

Eleven+

Elevate to Even Plus

Job Readiness Training for Interns





www.metimeter.com

use code: 2968 6769

What are you hoping to get out of your
internship experience this summer?

Congratulations!

**The experience you'll gain
this summer can serve you
for the rest of your life.**



Giving you a head start

This training has been developed to provide you with information and guidance to help you hit the ground running and to maximize the opportunity you have for personal growth and making an impact at your host organization.





Introductions

We are Eleven+ 

Eleven+ disrupts systemic inequality by providing underserved students with access to transformative, paid internship experiences that get them to even and beyond.



What you can expect this summer

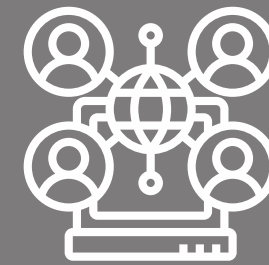
The Eleven+ program



A meaningful, paid work experience that provides you with skills, experience, and relationships to better prepare you for the future



A host mentor to provide you coaching, guidance and support throughout the summer



Activities with other interns like networking sessions, role model speakers, and professional headshots



Check-ins, ongoing support when needed, end of summer survey

01.

Communication

02.

**Personal
organization**

03.

**Teamwork &
collaboration**

04.

**Making the
most of your
summer job**

05.

**Preparing for
your first day**



01.

The importance of effective communication

“Communication – the human connection – is the key to personal and career success.”

-Paul J. Meyer, self improvement pioneer



Effective writing

You should expect to do a lot of writing during your internship, regardless of your role. These are some key things to keep in mind.

Effective writing is clear, accurate, and concise



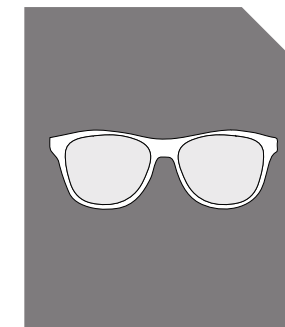
Use "office formal" language and style



Apply different writing styles for different mediums



Ask for examples that you can use as a guide



Be clear about the topic you are

Effective writing



Be concise



Flex your style for your audience



Proofread everything before you send it



Think before replying to all via email



Ask a colleague for a "peer review"



Be timely to meet expectations



Office Conversations

Communication at work is typically more formal than at school or home. Also, some topics you'll comfortably discuss with family or friends may not be appropriate in an office setting.

Understanding and using all types of formal communication can be a valuable skill, but it requires research and practice.



Office Conversations

Talking to
your boss
is different

Put a lid
on it

Don't be a
heartbreaker

Loose lips
sink ships



Office Conversations

I can't
hear you

Put your
ears to
work



Be prepared

“We have two ears and one
mouth so that we can listen
twice as much as we speak.”
– Epictetus, ancient Greek philosopher

Asking questions

Whenever you don't know something or are unsure, you should always ask. However, who you ask, when you ask, and how you ask does matter and you should use good judgement when presenting questions to others.

"There are no stupid questions"



Asking questions



Think about other ways
to find what you need

Over time, start to formulate
the answers yourself

Early on, ask often

Asking questions

How should
you ask?

Who are you
asking?

What do you
need to
remember?

Do you
understand the
answer?

Video call etiquette

Even if you are working in a physical office, chances are you'll attend several zoom meetings during your internship. Zoom behavior while at work can be quite different than what is acceptable at school and it is important to know the difference.

"You're on mute"



Video call etiquette



Camera on
or off?

To mute or
unmute

It's a real
meeting,
afterall

Be ready.
Be on time.

Be a pro

Interruptions
happen

The importance of being organized

**“A good system shortens
the road to the goal.”**

— Orison Swett Marden, inspirational author



Personal organization

Organizational skills are competencies you can use to establish structure and order in your daily life. They can help you work more efficiently and effectively and, as a result, increase your productivity and performance. When an employee displays strong organizational skills in the workplace, it typically means they also have a strong aptitude for time management, goal setting and understanding how to meet their objectives.

“With organization comes empowerment.”



Personal organization

Planning your day, your week, your summer

1. **Priority:** how quickly am I expected to finish this task?
When is it due?
2. **Time:** How long will it take me to finish?
3. **Complexity:** Is this a project that is made up lots of tasks that I need to plan for individually?
4. **Interdependencies:** Do I need to wait for others to do something before I can start? Are others waiting for me to finish something before I can get started?
5. **Conflicting obligations:** What else is also due? Which one is most important? Are there meetings I must attend that I should plan around.

Tips from



- **Create a clean workspace.**
- **Identify goals to meet.**
- **Build a to-do list.**
- **Prioritize each task.**
- **Input tasks into a schedule.**
- **Organize your materials.**
- **Reward yourself regularly.**
- **Maintain a healthy work-life balance.**

Personal organization

Time management

Make the most
of your day

Alert your
manager to
down-time

Over-estimate
how long it will
take

Plan ahead



Personal organization

Note taking

Write legibly

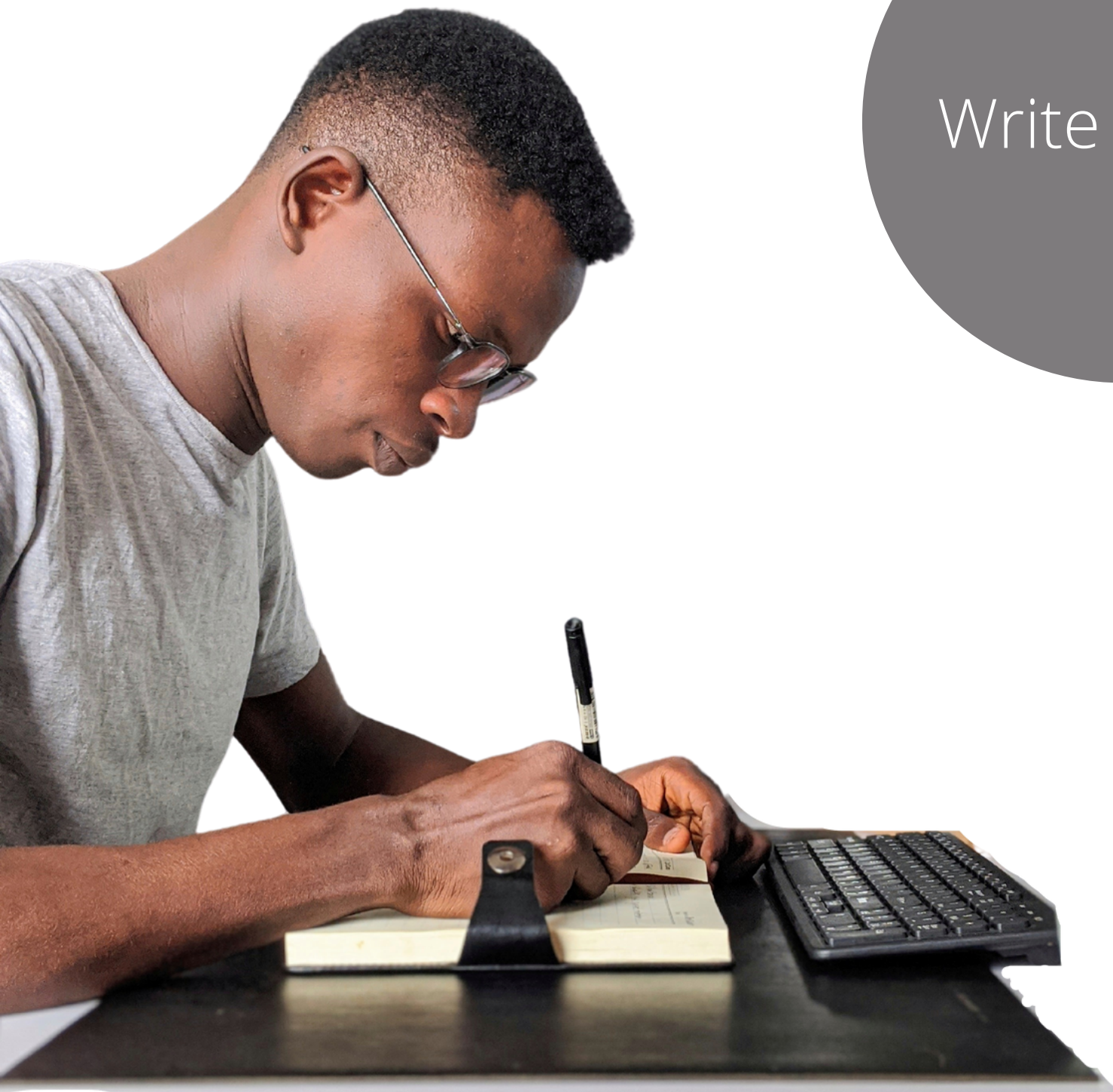
Capture key details



Keep a journal of
your completed
projects and
accomplishments

Record actions
and owners

Track your
action items
on your to do
list



The importance of teamwork

"Individual commitment to a group effort -- that is what makes a team work, a company work, a society work, a civilization work."

– Vince Lombardi, football coach



Teamwork

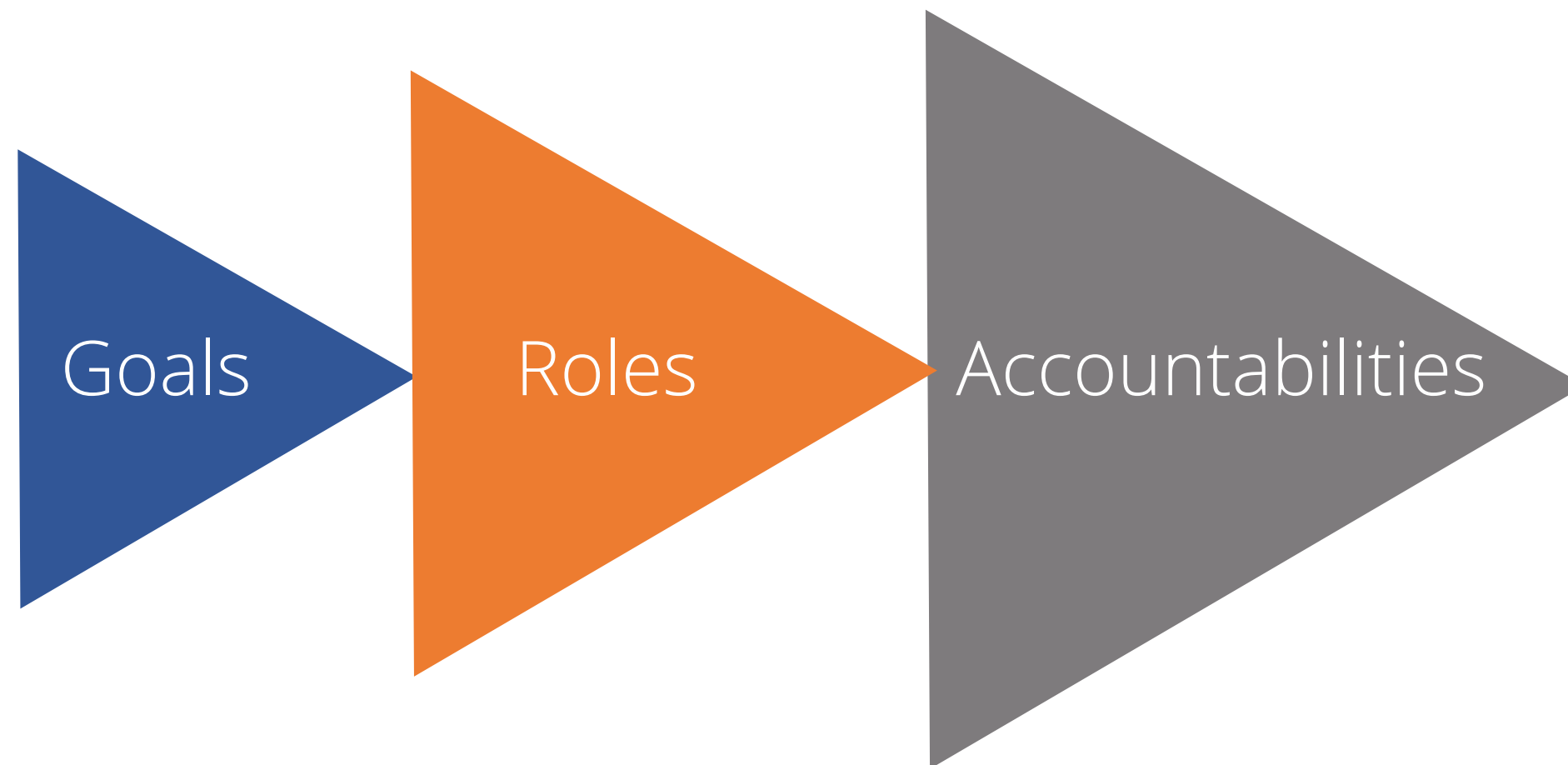
Whether your summer job has you working with one other person or hundreds of others, you'll be part of a team.

“Teamwork makes the dream work”



Collaboration

You're also likely to work on some projects with others, and so effective collaboration is important.



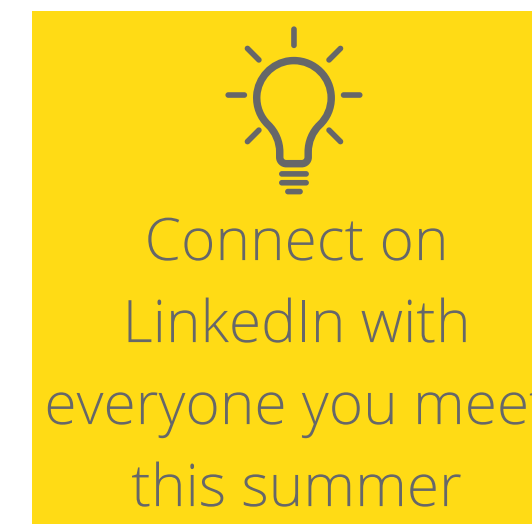
**"Competition makes us faster.
Collaboration makes us better."**





Networking

Your network is made up of relationships you can access to find additional information, tap into know-how, access resources, or to be introduced to others who can help. Anyone can be part of your network.



"Networking is an essential part of building wealth"

The importance of doing your best

**“Always do your best.
What you plant now,
you will harvest later.”**

-Og Mandino, author



Making the most of your summer job

Before you start your job, think about what a success in your internship will look like. Thinking about the end goals, whatever they may be, will help you be more intentional and, in turn, more successful in the work you do.

“The goal is not to be better than the other person, but your previous self.”



Making the most of your summer job

The secrets of success

Take the
initiative

Stay
curious

Making
good use
of time



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Be
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Go above
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and
beyond

**Have a
back-up
plan**

**Don't be
afraid of
failure**



05.

The importance of being ready

**“Preparedness is the
key to success and
victory.”**

-Douglas MacArthur, U.S. Army general



Expectations conversation

Your mentor will reach out to you to schedule a one-on-one call before your first day. This is a great opportunity to learn more about your job and the organization you'll be working for. You should be prepared for the conversation in advance by creating a list of questions you'll ask on the call. Equally, your mentor is likely to ask you a number of questions.

“Setting expectations eliminates or reduces confusion and increases the chances of employees being successful in achieving the goals set for them”



Expectations conversation

Question you might ask your mentor



Ask your mentor practical questions, too: What to wear? What to bring on your first day?

The job:

What are the main responsibilities of my job?
Who are the most important stakeholders I'll be supporting?
In performing my job duties, what does good look like? What are your expectations of me?
What are the ideal outcomes of my work by the end of the summer?
What are the characteristics of an ideal intern?
Is there anything I can be reading up on in advance of starting so I'm better prepared on my first day?

The organization:

Can you describe the culture of the organization? What is it like to work there? How does it compare to other places you've worked?
Are there any office standards I should be aware of? How do people dress for work? What time does work normally start and end.? (If you are part time: What time do you expect me to start each day)
What technology platforms do they use in the course of the day (ie Microsoft Office or Google Suite)?

Use the Eleven+ Expectations Conversation worksheet to plan for this call

Expectations conversation

Question your mentor might ask of you

About you:

What are you hoping to take away from this job at the end of the summer? Are you looking for any new skills or experiences? What does a successful internship look like to you?

What made you want to apply for this role? What about it interested you?

What do you want your coworkers to say about you at the end of the summer?

How does this internship fit into your longer-term career plans or goals? How will your success here help you get closer to your goals?

Who is your biggest role model? Who do you look up to? Who do you check in with for advice or guidance?

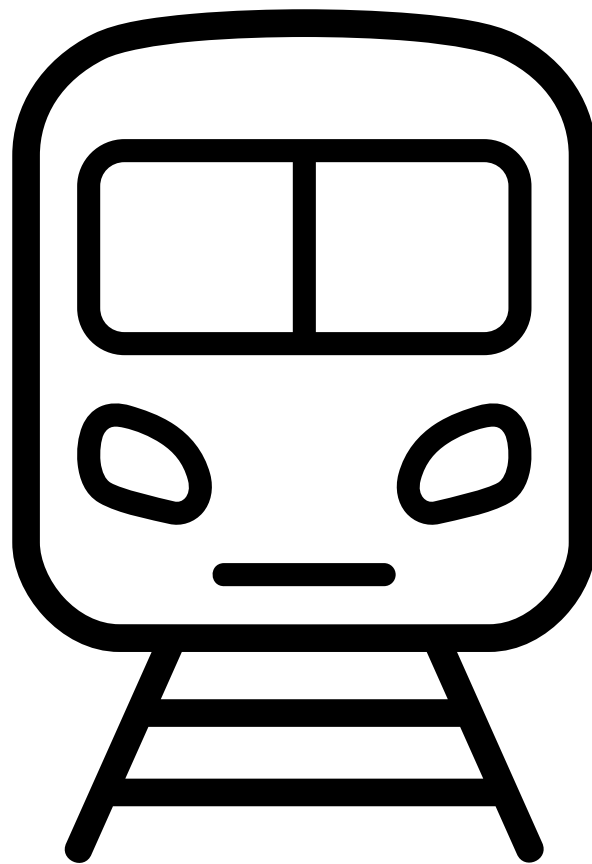


Your first day

Get yourself ready



Your workspace



Your commute



Your documents

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You
Got
This!





www.metimeter.com

use code: 29686769

What are your top three takeaways
from this session?

Q&A





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APPENDIX

Documents you'll be asked to provide on your first day

When you take a new job, you are required to fill out the employee's section of USCIS Form I-9 by the end of your first day on the job. You then have three business days to present your new employer with documents proving that:

- you are who you say you are, and
- you are legally authorized to work in the United States

When One Document Is Sufficient

United States Citizenship and Immigration Services (USCIS, formerly the INS) periodically updates the list of documents sufficient to prove both identity and eligibility to be employed in the United States. Any one of the following documents is sufficient, on its own, to meet the requirements:

- an unexpired United States passport
- an unexpired foreign passport with an I-551 stamp
- an alien registration receipt card or permanent resident card
- an unexpired employment authorization card
- an unexpired employment authorization document, issued by USCIS, which contains a photograph, or
- an unexpired foreign passport with Form I-94 containing an endorsement of nonimmigrant status.

When Two Documents Are Required

An employee who does not have one of the documents listed above must produce two documents: one establishing that he or she is authorized to work in the United States and another verifying identity.

To prove employment authorization, USCIS will accept:

- a Social Security card
- a U.S. birth or birth abroad certificate
- a Native American tribal document
- a U.S. citizen ID card
- a resident citizen ID card, or
- unexpired employment authorization documents issued by the Department of Homeland Security.

As proof of identity, USCIS will accept:

- a current U.S. or Canadian driver's license that contains a photograph or description of personal characteristics
- a federal, state, or local identification card with a photograph on it
- a school ID card with a photograph
- a voter's registration card
- a U.S. military card or draft record
- a military dependent's ID card
- a U.S. Coast Guard Merchant Mariner card, or
- a Native American tribal document.



Contacts



Carolyn Parelli
Chief Program Officer
carolyn.parelli@eleven-plus.org
908-679-9260



Andrew Walker
President
andrew.walker@eleven-plus.org
908-461-6125



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Bola Lawrence, STAR

Christopher Harlow-Jennings, All the Way Up

Ofira Bondorowsky, Charity Navigator

Samantha Crockett, KIPP New Jersey

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