

**Congratulations** for securing a paid internship. This pack will provide you with useful information on how to get the most out of your internship throughout the following stages:

* Before your First Day
* On your First Day
* During your Internship
* Ending your Internship

Remember, this is your time to maximize opportunities and to enhance your skills, your personal attributes and your knowledge and experience of the workplace, in order to improve your employability and aid your career development.

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# Before your First Day

Your first day in a new job can be stressful. However, there are things you can do beforehand to prepare that will reduce some of the stress and make things a little easier for you. Remember to keep an open mind about your internship beforehand and during the first few days. Some of the suggestions below may seem obvious, but when you have other things on your mind…..

Get in Touch**:**

Make contact with your supervisor at least two weeks ahead of starting the internship to confirm arrival day and time, and request any joining instructions, such as:

* Is there anything you should read before you start the internship?
* Is there any documentation or ID they require you to bring?

Job Description and Person Specification:

Check your job description (if one has been provided) so that you are clear on what you will be doing. Your supervisor may not necessarily have been briefed.

Commercial Awareness**:**

Research the company and sector again to make sure you are up to date.

Internship Agreement:

You should be issued with an A2I Internship Agreement and a contract of employment signed by your employer detailing the terms and conditions of your internship, as well as your job title, job description and working hours. It is important that you check your contract when you receive it to ensure that your personal details are correct and that you understand the contractual obligations between yourself and the employer before signing. If you have not received a contract before your start date, please ensure you ask about it on your first day.

Dressing Appropriately**:**

Find out what the dress code is for the department in which you are working. Do you have suitable clothing? As a basic guideline use the [information](http://www.exeter.ac.uk/media/universityofexeter/careersandemployability/pdfs/resources/whattowearatint.pdf) given for interviews. Dress appropriately so you blend in with the office and give the required outward appearance. If you are unsure, ring the company and double check **before your first day**.

Health & Safety**:**

All employers and employees have a joint responsibility for their health and safety to ensure the risk of harm or damage is identified and reduced to an acceptable level or eliminated.

Intern obligations:

* Abide by all rules regarding Health and Safety requirements, and other policies and procedures of the Company.
* Complete a Risk Assessment of the Internship, if requested by the University.
* Notify the University and the Company in advance of any matter, which is likely to affect them and the undertaking of the Internship including any special health or medical requirements.
* Take care of their own health and safety and that of their colleagues during the Internship.

Employer obligations:

* Accept responsibility for your health, safety and welfare and will provide you with a health and safety briefing and any necessary training, a copy of any health and safety policy or guidance, and any necessary protective clothing or equipment at the commencement of the Internship.
* Complete, with your assistance, where necessary and requested by the University, a Risk Assessment detailing any potential hazards to you, and make all efforts to minimise and/or eliminate such hazards.
* Undertake, with you, [an Internship Induction Checklist](http://www.exeter.ac.uk/media/universityofexeter/careersandemployability/internshipsandmentoring/scp/Internship_Induction_Checklist.docx) detailing basic Health and Safety Procedures
* Notify University of any issues of a disciplinary, health and safety, or other nature arising in respect to you and/or the Internship.

University obligations:

* Provide information on general Health and Safety issues prior to their Internship.
* Request, if deemed necessary, a Risk Assessment for the Internship; and assess the nature of the Internship in accordance with the outcome, detailing any improvements to minimise or eliminate potential risks during the Internship.
* Provide the Company with the [Internship Induction Checklist](http://www.exeter.ac.uk/media/universityofexeter/careersandemployability/internshipsandmentoring/scp/Internship_Induction_Checklist.docx), detailing basic Health and Safety requirements.

Your employer should go through the following procedures with you upon commencement of your internship:

|  |  |
| --- | --- |
| Hazard awareness |  |
| Safety rules |  |
| Emergency procedures |  |
| Location of exits |  |
| Fire warden’s names |  |
| Reporting of accidents, incidents and disease (RIDDOR) |  |
| Reporting of hazards |  |
| Manual handling procedures |  |
| Personal and workplace hygiene |  |
| Location of first aid box |  |
| Instruction on equipment you will be using |  |
| Break times |  |
| First Aid box and name and contact details of first aider |  |
| Personal protective equipment e.g. hi-visibility clothing |  |
| Training to do your job safely |  |
| Health checks if there is a danger of ill health because of your work |  |
| Reporting illness procedures |  |

Right to Work:

You must provide evidence of right to work (e.g. passport or birth certificate) to your employer for whom you will be working. This is a requirement in law.

Travel Arrangements**:**

Do you know where you are going, how long it takes, and the parking arrangements? If you are delayed, who should you contact? If possible, conduct a trial run of the route so that on your first day you will be confident in getting to work on time.

Business VS Personal Expenses**:**

Your employer may (not obliged to) offer your business expenses which are incurred undertaking your duties as part of your internship. Sometimes employees will pay business expenses themselves and claim back the funding, which could take several weeks to come back if included in your monthly pay cheque. This could include travel for your job e.g. visiting clients, subsistence if you entertaining a business client or accommodation if you are staying away from home for work. You are responsible for work related personal expenses, including your home accommodation, meals and travel to and from your work base.

Working Environment**:**

We recommend that you take the following on your first few days:

* Cash - Make sure you have some on you for possible impromptu socialising with co-workers.
* Food - Check and see if you can buy lunch locally, if not take a packed lunch with you.

# On your First Day

Points of Contact**:**

Identify your key points of contact in the workplace before you start the internship. You should know who to report to on the first day, and who your main point of contact is. This is usually your line manager but it is also a good idea to find out who to contact if your line manager is unavailable. Some companies will offer a “mentor.”

On your first day there are a few tricks that should ensure a smooth transition into the team:

* Learn the names of your colleagues as quickly as possible. Write them down if necessary.
* Take a lot of notes. The first day will be a whirlwind of meet and greets and information downloads. Being able to recall a lot of this information shows attention to detail and prevents the wearisome practice of asking for information or details on things over and over again.
* Accept offers of help. Rejecting support could be taken as a rebuff.
* And don’t forget...be positive!

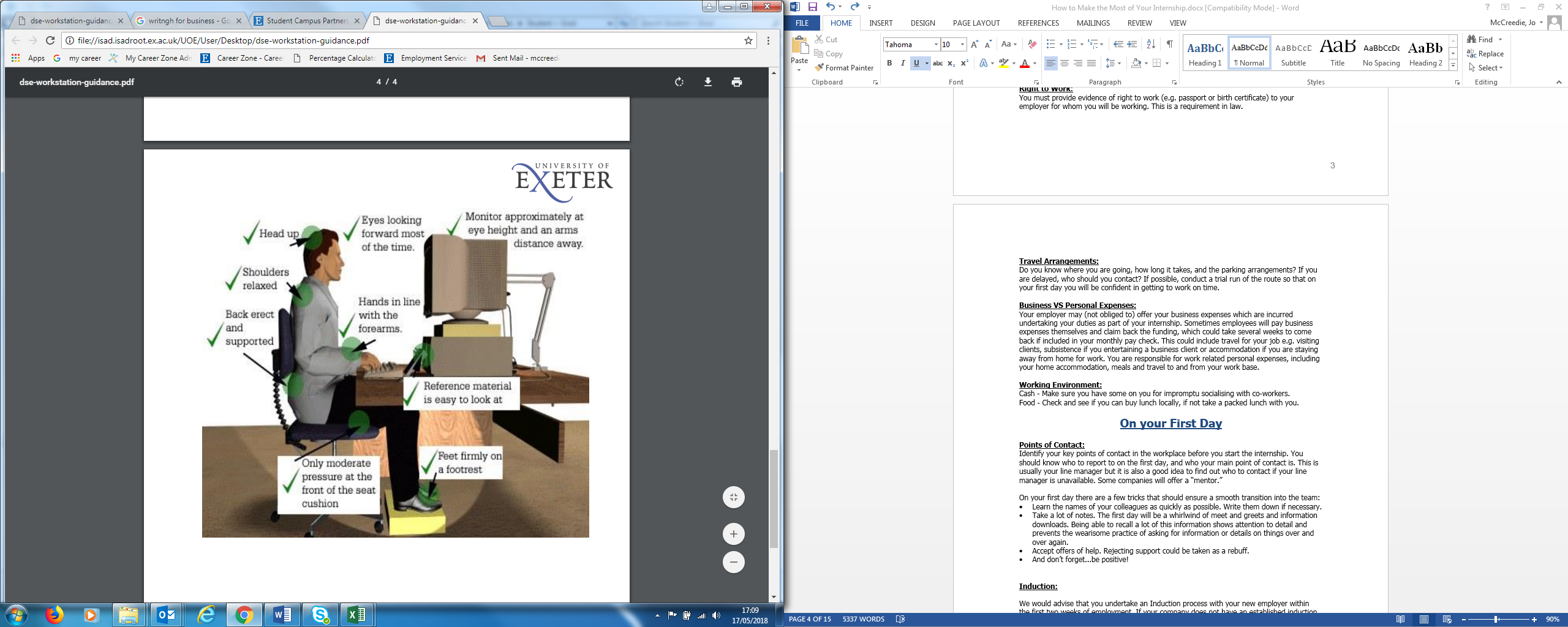
Induction**:**

We would advise that you undertake an induction process with your new employer within the first two weeks of employment. If your company does not have an established induction, please complete the [Internship Induction Checklist](http://www.exeter.ac.uk/media/universityofexeter/careersandemployability/internshipsandmentoring/scp/Internship_Induction_Checklist.docx).

If you are not sure it may be worth asking about an induction, has one been created for you or who is your induction facilitator? Think about polite and intelligent questions to ask as you are being introduced to your new colleagues e.g. how long have you worked for the company? What are your main responsibilities? Will you and I be working together?

## Guidance for Setting up your Workstation:

## If you are working with Display Screen Equipment (DSE) you will need to make sure that your workstation is set up correctly to ensure that you reduce the risk of pain and ill-health associated with DSE use. The following image may help you correctly set up your station, for further information please see the [University’s workstation set-up guidance.](http://www.exeter.ac.uk/staff/wellbeing/safety/safetyguidance/dse/)



# During your Internship

Professionalism and Professional Relationships**:**

Professionalism is working with a desire to give your best at all times and in every situation, and acting in a fair and diligent manner. You must pay meticulous attention to courtesy and honesty with friends, colleagues and customers. It's important to maintain consistently high levels of professionalism and pay close attention to the quality of service and your work.

It is normal to expect an adjustment time when arriving to a new working environment, there are plenty of unwritten rules and previous history between colleagues that you haven’t covered. Be careful about getting involved in office gossip.

It is fine to be friends with people at work but be mindful that they are your colleagues too. Ensure you relate to them in a professional manner whilst in the workplace, especially when other colleagues are in the vicinity. If you are planning a social engagement outside of work that you do not wish to invite all of your colleagues to, be discreet. This type of exclusion can cause divisions within a team. Some organisations have rules against romantic relationships at work so be mindful of this.

The information that people choose to share about their private life varies from person to person. Gauge your audience. Not everybody wishes to know about your weekend but on the whole this seems to be an accepted exchange for five minutes first thing on a Monday morning. Going in to detail about the personal relationship problems you may be experiencing is generally considered inappropriate. Always consider the personal nature and the amount of time spent on these conversations, remember you are at work to work!

Begin by starting to get attuned to the hierarchies and find out who is responsible for what function. You will find different levels of formality and informality and personality differences will also be a factor; try to observe and make educated guesses when dealing with different people.

Professional Do’s and Don’ts:

* **DON’T do your personal admin at work.** Make personal phone calls, check texts, emails or Facebook outside of work hours; this could be done at lunchtime but be considerate about where you do it, your colleagues don’t want to be disturbed by details of your personal life.
* **DO be punctual and reliable**. Arrive in good time to start work and if you are going to be late, call your line manager or another senior member of staff. Don’t leave early or take extended lunch breaks, unless authorised. Also, don’t always be the one asking to leave early as this is unfair on your colleagues – it is important to be flexible.
* **DO make sure you know your company’s procedures**. If you are ill, make sure you follow the company’s sickness reporting procedures. Ensure you know who to report to in case of illness so that you are prepared. In terms of working from home, for most companies this is the exception rather than the rule and is usually only permitted if you really need time to work quietly; for example if you need to write a report and there is nowhere suitable for you to do this at work.
* **DO work hard and be proactive** All employers want high productivity, so work quickly, accurately and aim to achieve as much as you can. If you feel under-utilised don’t stay quiet, ask for more work and even better, suggest areas where you might be able to make a contribution and add value to the company. It may be if you undertake work shadowing, that not only will this offer you a learning opportunity, but you might be able to identify new areas of work for yourself.
* **DO team work.** It is important to make sure you do all of your work but remember there is no “I” in team. Teamwork can produce results that we cannot achieve alone. Consider the bigger picture.
* **DO ask relevant questions.** It is important to learn from your colleagues but be mindful that your questions are directed to the right people, at the right time. Try to avoid asking the same questions twice, if possible. Take notes if you think you are likely to forget someone’s explanation.
* **DO be assertive.** Do not be afraid to assert your opinion, as long as it is informed. Remember employers seek out undergraduates and graduates for your brains but make sure that in trying to be helpful you are not telling them what they already know. Put forward your suggestions; you are a fresh pair of eyes and your ideas can be extremely valuable, however as a recent BBC journalist said at an employer presentation “You have two ears and one mouth – try to use them in that ratio!”

## Skills and Qualities:

Your employer and graduate recruiters in general are all looking for employees who ‘fit’ with their organisation; are confident and have enthusiasm for the role. Depending on the duties and responsibilities of the role, employers are also looking for a range of employability skills:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Interpersonal | Problem Solving | Teamwork + Collaboration | Assertiveness | Ability to work Under Pressure |
| Communication | Organisational + Focused | Research | Negotiation | Goals + Outcomes |
| Presentation | Strategic Planning | Enterprise  + Creativity | Conflict Management | Time + Workload Management |
| Analysing | Reasoning | Adaptability | Risk Management | Networking |
| Critical Interpretation | Decision Making | Persuasion | Leadership | It Skills |

Assertiveness:

Assertiveness is the ability to deal with situations in a way that ensures both your rights and the rights of others are respected.

Assertiveness is largely learnt behaviour. We can be more assertive when we:

* Challenge basic assumptions about ourselves
* Question our responsibilities towards others
* Learn some protective and communication techniques

Assertive Techniques:

1. Mental Dialoguing

Tell yourself how good you are and why by…

• Reflecting on achievements, weaknesses and future improvements

• Letting go of the negative thoughts and feelings and focusing on the positive only.

• Questioning yourself with others is not the same.

2. Professional Detachment

• The compassion trap putting others’ needs before your own.

• If you take a parental role, others may respond with a childish irresponsibility.

• Think before agreeing to requests. If necessary say you need time to think and come back to them

3. Empathy

• Comprehending and behaving with appreciation of someone’s feelings and the consequences of the situation, not just being aware of the bare facts as they impact upon you.

• In other words: be confident and try not to get emotional, think of others’ drivers.

4. Broken Record

• Repeating your message until it can no longer be ignored or dismissed. It is not just repeating the same words over and over again, but useful to use key words n different sentences.

5. Say No

• Try just saying ‘No’ when you need to refuse a request.

• Try to say ‘No’ without feeling guilty or expressing an apology.

6. Discrepancy Assertion

Politely point out an inconsistency in the other person’s behaviour or argument.

7. Fogging

Agreeing with a fair point even when someone is criticising you or being aggressive.

Some tips:

• Do not deny the criticism (provides more ammunition)

• Do not become defensive (admitting the criticism may be justified)

• Do not counter-criticise (starts an argument)

• Respond only to what is said - not to what is being implied.

• Listen to exactly what the critic is saying – respond using the same words-validate you have heard them

8. Consequence Assertion

Using a statement that tells the other person of the consequences of not changing their behaviour

9. Negative Feelings Assertion

Responding with a statement that tells someone the effect this has on you. It can contain these three elements:

1. Trigger (“When you”) (a description of their behaviour)

2. Emotion (“I feel”) (a description of your feelings)

3. New behaviour (“I would like”) (a statement of what you would like to happen).

Negotiation:

Six Stages of Negotiation:

* Establish your objectives
* Establish other party’s objectives
* Frame negotiation as a joint search for a solution
* Identify areas of agreement
* Trouble shoot disagreements: bargain & seek alternative solutions, introduce trade-offs
* Agreement and close: summaries and ensure acceptance

Detailed Negotiation On-line resources can be found [here](http://www.exeter.ac.uk/media/universityofexeter/careersandemployability/pdfs/resources/Negotiation_Skills.pptx).

Networking:

Networking is the exchange of information between individuals or groups with the purpose of developing new opportunities. For you this could be a chance to develop new opportunities for your employer but also your career.

The key to networking is giving rather than receiving. Be as helpful as you can e.g. giving an alumnus an update on the university. People are human and they are more likely to help those they like.

Most job vacancies aren’t advertised in national or local newspapers. Jobs are often filled either through personal contacts or through specialist publications. You’ll need contacts who work either in the organisation or in the industry to hear about these jobs.

Most people are flattered to be approached for advice, and if you don't use contacts, you'll lose out to those who do! Many people establish successful careers through networking.

As long as you approach someone tactfully, the worst they can say is ‘no’.

Your contacts could:

* Enable you to see what a job is really like, through answering your questions or potentially arranging work shadowing.
* Outline the range of jobs within their field and the level of competition for them.
* Look through your CV, suggesting improvements.
* Advise you on other skills or experience that you might need.
* Recommend other sources of information and advice, including their own contacts, and papers and agencies that advertise vacancies.
* Give you an insight into the activities, culture and history of their company.
* Potentially offer you a job. When you first make contact, however, ask for information or advice only - NOT for a job.

Creating a List of Contacts:

You may not realise it, but it is likely that you already belong to many useful networks. Obvious examples are:

* Your extended family
* Your friends and acquaintances at University
* The other educational establishments you have attended
* Clubs and societies that you belonged to/have belonged to
* Places that you have worked
* Your parents’ and/or partner’s networks of friends
* Contacts made at events or social occasions

The contacts you have some link to, however slight, are likely to be easiest to make and most helpful. Also try to think what other networks might be attached to the people you list, for example:

* school associations
* university alumni associations

Even if you can’t think of individuals who could help you directly, someone from within these groups is likely to know somebody who could give you some advice. One of your contacts may belong to a well-established network, such as a Rotary club or sports club. As you think of new individuals and groups, add them to your list - this will continue to grow as you network.

Developing New Contacts:

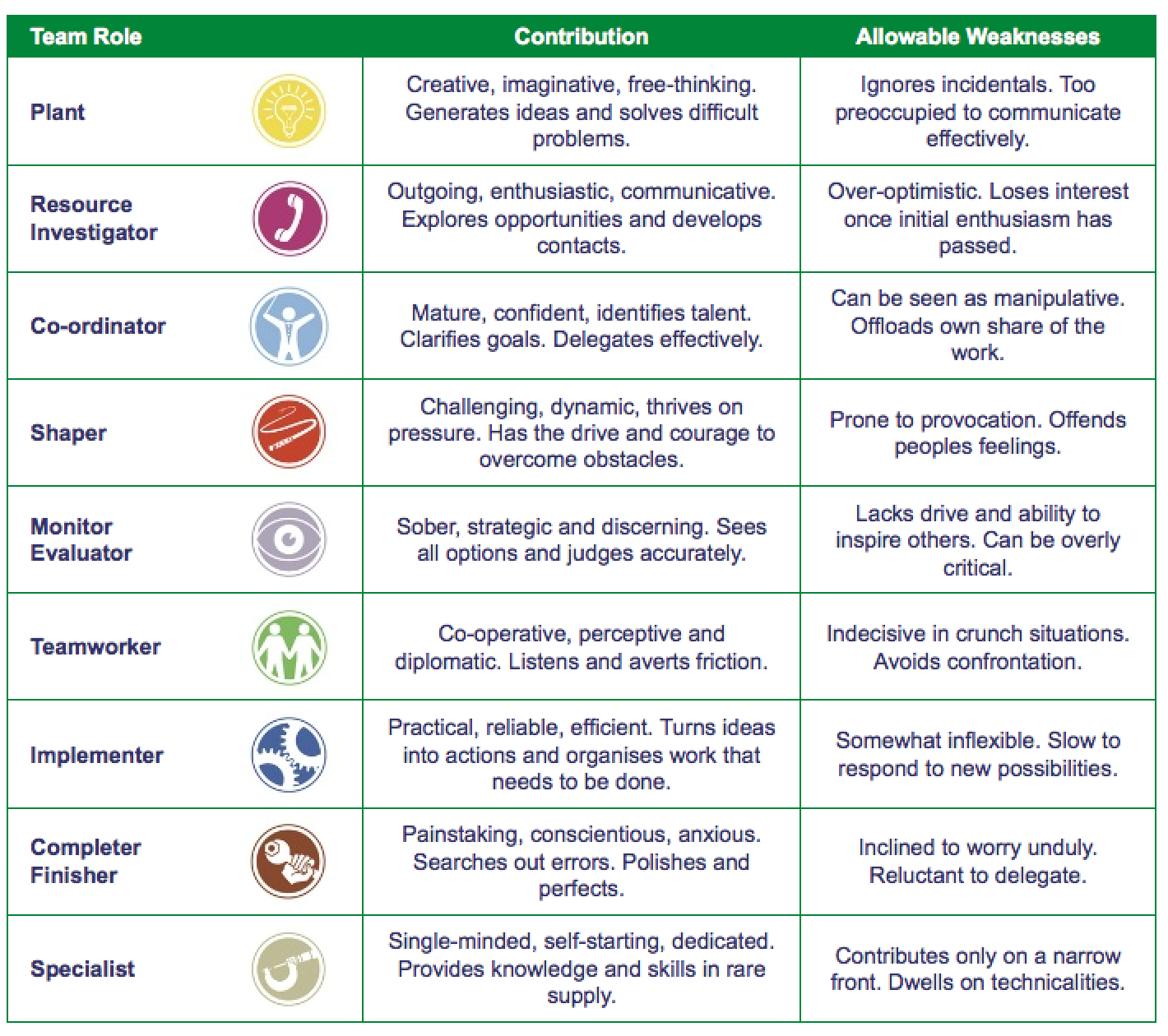
* Networking events-Ask people in your growing network what is beneficial to join
* On-Line networking- Facebook, Twitter, LinkedIn, Pinterest
* Professional bodies are a good starting point - they often employ information officers and training advisers who can talk to you over the phone. They may publish careers information and a directory of members. They may have a local branch that you can join or a network of regional advisers.
* Courses and events are a good way of meeting people who could give you advice e.g. conferences, trade fairs and recruitment fairs. When attending any of these events take copies of your CV with you.
* Identify experts on your chosen career through articles they have written or talks they’ve given - contact them for advice.

Making Effective use of Contacts:

* To be successful, you will need to plan your networking campaign at every stage of the process and keep good records of all that you’ve done.
* Set networking goals. You started off at your internship in an environment with total strangers. Draw up a list of people you know now and list their departments. Who/what type of person do you need to network with? Try to add to that list every day.
* Start with contacts with whom you have a fairly direct link - they’re more likely to want to help. Only approach people for whom you have a definite name and do try to obtain their job title.
* Research each contact, their role and their organisation, before making an approach, and prepare a list of questions for each discussion. Clarify how you got the contact and outline the help you need.
* Safety first! Because most networking involves meeting with people that you know something about, personal safety is not normally an issue. However, you should try to get a personal introduction to each new contact you make, and try to meet in a public place.
* Keep a note of the discussion and make an action plan. Be sure to follow up all action points. You should also write to thank each contact for their help.

Teamwork:

Research shows that the most effective teams are those that are diverse and utilise people’s strengths. Here are Belbin’s 9 team roles:

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## Setting Objectives, Review and Evaluation:

We encourage you, together with your employer, to set objectives as soon as you can. Objectives are what you need to achieve overall by a certain date. Objectives are different to a list of tasks as tasks are the actions you must undertake in order to achieve your objectives. Responsibilities specifically highlight your obligations within the role you have been employed to do.

Ideally your internship organisation should review and evaluate your performance throughout your internship, providing feedback where necessary. Employers are welcome to use their own performance evaluators, or you can work through the University's [Internship Performance Development Review](http://www.exeter.ac.uk/media/universityofexeter/research/workingwithbusiness/docs/Internship_PDR.docx) together.

When agreeing objectives, make them SMART:

Specific: State exactly what you want to accomplish (who, what, where, when)

Measurable: How will you demonstrate and evaluate the extent to which the goal has been met.

Achievable: stretch and challenging goals within ability to achieve outcome. What is the action orientated verb?

Relevant: How does the goal tie into your key responsibilities? How is it aligned to objectives?

Time Bound: Date of completion and interim deadlines, dates and frequency.

Encourage them to identify with you some objectives that you would like to achieve during your internship, and by continually reviewing your progress, you can identify where you are excelling, and which areas need more attention.

We ask that all interns meet with their line manager regularly. Previous interns have suggested daily meetings are useful. These meetings can be known as “1:1”, “supervision”, or “catch-ups”. These meetings are to monitor your performance, provide you with an opportunity to learn from a more senior member of staff and to a lesser extent, provide you with personal support. Use this opportunity to seek constructive feedback.

## Business Writing:

Written communication in the workplace can be different to writing for your degree. To learn more about planning your writing, effective writing and writing with style, please see detailed online short courses on [My Career Zone Digital](https://mycareerzone.careercentre.me/resources/elearning/Hub.aspx?redirect=/e-learning/category/gallery/3), which can be accessed using your My Career Zone log in. If you are having problems accessing My Career Zone please email [careers@exeter.ac.uk](mailto:careers@exeter.ac.uk)

## Presenting Project Results and Recommendations:

During a project you will have been updating the stakeholders on a regular basis. When it comes to presenting your project results and recommendations, there are 4 keys considerations:

1. Audience

Who are they? Are they technical? Are they decision makers? Are they pivotal to your success?

2. Frequency

How often do you need to communicate with them? What are you communicating to them? Are you updating or informing them?

3. Message

What do you want them to do? How, where and when? How can you get them on board? What do you want them to take away?

4. Medium

What’s the best medium to communicate? 1-1 meetings? Group e-mail? Posters?

Learning and Development (Training) Needs**:**

It is important to seem enthusiastic about your new role and show that you are keen to learn. However, some employers have stated they do not appreciate being asked about training opportunities, right at the beginning of your internship. It is important to weigh up if you already have the skills and knowledge to undertake the role before you ask for training. From an employer’s perspective it is important to see what you can give to them before asking what they can give you.

That said, once you find out exactly what is expected of you, if you have a skills gap it is important to raise this with your employer in order to identify training opportunities. Where possible, try and teach yourself; there is so much help available on the internet e.g. how to use spreadsheets or how to mail merge.

If you wish to develop certain skills for your career development that you are not currently utilising, perhaps there is a related project that you could suggest you undertake to your line manager e.g. presentation skills – presenting your project summary to the board.

## Career Advice:

You now have access to experienced professionals: your employer, colleagues or other people in your new network. Now is your chance to seek their career guidance.

Ask about their career path, where they have worked and where they would have liked to work.

Get your CV appraised.

Consult with HR about what they like/dislike in applications.

Job seeking - Ask where to look for work.

Do they know of any current or future employment opportunities?

Ask if your current employer can keep you on.

Obtain a recommendation on LinkedIn.

It is estimated that 25% of job vacancies are unadvertised and are recruited instead through personal recommendations.

Remember all Exeter students and graduates can access the [Career Zone’s](http://www.exeter.ac.uk/careers/) resources, including meetings with a careers consultant.

## If there is a Problem on your Internship:

If you feel things aren’t working out as you had hoped with your internship; the University is here to offer you support. This could include discussing issues around your responsibilities or more serious issues such as struggling with your workload or relationship difficulties in the workplace.

Struggling with your Workload:

If you find yourself in this position first all of reflect upon how you are prioritising your workload. If you believe you are prioritising the most important tasks, but your timings are still slipping, don’t procrastinate, let people know. This does not mean you email someone to tell someone your project is delayed. Instead, when there are problems, we recommend you call someone or ask to meet them face-to-face.

Once you make contact with people significant to you work (i.e. project sponsor; line manager; senior consultant supporting you and your work; or client) do not present one option e.g. the project will be not be completed by the agreed deadline. Instead communicate your progress, the challenges, the implications as you see it, your ideas for a solution, and then ask for their thoughts and ideas. All projects have scope, time, cost and quality implications all of which need to be reviewed when seeking a solution. Informing important stakeholders that you cannot deliver a project or it definitely will not be delivered on time, is not behaving in a professional manner and could damage future work with these people.

Managing Difficult Conversations:

Most interns report very happy working environments, but if not now, it is likely the future you will have to have a difficult conversation with someone in your workplace. Here are a few tips to manage these:

* Practice emotional detachment. If you cannot do this, it is not the right time to have a difficult conversation.
* Remember you are an equal human being no matter how senior that person may be.
* Practice [active listening](http://www.skillsyouneed.com/ips/active-listening.html).
* Think before responding- ask for reflection time if needed.
* Compose your voice.
* Clarify the issue if you are not sure of the point.
* Take responsibility, for the parts you are responsible for (see ‘fogging’ in assertiveness below)
* Depersonalise the issue by viewing it as a shared problem, even if it is not presented that way. You might even want to express that view.
* Negotiate a compromise
* Agree action and agree when and how to review progress.
* Be responsible for your own feelings; don’t blame others for how you feel.
* Try taking an empathic approach. Understanding where someone is coming from or indeed what might be happening in their life can help how you look at the situation.
* Seek balance: by focussing on the person’s strengths and positive qualities it can also help you not view the person in a totally negative light.
* Limit your time complaining- obsessing will negatively affect your mood and team morale
* Pick your battles: some issues are just not worth it!
* Seek independent feedback on the situation.
* If the situation turns verbally abusive, put a stop to it and involve a more senior person or a mediator.

Dealing with Difficulties between you and your Manager:

Despite the best endeavours of both you and your manager, there are occasions where for some reason this professional relationship does not work as well as has been anticipated.

If the case arises that you feel unhappy with your manager we advise you take the following steps:

* Consider how to manage a difficult conversation.
* Ask to speak to your manager (in private) to discuss the situation and to identify the issue. It may be that your manager is completely unaware there is a problem and an agreement can be reached easily.
* If this does not resolve the situation, contact the University immediately. A member of staff will then discuss the problem with you, in confidence, to try to find a solution, acting as a mediator between you and your manager. If in the unlikely event that the issue cannot be resolved, the University will support you in taking action.

## Bullying and Harassment:

Hopefully during your internship you will have no need to refer to this section of the pack, however if you do feel that you are being bullied or harassed during your internship, the following links may help you clarify your situation. We want to hear from you if this is the case.

<http://www.exeter.ac.uk/staff/equality/dignity/examples/>

<https://www.gov.uk/workplace-bullying-and-harassment>

Feeling Stressed:

Everyone is different and people’s tolerance of stress varies. What is important is that we have the capability and support mechanisms to ensure you know where to go and what to do if you are having a stress reaction. For more information about what is stress; stress symptoms please see the [University staff pages](http://www.exeter.ac.uk/staff/wellbeing/stress/). Please also contact the Internships Team so we can help signpost you to other services.

Signpost to Support:

The Internships Team can help you access the right services. For students we have [student support.](http://as.exeter.ac.uk/se/)

Confidentiality Policy:

We ask that you inform us of any serious issues as we want to ensure your safety, health and well-being. This will be treated as confidential unless we have serious concerns for your health, safety and wellbeing. In circumstances such as these you will always be informed if the University needs to take action.

# Ending your Internship

Saying Thanks:

Make sure you thank the people you have worked with. It may be polite to ask if they would like you to complete an exit interview.

References and Recommendations**:**

Ask permission from your line manager to use them as a referee. Don’t forget this is polite to ask as anyone writing a reference will be required to spend a significant amount of time doing this. It may also be worth asking them if they would be happy to give you a recommendation on LinkedIn.

Feedback**:**

Request feedback on your performance.

* We ask that you please complete a feedback form and also encourage your line manager to complete their own feedback form. Both these forms will ask you to evaluate your updated skills set, qualities for the workplace, your achievements, your mistakes and your learning.
* With your new list of skills, make sure you can produce the best S.T.A.R. evidence for your future applications. To find out more about S.T.A.R. please see [here](https://mycareerzone.exeter.ac.uk/docs/27/The-STAR-appraoch.pdf).

Further Employment**:**

Can you see any further opportunities for employment with this employer? If so, do you know how they advertise jobs?

Next Steps**:**

If you would like support securing your next job opportunity please contact Jo McCreedie, Internships Manager, [j.mccreedie@exeter.ac.uk](mailto:j.mccreedie@exeter.ac.uk) or 01392 722617.

If you would like career guidance please contact Kate Foster, Careers Consultant (Widening Participation) [K.L.Foster@exeter.ac.uk](mailto:K.L.Foster@exeter.ac.uk) or 01392 725326.