Up Close and Personal

Supporting Your Intern Outside the Internship

Lauren Kirwin – Program Coordinator

GENESYS WORKS.

WHERE TOMORROW'S WORKFORCE BEGINS

A bit about me…

Lauren Kirwin
Program Coordinator at Genesys Works
Suicide Prevention Training Instructor (QPR)
Former College Access Coordinator at Michigan Technological University

GENESYS WORKS.

Our Mission

Provide pathways to career success for high school students in underserved communities through skills training, **meaningful work experiences, and impactful relationships.**

GENESYS WORKS.

- The Student Perspective
- The 4 Steps
- Resources
- Q&A

What are we doing?

GENESYS WORKS.

1. The Student Perspective

GENESYS WORKS.

The Student Perspective

School

Internship

Family

GENESYS WORKS.

The Student Perspective

Mental Health

Fears

Religion

Sexual Orientation

Physical Health

School

Internship

Family

Community

Media

Gender Identity

Race/Ethnicity

Peers

Home Environment

Social Environment

GENESYS WORKS.

A day in the life of an Intern…

Some things students could be thinking about throughout the day…

- *How will I get to school/work?*
- *What will I eat today/how will I get food today?*
- *How will I get my siblings ready for the day?*
- *When will I have time to do my homework?*

The questions they may be asking themselves are endless!
How can we find out more about what our intern's situations are?

GENESYS WORKS.

2. The Four Steps

GENESYS WORKS.

The 4 Steps for Supporting Your Interns

Establish Relationship

Get to know your intern better and have a comfortable relationship.

Ask Good Questions

Ask the right questions to get the best answers.

Provide Resources

Provide the resources necessary to help the student.

Follow-up

Follow-up to see how you can continue to provide support.

GENESYS WORKS.

Establish a Good Relationship

How have you gotten to know your coworkers in the past?

GENESYS WORKS.

Establish a Good Relationship

- **Be Intentional/Invest Time**
  - Virtual relationships are hard. Be intentional and schedule time to build a relationship with your intern. The more time you spent talking with them about life, the more comfortable and open they will be.

- **Build Trust**
  - Share your life too, but don’t take over the conversation.

- **Mutual Respect**
  - Understand that your intern is a unique individual. They have their own perspective on the world around them.

- **Show Gratitude**
  - Thank them for sharing with you, whatever they may share!

GENESYS WORKS.

You don’t need to be an expert!

Please feel welcome to reach out for help when you need it. Whether you are uncomfortable or just simply don’t know how to help, we can assist you.

YOUR PC IS YOUR BEST RESOURCE!

GENESYS WORKS.

Ask a Good Question

What is the best question you have ever been asked?

GENESYS WORKS.

Ask a Good Question

- **Ask an open ended question**
  - This allows the intern to share as much as they want. It also gives you the opportunity to ask follow-up questions

- **Listen Actively**
  - Make sure you are ready to really listen to what they have to say!

- **Reframe their answer**
  - "I heard you say that you are feeling overwhelmed and you aren't sure how to handle all of your class work in Physics. Is that right?"
  - By reframing this shows that you listening well and you can confirm that you are understanding what they are saying

- **Don't ask a question that you aren't prepared to answer.**

GENESYS WORKS.

Don’t listen to respond, listen to understand.

GENESYS WORKS.

Example Questions

Stress level & mental health	Family & life at home	School & future plans	Community & current events	Find out more…
• What is the most stressful thing in your life coming up? • You haven't seemed yourself lately, how are you doing? • Anything you need or want to talk about?	• How many siblings do you have? • How is your family doing? • How is XXX doing? (be specific!!) • What does a day in your life look like on a work day? • Do you feel safe at home?	• How are your grades doing right now? • How has it been balancing school and work?	• How has XXXX impacted you? • How are you really, really doing? • How has everything effected you?	• What is your favorite thing to do when you have free time? • If you had unlimited resources, where would you go and what would you do? • What is your favorite thing about yourself?

GENESYS WORKS.

What to listen for….

Let's say your intern has been quieter and a bit less engaged recently. You can ask:

"Hey Julian, it seems like you have seemed a little quieter recently. Anything going on that you want to talk about?"

Julian Responds with:

"Things have been really tough lately. School online is really hard especially with everything going on at home. It's just been overwhelming. "

GENESYS WORKS.

What did you hear?

GENESYS WORKS.

What did you hear?

- Things have been tough & feeling overwhelmed
  - Stress level is high
- Online school has been hard
- Stuff going on at home
  - Balancing a lot of different issues

GENESYS WORKS.

What do you do next?

- Keep the conversation going
  - Reframe what they said for full understanding
  - Ask what about online school has been tough
    - Maybe its internet connection (tech issue) or they aren't getting enough 1:1 time with the teacher (struggling grades)
  - Ask at home has been a struggle
    - Maybe they are just really distracted at home (self discipline), have to babysit a lot or house is noisy with all the family home.
- Reach out for help/resources
  - If you are uncomfortable and not sure what to do next, state that you want to help them but you aren't sure how.
  - Ask them what they think could help
  - Say you will follow-up with PC to see what can be done to help them.

GENESYS WORKS.

3. Provide Resources

GENESYS WORKS.

Provide Resources

Based on how the conversation goes, you may want to provide resources to your intern.

Always feel welcome to reach out for any resources you may need!

GENESYS WORKS.

Resources

What kind of resources does your organization provide for staff?
Any resources that your intern could also use?

Resources that you be looking for:

- Career Exploration
- Mental Health Resources
- Financial Literacy Resources
- Food Security
- Housing Security
- Academic Resources and Skill Building
- Transportation Resources

GENESYS WORKS.

Keep the Conversation Going!

Relationship maintenance is very important in continuing to support your intern throughout the year.

GENESYS WORKS.

Relationship Maintenance

- If a student shares with you, follow-up!
  - Don’t pretend the conversation never happened.
  - Ask them how they are doing since you last spoke.
  - Make sure you follow-up with the resources you said you would provide!
- Continue asking good questions
- Thank them for sharing!

GENESYS WORKS.

Wrapping Up!

How will you deepen your relationship with your intern?

GENESYS WORKS.

Any Questions??

Feel to reach out to me with more questions!

Lauren Kirwin – Program Coordinator
lkirwin@genesysworks.org

GENESYS WORKS.
WHERE TOMORROW'S WORKFORCE BEGINS

Breakout Session #4

Choose one session from below.

3:30-3:55pm

Creating Inclusive Relationships Series: the Trauma of Racism

Facilitated by Kamyala Howard, We're Divine Consuting

This session will increase your understanding of Race-Based Trauma and the cumulative effects of racism and will provide resources for unpacking the impact of racism on our young professionals.

Above and Beyond: Creating Next Level Experiences for Interns

Facilitated by Emily Spoden and Jackie Spiess, Genesys Works

Hear about and share ideas for engaging your interns in creative ways, both within and outside of their daily work! Featured guests include Target supervisors leading cybersecurity and Python learning experiences for interns.

Better Together: Leveraging Genesys Works for Your Professional Development

Facilitated by Theresa Farrell, Abbey Nelson, and Deborah, Genesys Works

This session will give you tools for leveraging Genesys Works for your professional growth, featuring stakeholders who have expanded their career opportunities and met their own career goals because of their involvement with Genesys Works.

GENESYS WORKS.