Meaningful Internships

Core Intern Commitment

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 Supervisor Commitment

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 the 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.

Meaningful Internships

GENESYS WORKS.

Core Program Coordinator Commitment

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

Be 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.

Utilizing Your Program Coordinator

- 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.
- See page 10 for more on next-level engagement!