



## **Successful Onboarding & Mentoring for Interns / Maintaining an Intergenerational Workforce**

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## Benefit to Employers



*"My intern has worked out wonderfully.  
You really should consider getting one."*

## Why Onboarding?

- Sets clear expectations of standards
- Fills in knowledge gap on workplace etiquette
- Builds a foundation for success
- Establishes key deliverables and milestones
- Provides introductions and network opportunities
- Identify development opportunities
- Promotes basis for evaluation
- Ensures long-term career success





## Basic Elements of Onboarding

### 1. Joint Partnership

- Human Resources / Management
- Supervisor
- Intern

### 2. Organization Overview

- Mission
- Culture
- Structure

### 3. Safety / Ergonomics

### 4. Scope of Work

### 5. Performance Expectations

### 6. Conduct Expectations

- Work Rules
- Communication
- Preventing Harassment

### 7. Q&A

## Work Rules / Intern Conduct



1. Work Hours
2. Absence Protocols
3. Pay Periods & Paychecks
4. Appearances / Dress Code
5. Professional Conduct
6. Use of Electronics
7. Safety
8. Code of Conduct
9. Misuse of Internet / Email
10. Social Media
11. Zero Tolerance
  - Substance Abuse
  - Violence
12. Smoking
13. Vehicle Use
14. Harassment Prevention

## Sample Day # 1

1. New Employee Orientation
2. Introductions
3. Office & Facilities Tours
4. Social Component /  
Networking
5. Set Goals & Expectations
6. Administrative & Logistics
7. Assign Buddy



## Supervisor / Mentor Roles



### Supervisor

- Provides day-to-day directions
- Assigns projects and tasks
- Conducts evaluation and delivers feedback

### Mentor

- Assists in navigating through organizational norms
- Provides career advice
- Facilitates experiences and networking

## Tips for Success

- Eliminate “just an intern” mentality
- Provide formal welcome to organization
- Set clear roles, responsibilities, goals, and tasks
- Seek commitment from intern and management
- Explain internship goals to business goals
- Explore incentives and recognition
- Schedule time for transition and documentation
- Stay connected after internship







## Intergenerational Workforce

- The Millennials
  - Tech savvy
  - Looking for a challenge
  - Feedback / recognition are key
  - Looking to do well and do good
  - Work / life balance
  - Mobile
- Multi-cultural
- Special
- Sheltered
- Confident
- Team-oriented
- Conventional
- Achieving

## Tips for Success with Millenials

- Be upfront and honest about expectations
- Ensure challenging and meaningful assignments
- Encourage risk-taking and creativity
- Provide regular feedback
- Recognize a job well done
- Address work/life balance
- Include in regular meetings
- It's all about them!



## What Not to Do



- Use interns to cover vacant FTE's
- Skip or compress the onboarding process
- Leave interns unsupervised
- Make it all about work
- Fail to integrate socialization or networking opportunities
- Go on for days without providing feedback or recognition
- Assign projects without explaining significance or contribution to the organization's bottom line
- Let performance "slide"
- Over-accommodate needs

