

Professional Behavior and Expectations: Making the Most of Your Summer Internship

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What do we mean by “professional”?

“The way you carry yourself, your attitude, and the way you communicate with others combine to show professionalism—or a lack thereof.”

-Glassdoor

Employers want new workers to be responsible, ethical, and team oriented, and to possess strong communication, interpersonal, and problem solving skills. Wrap these skills up all together and you’ve got professionalism.

NACE Career Readiness Competency



Professionalism

Knowing work environments differ greatly understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.

Sample Behaviors

- Act equitably with integrity and accountability to self, others, and the organization.
- Maintain a positive personal brand in alignment with organization and personal career values.
- Be present and prepared.
- Demonstrate dependability (e.g., report consistently for work or meetings).
- Prioritize and complete tasks to accomplish organizational goals.
- Consistently meet or exceed goals and expectations.
- Have an attention to detail, resulting in few if any errors in their work.
- Show a high level of dedication toward doing a good job.

6 Essential Professional Skills

- Presentation
- Communication
- Enthusiasm (positive attitude)
- Teamwork
- Networking
- Problem Solving

Dress for Success

One Basic Rule: Clean and Neat

- Wear clothes that are comfortable to you that fit well
- Launder clothing regularly
- No rips/tears (save for weekends); no political slogans
- Avoid anything too revealing (save that for the beach)
- Practice good hygiene/grooming (use deo, but no perfume or cologne)

Written Communication

Friday, 3:40pm

Hey! I just wanted u to know that I finished the project you asked me to do! im heading out early 4 the weekend!

C u Mon! ☺

Sam

Email Essentials

- Consider your greeting, subject, and signature
- Use punctuation appropriately (watch out for too many exclamation points!)
- Avoid emojis or internet slang (e.g., LOL)
- Check spelling/grammar
- Be careful about “reply all” and “cc” or “bcc”
- Consider tone – sometimes it’s better to have a conversation in person, rather than via email

Oral Communication

- Maintain balance between speaking up (shows confidence) and listening (shows respect)
- Treat others as you wish to be treated
- Try to see things from another's perspective

Brief Role Play

Your Brand on Social Media

- Photos
- Posts and Tweets
- Followers
- Profile

Use social media to your professional advantage

*(For tips on building a great LinkedIn profile, see
students.LinkedIn.com)*

Ask for Help

Lean on your mentors and this supportive community.

When you reach out to the world, the world reaches right back.

List 3 people you can ask for help this summer:

For work related questions? For career related questions? For moral support?

Competencies for a Career-Ready Workforce Definitions



Career & Self Development

Proactively develop oneself and one's career through continual personal and professional learning, awareness of one's strengths and weaknesses, navigation of career opportunities, and networking to build relationships within and without one's organization.



Communication

Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization.



Critical Thinking

Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.



Equity & Inclusion

Demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different local and global cultures. Engage in anti-racist practices that actively challenge the systems, structures, and policies of racism.



Leadership

Recognize and capitalize on personal and team strengths to achieve organizational goals.



Professionalism

Knowing work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.



Teamwork

Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.



Technology

Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.

Finally: Your Internship Journey

Suggestion:

Keep a journal of your internship experience.

What did you learn?

What did you initiate?

Who did you help?

Questions

Please ask them!

Show curiosity and confidence

Practice being out of your comfort zone

Start developing your network