



Graduate Internship

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ANDREA BEARMAN

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BA 6000Z: Graduate Internship

Course Description:

This graduate course is designed to combine classroom theory with practical application through job-related experiences. Students are actively employed in diverse organizations and agencies that relate to their graduate academic training and career objectives. Students will create obtainable SMART goals that apply to their personal and professional goals. Students will build skills related to interviewing etiquette to assist in successful job acquisition. Additionally, students will have the opportunity to reflect on supervisor feedback and their overall experience in the graduate internship.

Learning Outcomes:

- Create achievable SMART goals. **(LO1)**
- Connect academic knowledge with a professional setting. **(LO2)**
- Recommend etiquette for professional interviews. **(LO3)**
- Evaluate personal accomplishments and experiences related to master's program of study. **(LO4)**
- Analyze how to achieve professional growth in industry. **(LO5)**
- Reflect on feedback provided by supervisor. **(LO6)**

Part I: Goal Setting

By the end of this chapter you should be able to:

- Create achievable SMART goals **(LO1)**
 - Connect academic knowledge with a professional setting **(LO2)**
 - Analyze how to achieve personal growth in industry **(LO5)**.
-

An Introduction to Goals

In all aspects of life it can be beneficial to set goals. Setting goals can promote change, growth, development as well as provide a sense of accomplishment. This book will focus on work-related goals, but many of the concepts can be applied to your personal life as well. Worth noting is that while you may set a goal, this does not mean that there is a rigid path to follow to achieve that goal. Often, new opportunities may become available that change or shorten your path toward your desired goal.

Professional goal-setting revolves around what is important to you. Review this list and identify which items may be important to you professionally:

- Earn a promotion
- Apply skills learned in graduate program
- Obtain full-time status in current occupation
- Develop new skills that would propel you into a new position
- Create a network of field-related colleagues that serve as a support and knowledge base
- Locate a potential mentor

- Financial security
- Health insurance benefits

This is by no means an exhaustive list of professional goals. Before moving forward, consider, what your priorities are in life? How many more items could you add to this list?

SMART Goals

Long-term and short-term goals are fantastic components in everyday life, but are they SMART goals? SMART goals meet certain criteria. SMART goals are Specific, Measurable, Achievable, Relevant, and Timed. Review the slides below to learn more about SMART goals.



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Evaluating Yourself

Once you have a goal in mind, it is helpful to take a moment and evaluate where you are currently. This may help you develop your SMART goal. For example, here's an evaluation of someone in the restaurant industry:

Goal: Owning a restaurant

Strengths, which will contribute to the successful completion of this goal:

- Will complete Cook Apprenticeship program this year
- Three years' experience working in a restaurant
- Worked as a bus person and server during high school
- Knowledge of wines as a result of my wine-making hobby
- Have been promised a full-time job as a cook on completion of apprenticeship
- Confident self-starter
- Highly motivated
- Need little sleep
- Can work long hours
- Supportive family
- Uncle owns a restaurant

Barriers, which may be obstacles to overcome in order to complete this goal:

- Lack business management skills and experience
- Have not developed a menu on my own
- Do not know the market for new restaurants in this community
- Do not know the legislation and legal requirements for opening a restaurant
- Do not know how to mix drinks
- Do not know how to deal with customers or sell
- Lack the capital to start a business
- Have a car loan of \$5,000
- Make child support payments of \$200 a month
- Work irregular shifts which make it hard to attend courses

Goal Development

Now, you can start planning your goals and how you will complete

them. A couple strategies that may assist you are finding a mentor and setting a timeline to adhere to throughout the process.

Please watch this video, which offers strategies and insight about finding a great mentor. After viewing the video, scroll down to find an example of how to align goals with a timeline.



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Here are some proposed timelines and steps for the goal **Owning a Restaurant**

Step

Rework personal budget to save \$200 per month

Give notice to present landlord

Find new accommodation that fits new budget

Sell car and pay off car loan

Use proceeds to buy older car without loan (brother may have a lead on a good car)

Move into new apartment

Write Cook Red Seal exam

Increase monthly savings to \$400 as a result of having no car loan

Borrow Restaurant Operations Manual from uncle and study legal and legislative requirements

Register for a bartender's course to start in September

Additional Learning Materials:

Read:

1. Student Experiential Education Agreement **(LO2) (LO4)**

Watch:

1. [Why the secret to success is setting the right goals](#) (11:51) **(LO1)**
-

References for Remixed Content:

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Part 2: Strategies for Success

By the end of this chapter, you should be able to:

- Connect academic knowledge with a professional setting. **(LO2)**
 - Recommend etiquette for professional interviews. **(LO3)**
 - Analyze how to achieve professional growth in industry. **(LO5)**
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Preparing for an Interview

This section of the course and the textbook is meant to prepare you for potential interviews and identify workplace norms that you may or may not know already. To start, please view the following three TED talks that discuss strategies that can help you interview better for a position.



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Question Preparation

Initially, it may seem overwhelming to prepare for an interview where you do not know the questions. But the reality is that many, if not all questions, asked in an interview are very similar regardless of industry. These questions are the ones you can prepare for and the ones where you can really market yourself as a valuable employee that the organization should hire.

In any interview, especially for very specialized positions, there may be industry-specific questions that you would need to answer. One trick for preparing yourself is to break down the job description, listed in the job advertisement.

- Write or type all of the components out.
- Then, start connecting each piece with your prior experiences; draw connections as often as possible.
- Once you have parsed out the job description, you can start hypothesizing what questions they might ask and how you would answer.

For the basic, most common questions you would be asked, please review the dialog cards below and prepare answers that would be succinct and meaningful in an interview. There are suggestions for each of the questions on how to respond. To use the dialog cards provided, read the question, then select the “turn” button. Read the information relevant to that question. Then, select the right-pointing arrow, below the dialog cards to move on to the next card. There are seven questions and corresponding information.



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Illegal Interview Questions

It is important to understand that even though you are interviewing for a position, there are questions that employers are **not** allowed to ask. The Fair Inquiry Guidelines were established by the Equal Employment Opportunity Commission. These guidelines were meant to protect those that are interviewing from discriminatory practices. Please read more about [legal and illegal interview questions](#) in this article by the Bridgespan Group.

First Impressions

When an employer first sees your resume, cover letter, and references they have begun to form an impression of you. When they meet you in an interview, whether in person or virtually, you have the opportunity to provide the best first impression possible. In this section, first impressions will be discussed, including strategies for great initial connection with an employer. Select each of the hot spots below to learn more. Then decide whether you want to be **this** person or **that** person.





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Types of Interviews:

Generally, there are three types of interviews that you could encounter in your job search process: face-to-face, phone, and virtual (examples: Zoom, Teams, Skype). Each of these types of interviews require different preparation and potentially different skills in order to be successful. If you have questions about how or where the interview will take place, ask the person who has contacted you regarding an interview. Some questions that may be relevant to ask are:

- Are there specific instructions for finding your office or building?
- Are there parking fees or a recommended place to park?
- How many people will be present in the interview?
- If I have other questions, prior to the interview, who is the best person to contact?

Read more about the qualities of the different types of interviews below, familiarizing yourself with the quirks of each.



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Additional Learning Materials:

Read:

1. [Looking for a Job? 6 Questions to Ask Your Recruiters](#) (2 pages) (LO5)
2. [Legal and Illegal Interview Questions](#) (LO3)

References for Remixed Materials:

BC Cook Articulation Committee (n.d.) *Working in the food service industry*. Pressbooks. <https://opentextbc.ca/workinginfoodserviceindustry/chapter/setting-goals/>

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Part 3: Evaluation, Feedback, and Reflection

By the end of this chapter you should be able to:

- Evaluate personal accomplishments and experiences related to master's program of study. **(LO4)**
 - Analyze how to achieve professional growth in industry. **(LO5)**
 - Reflect on feedback provided by supervisor. **(LO6)**
-

Purpose of Evaluations

Performance appraisals are one of the most important components of any job, because they recognize where employees are strong and offer suggestions for improvement. There are a few reasons for workplace evaluations and performance feedback:

- Feedback to employees
 - Performance appraisals provide feedback to employees about quantity and quality of job performance. Without this information, employees have little knowledge of how well they are doing their jobs and how they might improve their work.
- Self-development
 - Performance appraisals can also serve as an aid to employee self-development. Individuals learn about their strengths and weaknesses as seen by others and can initiate self-improvement program.
- Reward systems

- In addition, appraisals may form the bases of organizational reward systems—particularly merit-based compensation plans.
- Personnel decisions
 - Performance appraisals serve personnel-related functions as well. In making personnel decisions, such as those relating to promotions, transfers, and terminations, they can be quite useful. Employers can make choices on the basis of information about individual talents and shortcomings. In addition, appraisal systems help management evaluate the effectiveness of its selection and placement functions. If newly hired employees generally perform poorly, managers should consider whether the right kind of people are being hired in the first place.
- Training and development
 - Finally, appraisals can help managers identify areas in which employees lack critical skills for either immediate or future performance. In these situations, new or revised training programs can be established to further develop the company's human resources.



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Sample Evaluation: Completed by Supervisor

Below is a sample evaluation that a supervisor would fill out for an

employee. Review the details and reflect on potential responses that a current supervisor may have about you.



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Sample Evaluation: Completed by Employee

After reviewing the workplace evaluation, review the potential self-evaluation questions that an organization may ask you to answer.

Self-Evaluation Questions

1. What were your primary objectives in your role and to what extent do you feel you achieved them?
2. What are three things that you did well in the last six months? Why do you believe you were successful?
3. What goals do you wish you had accomplished since your last evaluation?
4. What career growth or professional goals do you hope to accomplish in the next three years?
5. What specific skills would you like to develop in the coming evaluation period?

Feedback Assessment

As a result of an evaluation, your supervisor will probably provide feedback, to help you progress as an employee. Feedback, especially if it is negative, can be very hard to accept. Complete the following assessment to determine how you typically receive feedback. To complete assessment select, Start the Course. You can review the types of feedback styles prior to beginning the assessment.



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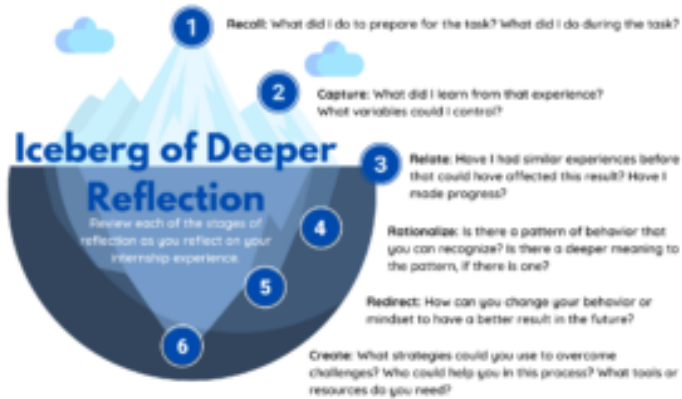
<https://pressbooks.palni.org/graduateinternship/?p=56#h5p-9>

Reflection

Reflection is an opportunity for you as the learner and the employee to take a moment to analyze your progress as a professional. There are a few terms to consider when reflecting, that may guide you as you engage in this process.

- **Recalling:** Recall specific episodes or events that provide evidence that you have grown as a learner and employee. Also recall, though it may be difficult, those instances where you could improve your behavior.
- **Recapturing:** Capture the emotions, accomplishments, and challenges that you've experienced during the span of this course.
- **Relating:** Connect those recollections with other experiences that you've had in the past. Have you progressed? And you regressed? What steps can you take to future improve.
- **Rationalizing:** Evaluate the patterns or learning experiences to create meaning from the past events.
- **Redirecting:** Engage in purposeful thinking directed toward future actions and goals.

The image below can help you visualize the process of deeper reflection.



Conclusion:

Throughout this course, you have learned how to create SMART goals, which can help you academically and professionally. You can recall the proper etiquette for professional interviews; these are skills that can be generalized to a wide range of uses. And finally, you have reflected on your personal accomplishments and experiences, while also creating a plan for professional growth. As you move beyond this course, here are some last tips for taking the goals, feedback, and evaluations into the future:

1. Focus on your long-term career plan, but recognized that everyone will have a different (potentially ever-changing) journey to that ultimate goal. Practice patience with yourself and others.
2. Maintain an ongoing dialogue with your supervisor, your mentor, and anyone else who has a role in your professional growth. Communicate your goals and aspirations clearly.
3. Remain positive as much as possible. Develop a plan for professional improvement, but minimize negative-self talk

should your timeline be delayed by factors outside your control.

4. Finally, reflect on feedback and evaluations, considering them a tool to propel you to greater positions.

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go3HR (n.d.) *Human resources in the food service and hospitality industry*. Pressbooks. Retrieved February 18, 2022 from <https://ecampusontario.pressbooks.pub/hrinfoodservices/back-matter/appendix-7-sample-performance-evaluation-form/>

Huang, L. (2017). Three ideas for implementing learner reflection. *Faculty Focus*. <https://www.facultyfocus.com/articles/teaching-and-learning/three-ideas-implementing-learner-reflection/>

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Doerr, J. (2018, July 2). *Why the secret to success is setting the right goals* [Video]. YouTube. <https://www.youtube.com/watch?v=L4N1q4RNi9I>

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