477/>

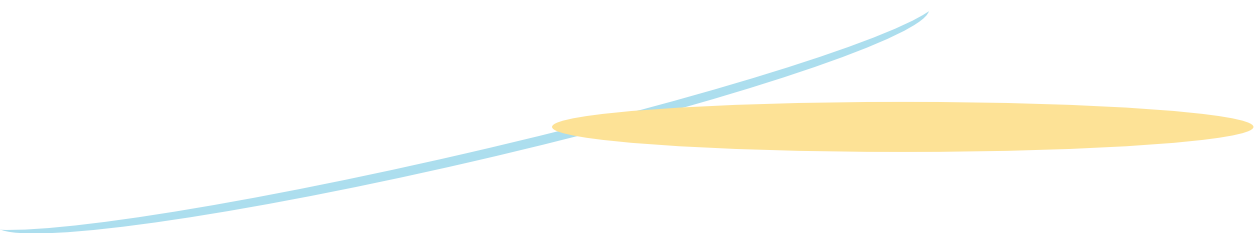
How to Dress for an Interview

- Dress professionally
- You don't need to purchase/wear a business suit
- Make sure you are in clean, pressed clothing
- Being well groomed and mindful of little things such as chipped nail polish or covering any visible tattoos (where possible) is equally important
- Dressing professionally is important and if unsure, it's better to dress it up

For more information on how to dress the part, please visit the Career Centre's website at:
<http://www.utm.utoronto.ca/careers/dress-for-success>

Use of Body Language during an Interview

- The majority of how a message is conveyed is through the use of body language
- Give a firm handshake before and after the interview
 - If not accustomed, let them know politely ahead of time
- Keep eye contact and nod, avoid staring
- Keep good posture and don't fidget
- If the interview is with more than one person, ensure you address the entire room



TIPS & TRICKS TO HELP YOU SUCEED AS A UTM INTERN

Use of Body Language during an Interview [Continued]

- Skype Interview
 - Be mindful of surroundings and find a quiet place
 - Close and mute all distractions and notifications
- Phone Interview
 - Find a quiet space
 - Remind the person that you are listening with simple interjections
 - Speak clearly and concisely

Professional Behaviour in the Workplace

- Arrive to work on time and leave when your shift is over
- Avoid last minute schedule changes and notify supervisor if these cannot be avoided
- Confirm instructions and ask questions
- Check email and phone messages TWICE a day minimum
- Be friendly and stay positive
- Abide by the office rules i.e. do not check social media accounts on company time or with company equipment

Workplace Culture

- Find your place in the hierarchy
- Discover the workplace environment and adjust to match
- Make note of the relationships in the office, how people communicate and the unspoken rules
- You will be working with a diverse group of people and remember to treat everyone in a respectful and inclusive manner

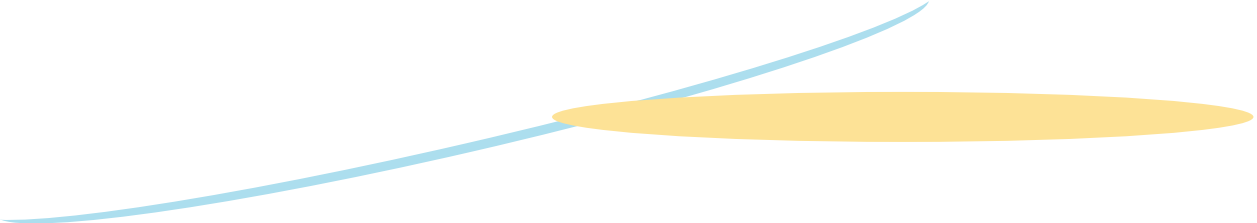
Workplace Correspondence

Email

- Use formal language, greetings, salutations, give thanks and sign your name
- Write in full sentences and AVOID text lingo and slang
- Keep an organized filing system

Telephone

- Do not make changes to the script
- Always introduce yourself and ask if it is a good time to speak
- Describe the purpose of the call and speak in a clear and concise manner



TIPS & TRICKS TO HELP YOU SUCEED AS A UTM INTERN

Workplace Correspondence [Continued]

Telephone [Continued]

- Always use formal language and be friendly
- Be sure to take notes

Closing Thoughts

- Allow yourself to shine
- Impress your colleagues and superiors by helping out when you can
- Volunteer for other projects as long as it does not interfere with existing work
- Make connections, build your resume and add colleagues to LinkedIn

When in doubt contact your Course Director or the Experiential Education Unit for help!

Another good resource is the Career Centre where you can access information and arrange to meet with Career Centre staff who can assist in mock interviews and resume & cover letter writing workshops.

Mock Interviews (bottom of page):

<http://www.utm.utoronto.ca/careers/get-involved>

Resume and Cover Letter Resources :

<http://www.utm.utoronto.ca/careers/resume-cover-letter-resources>

Another great resource is the UTM Equity and Diversity office and you can find lots of helpful information on their website at: <http://www.utm.utoronto.ca/equity-diversity/>

Good Luck and have a Terrific Internship Experience!

#ExperienceMatters

Note: Additional materials of interest have also been included following the Workshop Notes page.



WORKSHOP NOTES

SAMPLE OF BLOCK STYLE BUSINESS LETTER

Ms./Mr. YOUR·FirstName·LastName¶

Company·Name·(the·one·you·are·interning·with)¶

Full·Address·(i.e.1234·Somewhere·Place)¶

City,·Province·(ON)·Postal·Code¶

¶

¶

¶

Date·in·Full·(i.e.·January·1,·2015)¶

¶

Ms./Mr. FirstName·LastName·(of·person·you·are·writing·to)·¶

Position/Job·Title·(i.e.·Assistant·Manager)¶

Department·(if·applicable,·i.e.·Marketing·Department)¶

Company·Name¶

Full·Address¶

City,·Province·or·State,·Postal·Code·or·Zip·Code¶

¶

Dear·Ms/Mr·LastName¶

¶

RE:·Topic·you·are·writing·about·(i.e.·Order·#ABC123,·Product·Name)¶

¶

Body·of·Letter--this·can·be·as·lengthy·as·necessary·and·there·should·be·paragraph·breaks·included·if·there·is·a·lot·of·information·and·details·to·be·included.¶

¶

Sincerely,¶

¶

¶

¶

YOUR·FirstName·LastName¶



This denotes a paragraph break



The dots between words indicate spacing

In the event that your employer asks you to compile a business letter the Block Style is most common. Should you wish to review more details on how to draft a business letter please visit:

<http://www.wikihow.com/Write-a-Business-Letter>

Remember: you should always check with your internship supervisor before sending out any business letters.

Different Management Styles & how to understand them

Here are some quick tips to help you identify and understand the various Management Styles. According to Hay-McBer (https://www.haygroup.com/downloads/fi/leadership_that_gets_results.pdf) there are 6 different Management Styles each with their own positive and negative traits such as:

1. DIRECTIVE

The DIRECTIVE (Coercive) style has the primary objective of immediate compliance from employees:

- The “do it the way I tell you” manager
- Closely controls employees
- Motivates by threats and discipline

Effective when:

- There is a crisis
- When deviations are risky

Not effective when:

- Employees are underdeveloped – little learning happens with this style
- Employees are highly skilled – they become frustrated and resentful at the micromanaging.

2. AUTHORITATIVE

The AUTHORITATIVE (Visionary) style has the primary objective of providing long-term direction and vision for employees:

- The “firm but fair” manager
- Gives employees clear direction
- Motivates by persuasion and feedback on task performance

Effective when:

- Clear directions and standards needed
- The leader is credible

Not effective when:

- Employees are underdeveloped – they need guidance on what to do
- The leader is not credible – people won’t follow your vision if they don’t believe in it

3. AFFILIATIVE

The AFFILIATIVE style has the primary objective of creating harmony among employees and between manager and employees:

- The “people first, task second” manager
- Avoids conflict and emphasizes good personal relationships among employees
- Motivates by trying to keep people happy

Effective when:

- Used with other styles
- Tasks routine, performance adequate
- Counselling, helping
- Managing conflict

Not effective when:

- Performance is inadequate – affiliation does not emphasise performance
- There are crisis situations needing direction

Different Management Styles & how to understand them

4. PARTICIPATIVE

The PARTICIPATIVE (Democratic) style has the primary objective of building commitment and consensus among employees:

- The “everyone has input” manager
- Encourages employee input in decision making
- Motivates by rewarding team effort

Effective when:

- Employees working together
- Staff have experience and credibility
- Steady working environment

Not effective when:

- Employees must be coordinated
- There is a crisis – no time for meetings
- There is a lack of competency – close supervision required

5. PACESETTING

The PACESETTING style has the primary objective of accomplishing tasks to a high standard of excellence:

- The “do it myself” manager
- Performs many tasks personally and expects employees to follow his/her example
- Motivates by setting high standards and expects self-direction from employees

Effective when:

- People are highly motivated, competent
- Little direction/coordination required
- When managing experts

Not effective when:

- When workload requires assistance from others
- When development, coaching & coordination required

6. COACHING

The COACHING style has the primary objective of long-term professional development of employees:

- The “developmental” manager
- Helps and encourages employees to develop their strengths and improve their performance
- Motivates by providing opportunities for professional development

Effective when:

- Skill needs to be developed
- Employees are motivated and wanting development

Not effective when:

- The leader lacks expertise
- When performance discrepancy is too great – coaching managers may persist rather than exit a poor performer
- In a crisis