



INTERN SUMMER SCHOOL

Track 2: Professional Development

Week 1: Professionalism & Etiquette in the Workplace

This may be the first time an intern has worked in a professional setting. People will expect them to act as a professional. The rules are different among organizations, so they must figure out the appropriate code of conduct. Week 1 course materials will provide an overview of the essential skills and tips that an intern needs to succeed.

We will cover the basics of:

- What it Means to Act Professionally
- Business Writing
- Customer Service
- Behaviors & Tips to Showcase Professionalism
- Appropriate Work Attire

Time to Complete: 85 minutes

Week 2: Company Culture

For most companies, people are the greatest resource and opportunity for a competitive advantage. Week 2 course materials will help interns better understand why company culture is important and how company cultures can differ depending on the organization.

We will cover the basics of:

- What is Company Culture
- The Importance of Understanding Company Culture
- How Organizational Cultures Can Differ

Time to Complete: 30 minutes

Week 3: Networking

A professional network is essential to finding and advancing your career. Week 3 course materials focus on how to build a professional network and the importance of networking with your colleagues.

We will cover the basics of:

- Professional Networking
- Building Rapport
- Developing a Personal Elevator Pitch

Time to Complete: 60 minutes

Week 4: Personal Brand

Developing a strong personal brand is key to putting your best foot forward in a professional atmosphere. Week 4 course materials focus on strategies young professionals can use to present themselves in the office and business settings.

We will cover the basics of:

- How to Build a Personal Brand
- Personal Branding Online
- Professionalism & Personal Brand
- Self-Awareness

Time to Complete: 115 minutes

Week 5: Understanding Generations

With multiple generations in the workplace, misunderstandings often stem from generational differences in views, attitudes and behaviors. The Week 5 course materials will help millennials better understand Boomers and Xers and provide tips and best practices for working with them.

We will cover the basics of:

- Why Generations Matter
- Boomers
- Gen X
- Tips for Inter-Generational Communication

Time to Complete: 45 minutes

Week 6: Emotional Intelligence

Recent research shows that leaders with the highest Emotional Intelligence (EQ), not necessarily IQ, tend to be the most successful. Week 6 course materials will be provided to explore what EQ is and techniques to increase it.

We will cover the basics of:

- What is Emotional Intelligence
- Being Self-Aware
- Ways to Develop Emotional Intelligence

Time to Complete: 85 minutes

Week 7: Time Management

Effective time management is key to achieving goals and results. Week 7 learning materials will provide interns with planning and time management strategies they can incorporate into their daily routines to keep them focused on the impactful tasks while minimizing disruptions.

We will cover the basics of:

- What is Time Management
- Overcoming Procrastination
- Ways to Improve Your Personal Time Management Skills

Time to Complete: 75 minutes

Week 8: Problem Solving & Critical Thinking

Solving problems and making important decisions is the heart and soul of every job. Week 8 course materials will help participants determine the appropriate solutions to problems and make effective decisions.

We will cover the basics of:

- What is Critical Thinking
- How to Develop Critical Thinking Skills
- Importance of Problem Solving

Time to Complete: 75 minutes