Please refer to the eight NACE (National Association of Colleges and Employers) Career Competencies and accompanying information as a checklist to complete with your student prior (and/or during) to starting an internship. Please determine the best way to deliver this material as best suited in your department:

1. **Critical Thinking/Problem Solving**
   o Be intentional in determining how you will demonstrate critical thinking and problem solving skills on your internship. Identify a problem and refer to John Dewey's steps for problem-solving:
     ▪ Define the problem
     ▪ Analyze the problem
     ▪ Establish criteria for a solution
     ▪ Generate possible solutions to the problem
     ▪ Decide on a solution
     ▪ Implement the solution
     ▪ Follow-up on the solution

2. **Oral/Written Communications**
   o Communicate skills relevant to the internship that you would like to develop and ask about the feasibility of developing these skills in your internship.
   o Identify and describe your responsibilities. If you do not know, ask.
   o Discuss your supervisor's preferences for communication for different issues/areas (face-to-face, email, call, and/or text for issues such as project questions, absences, tardiness, etc.).
   o Consider ways to ask for help. Show what you have done, what your issues are and what your specific questions are. Avoid the simple question "can you help me with this?" or "I don't know how to do this."
   o Provide summary updates to your supervisor.
   o Ask good, descriptive questions to facilitate constructive feedback ("What do you see as strengths to this project? What do you see needs improvement?").
   o Demonstrate professional communication—oral and written.
     ▪ Work to be clear and concise in your oral and written communication.
     ▪ Organize your points, whether in oral or written communication—use signposting to indicate how many points you want to cover if you have multiple points to cover.
     ▪ Check for typos, grammar errors, and poor writing before you send anything (even a quick email).
     ▪ Avoid the use of slang and other filler words such as "like".

3. **Teamwork/Collaboration**
   o Define a team and teamwork
   o Identify roles within a team

- Identify ways to take initiative within a team
  - Identify how to build and work in a team
    - Identify ways to build communication within a team
    - Define time management within a team
  - Identify benefits of working as a team
  - Identify how to work with diverse co-workers (based on culture, race, age, gender, religion, lifestyle, viewpoints, etc.)
  - Identify how to manage conflict with co-workers

4. **Digital Technology**
   - Identify which digital technologies are used in your workplace
   - Identify ways to train yourself on digital technologies that you're not familiar with
     - Identify how to use data gathered
   - Identify ways to effectively adapt to new or emerging technologies in your workplace
   - Identify the proper use/timing of when to use digital technology

5. **Leadership**
   - Identify your personal leadership qualities and ways you may be a leader at your internship
   - Manage emotions to maintain professionalism
   - Practice self-leadership by focusing on timely completion of work tasks/priorities
   - Seek opportunities to lead projects/tasks
   - Demonstrate leadership qualities in the workplace
   - Conduct informational interviews with internship site employees to learn more about various leadership styles/qualities and stories
   - Reflect on leadership qualities you were able to demonstrate, those you were able to further develop, and any improvements that may be needed

6. **Professionalism/Work Ethic**
   - Discuss times/hours you are working. Put in your time--arrive on time and do not leave early.
   - Ask about dress expectations
   - Do not be on or frequently checking your cell phone, even if you're "bored". Focus your concentration.
   - Own your actions; take responsibility for your actions, mistakes, etc.
   - Communicate ASAP if you made a mistake that needs intervention/attention
   - Be aware of your nonverbal communication—appearance, body language, etc.
   - Show attentiveness
   - Maintain an "air of professionalism". Avoid inappropriate disclosure; consider only disclosing what is relevant to the workplace (i.e. be careful about sharing personal information).

- o Maintain composure regarding your emotions
- o Identify skills relevant to the internship that you would like to develop
    - ▪ Demonstrate initiative when you would like to work on projects (to develop your identified desired list of skills) or don't have enough to do

7. **Career Management**
   - o Identify and articulate your skills, strengths, and knowledge you will use at your internship
   - o Identify areas for growth relative to the internship you will be performing and write learning goals for these
   - o If you will have to interview for an internship, consider completing a mock interview
   - o Conduct informational interviews with employees at your internship site in order to explore various career paths and the company/industry
   - o Work to build your network of contacts at your internship site
   - o Reflect on your internship experience and be able to articulate what you contributed and what you accomplished
   - o Complete a mock interview at the conclusion of your internship and update your resume accordingly
   - o Maintain contacts at your internship site to remain a part of the company talent pipeline for post-graduate opportunities

8. **Global/Intercultural Fluency**
   - o Be aware and respectful of differences. The differences can be manifested nonverbally and verbally.
   - o Be aware of differences due to diverse cultures, races, ages, genders, sexual orientations and religions.
   - o Observation can help. Be sensitive to noticing differences such as use of space, eye contact, etc.

Definition of Career Readiness and Competencies

Career readiness is the attainment and demonstration of requisite competencies that broadly prepare college graduates for a successful transition into the workplace.

These competencies are:
· **Critical Thinking/Problem Solving:** Exercise sound reasoning to analyze issues, make decisions, and overcome problems. The individual is able to obtain, interpret, and use knowledge, facts, and data in this process, and may demonstrate originality and inventiveness.
· **Oral/Written Communications:** Articulate thoughts and ideas clearly and effectively in written and oral forms to persons inside and outside of the organization. The individual has public speaking skills; is able to express ideas to others; and can write/edit memos, letters, and complex technical reports clearly and effectively.
· **Teamwork/Collaboration:** Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints. The individual is able to work within a team structure, and can negotiate and manage conflict.
· **Digital Technology:** Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals. The individual demonstrates effective adaptability to new and emerging technologies.
· **Leadership:** Leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others. The individual is able to assess and manage his/her emotions and those of others; use empathetic skills to guide and motivate; and organize, prioritize, and delegate work.
· **Professionalism/Work Ethic:** Demonstrate personal accountability and effective work habits, e.g., punctuality, working productively with others, and time workload management, and understand the impact of non-verbal communication on professional work image. The individual demonstrates integrity and ethical behavior, acts responsibly with the interests of the larger community in mind, and is able to learn from his/her mistakes.
· **Career Management:** Identify and articulate one's skills, strengths, knowledge, and experiences relevant to the position desired and career goals, and identify areas necessary for professional growth. The individual is able to navigate and explore job options, understands and can take the steps necessary to pursue opportunities, and understands how to self-advocate for opportunities in the workplace.
· **Global/Intercultural Fluency:** Value, respect, and learn from diverse cultures, races, ages, genders, sexual orientations, and religions. The individual demonstrates, openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals' differences.

From the National Association of Colleges and Employers