

MBAN Internship Handbook 2021

It is expected that all students uphold the utmost professionalism during your internship as you are an ambassador of UBC Sauder and the MBAN program. In addition, your performance in the MBAN internship may have an impact on your ability to receive a letter of reference and your future employment. Please carefully review the expectations outlined in this handbook which are designed to help you succeed in your internship.

If you experience any unexpected challenges during your internship, please reach out to Sandra Wan at sandra.wan@sauder.ubc.ca or your faculty supervisor **as early as possible**.

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Building a Growth Mindset

We encourage you to have a growth mindset during your internship. Here are a few tips for how to do this:

- Be curious: Curiosity makes everything new. Go explore. Ask questions. Look for opportunities everywhere.
- Try new things: Designers try things, they don't sit on the sidelines. They keep trying, testing, tweaking. Embrace the change.
- Know it's a process: Mistakes will be made. And sometimes designs emerge from a mess, e.g. the Slinky, Super glue, Play Doh.
- Ask for help: Sandra, Whitney, and your faculty supervisor are all here to support you.

UBC Respectful Environment Statement

Please review the UBC Respectful Environment Statement on the UBC Human Resource's website at <http://www.hr.ubc.ca/respectful-environment/>.

Core Values in Canadian Workplace

Time and Professionalism

- Be aware of company culture. Note: each company or organization will differ.
- What do you observe about time in your workplace? Do people work late? Are you expected to start at a certain time? Does your manager prefer you to schedule a meeting or is there an 'open door' policy where you can reach out to ask questions at any time?

Reliability and Work Ethic

- Be punctual: for work and with project deadlines
- Keep your word, honour your commitments
- The work you produce should be your own or give credit to team members
- Ask questions if you are unsure. This will help you to develop strong working relationships, get feedback, and reduce mistakes.

Respect

- Treat people with kindness, courtesy, and politeness
- Be attentive and listen to others
- Avoid gossip, name calling or insults
- Encourage others to express their ideas
- Remain sensitive to other people's time
- Express your ideas with professional word choice

Best Practices: Virtual Work

- Create a Routine: It may help to get ready as if you were going out by wearing clothes that make you feel more professional and grooming yourself in more traditional ways.
- Business on Top: You never know when you may need to have a last-minute virtual meeting, so best practice is to dress somewhat professionally (on top) at all times.
- Mind your Background: Pay attention to the background environment and ensure that is tidy and free of distractions - good lighting is also key so that your team can see you clearly!
- Be comfortable: Wearing comfortable clothes is one of the great luxuries of virtual work - enjoy it!
- Note: Business formal is still expected for job interviews!

Dress Code

Your personal dress and appearance contribute to the general impression that you make. Each company has a slightly different dress code culture. It is best to dress more professionally on the first day until you are able to gauge what the company culture is around dress code.

For business meetings with company representatives, it is typically expected to wear professional attire, of conservative style and colour. Dressing too conservatively is better than dressing too casually. Shirts must be cleaned and ironed, shoes must be polished, hair must be well-groomed, and make-up should be kept moderate.

Use of perfume, cologne or scented products should be kept to a minimum due to people's allergies and sensitivities.

Punctuality

Different work cultures and organizations may have differing attitudes and expectations about punctuality. While some may begin meetings and workdays promptly at the specified time, others may have more flexible attitudes towards timeliness and hours of work. It is expected that you always arrive slightly early for meetings so that you are seated and ready at the scheduled start time.

Teamwork

Being a team player is an important part of any internship. Here are some key characteristics to demonstrate in the workplace:

- Communicate clearly
- Be authentic to yourself
- Uphold accountability
- Be open to collaboration
- Be respectful at all times
- Recognize your own strengths and weaknesses
- Push yourself to work outside of your comfort zone

Questions to ask yourself about teamwork:

1. Internal Self-awareness

- What emotions am I experiencing?
- What am I assuming about another person or the situation?
- What are the facts vs. my interpretations?
- What are my core values, and how might they be impacting my reactions?

2. External Self-awareness

- What am I doing in team meetings that is helpful?
- What am I doing that is not helpful?
- If you could change one part of how I interact with the team, what would it be?

3. Personal Accountability

- Recognize when there is a problem and accept that you are part of the problem.
- Take personal responsibility for solving the problem and stick with it.

4. Take Action

Communication

In all forms of communication, it is expected that students use professional language and a courteous tone.

Tips for Email Communication:

- Be clear and concise
- Respond promptly
- Include a brief, descriptive subject line
- Be cautious about using humor as this can be misinterpreted via email
- CC appropriate people when necessary
- Don't use email for sensitive information; a phone call or in person conversation may be better

Tips for Meetings:

- Turn off your cell phone
- Be prepared (agenda, pre-reading)
- Check to make sure the video equipment is working (and you know how to operate in advance of the presentation)
- Have all materials readily available (tell participants that you will send documents as needed)
- Start and finish on time
- Introduce purpose for meeting and facilitate discussion (stay on track)
- Wrap up with action plan/next steps
- Allow time for questions (Park off-topic questions)

Managing Conflict in the Workplace

Conflict and difficult conversations are a part of any workplace and important skills to gain practice with. Here are a few tips for how to manage conflict:

- Define acceptable behavior
- Hit conflict head-on (be upfront)
- Consider how important this issue is
- View conflict as an opportunity to grow, build stronger relationships

Confidentiality

Different companies will have different expectations around confidentiality. It is important that you clarify these expectations with your supervisor if they do not make it clear to you. **It is expected that all MBAN students maintain the highest commitment to the confidentiality expectation set out by your internship company.**

Computer Security

Work computers should not be used for any personal entertainment (e.g. Netflix, gaming, music downloads). It is also expected that you would not save copies of any documents, data, or other material from work computers onto cloud storage services (e.g. Dropbox, Google Docs, etc.) or a USB

without explicit permission. You must also not install software onto work computers without explicit permission to protect the company's security.

Social Media

For most people, social media is an important dimension of everyday life, connecting us in a variety of ways and affecting the way we learn, socialize, and work. Many companies communicate internally and externally through blogs, social networks, videos and tweets. Social tools such as Slack, HipChat, Microsoft Lync and Skype are also becoming a lot more widely used internally.

However, for employers the use of social media has created new risks. Companies are expected to conduct transparent communications and to comply with regulations. Employers struggle with several problems related to the use of social media: 1) time theft or use of personal social media in the work hours; 2) malicious, negative, or damaging comments made about employers or colleagues; 3) accidental or intentional leaks of proprietary and/or confidential information; 4) damage to brand reputation; 5) legal, regulatory and compliance violations.

You should carefully consider what you may want to post to Facebook, YouTube, Instagram, Twitter, LinkedIn, or other social media, about your internship experience. **As a general rule we request that you not mention your company name unless you have explicit permission.** If you mention an organization's name, your posting may be picked up by their staff who monitor social media sites. This type of posting may be considered inappropriate. **It is also expected that you do not use social media during work hours.**

It is recommended that you don't post any pictures of your company on social media due to privacy concerns. Please also be respectful of individual's privacy and do not take pictures of your colleagues unless you have first obtained their explicit permission. Note that just because a person was okay with you taking a picture that included them does not mean they are okay with you posting it to social media—always obtain their explicit permission in advance and be clear whether your intention is to have the picture for your personal record or whether you might share it with others on social media.

References, Networking and LinkedIn

It is essential to get permission before listing anyone as a reference on job applications or elsewhere, and to allow enough lead time for writing letters before the application deadline.

Please check with your supervisor before listing your internship company and position on LinkedIn as some companies/projects may be confidential.

Good luck with your internship this summer! We are looking forward to hearing about your experiences and supporting you!