

# TIPS FOR ONBOARDING INTERNS

## PLAN BEFORE THE INTERN ARRIVES – ONBOARDING LOGISTICS

### START DATE

- First day/week schedule
- Communicate & confirm hiring details



### LOCATION

- In-person
- Remote
- Hybrid
- Hot desking



### WORKSTATION

- Hardware & Software
- Desk
- Desktop/laptop
- Office supplies



### COMPANY INTRANET

- Intern access
- Assign email
- Collaboration tools
- Software set up
- VPN/Cloud access



### COMPANY CULTURE

- Equity, Diversity, Inclusion & Belonging
- Pronouns in signatures
- Accommodations & accessibility
- Existing clubs & initiatives
- Professional development



## FIRST WEEK – SET YOUR INTERNS UP FOR SUCCESS

### ORIENTATION

- One-on-one
- Welcome orientation with other interns
- Introduce team members
- Coordinate a tour



### EXPECTATION SETTING

- Communication
- Discuss tasks & projects
- Explore learning goals
- Define performance objectives
- Define success



### ORGANIZATIONAL STRUCTURE

- Organizational mission, culture, values & norms
- Team-role fit within the organization



### WORKPLACE PROTOCOLS

- Health & Safety
- Policies & Procedures
- Guidelines
- Resources
- Role specific tools
- On the job training



### SUPPORT NETWORK

- Assign a buddy or reference person
- Connect them with peers
- Match them with a subject matter expert



## ON THE JOB LEARNING – PROVIDE GUIDANCE, COACHING & MENTORING

### OPEN COMMUNICATION

- Regular touchpoints
- How are things going
- What can be improved
- Is more clarity and guidance required to complete a task
- Communicate with the Institute with positive or negative feedback



### CONTINUOUS FEEDBACK (WRITTEN & VERBAL)

- Revisit learning & performance goals
- Complete the mid-term check-in & overall supervisor assessment
- Identify knowledge gaps
- Provide affirming & corrective feedback
- Concerns about job performance, health & well-being



### FOSTER COLLABORATION

- Connect them with key people
- Encourage networking & resourcefulness
- Offer support, guidance, shadowing or coaching



### PERSON-JOB FIT

- Recognize potential vs. readiness
- Provide opportunities for growth & mobility
- Identify barriers to success
- Capacity to do more
- Cross/teamwork
- Reverse mentoring



## ENCOURAGE CONTRIBUTIONS, ACTIVE ENGAGEMENT & GIVE RECOGNITION

### NEW REALITY

- Cameras on for virtual meetings
- Non-verbal communication



### ENGAGEMENT

- Cross-departmental or team activities
- Intern Committee
- Shadow other unit(s)
- Invite interns to brainstorming sessions
- Encourage creative thinking



### LUNCH & LEARNS

- Engage interns in learning & development opportunities
- Encourage meet & greets with leadership



### CELEBRATE THE WINS

- Showcase work
- Close the internship loop
- Provide constructive feedback
- Complete Institute provided supervisor evaluation

