Escalation Process

GENESYS WORKS.

Throughout the course of the year, interns will likely need reinforcement in addition to regular check-in meetings. Based on our experiences 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:** Address your concern soon after the observed behavior or attitude is noted.
- **Face-to-Face:** Young professionals receive in-person feedback throughout summer 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.
- **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. Your program coordinator will 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 make 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.
- 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.
- 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:** _____

I, the Genesys Works staff member working with _____, pledge to support this young professional the best that I can in completing the listed objectives.

Signed: _____ **Date:** _____