Playbook Summaries

The following pages include summaries of our Internship Playbooks. You may access the full playbook through the link on the appropriate page. Jump to each industry’s example directly below.

PLAYBOOK SUMMARY LEGEND

Remote/Virtual

Individual

In Person/On Location

2 or more interns

Call out boxes for special consideration

SECTION EXPLANATION

Internship Overview

Overviews are great for communicating broadly what the internship will entail (for both supervisor and intern). This summary helps inform a compatible intern placement.

Key Skills

Written as bullet points, these key skills represent areas of focus for the supervisor and intern as the activities and tasks are completed. Great to use for resume building once the internship has been successfully completed.

Week by Week Overview

An overview of what each week entails. This is great for forecasting expectations, allows for moving ahead/catching up, and serves as a great "home base" for the supervisors, interns, and coaches to visit throughout the internship.

Success looks like...

This summarizes what a successful internship can look like. There are certainly more ways than one to arrive at success, but this section makes clear at least one way to demonstrate success.
Week 1: Onboarding plus, Intern will participate in daily scrums with the team and will complete daily reflections with the supervisor.

Week 2: Intern shadows a staff member to learn company norms through action. The intern will leave the second week with an understanding of culture, roles, responsibilities, and expectations.

Week 3: Intern begins learning about a project in development at your company, and they develop a User Story for this project.

Week 4: Intern shadows a QA engineer to create co-written test cases

Week 5: Intern completes an article outlining the Development Life Cycle in your company. Intern also completes their Capstone Presentation.

Success looks like...

- Intern participates actively in daily scrums and other team meetings.
- Intern completes 3 User Stories that address the entire user journey.
- Intern creates test cases for a particular product.
- Intern completes an article outlining the Life Cycle of a Product in your company.

Key Skills

- Making Decisions and Solving Problems — Analyzing information and evaluating results to choose the best solution and solve problems.
- Analyzing Data or Information — Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
- Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, coworkers, and subordinates by telephone, in written form, e-mail, or in person.
- Documenting/Recording Information — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
In this internship, the intern will create a style guide for the employer. The style guide will consist of a document, and any supporting materials, that provides a list of directions and images to help people in the company, and those outside of it, represent the brand’s visual identity accurately and consistently. The final product should provide all the necessary information for a company to create whatever materials are needed for a website, advertisement, internal memo, social media post or e-blast.

Key Skills

- Throughout this internship, interns will learn the organization's current customer profile, marketing plan, and goals to retain/gain new customers.
- Interns will learn, through the art of Customer Service, how to serve a customer while also maintaining the integrity and vision of the organization.
- Through various interactions with the supervisor and other employees, the intern will experience diverse perspectives and ways of doing things.
- Ultimately, the intern will develop a customer journey map that pinpoints the different ways the customers engage.

Week by Week Overview

- **Week 1:** Onboarding plus, understand the employer's identity, what their style guide is, and who you will be working with and how. Additionally, interns will begin researching other style guides to learn what a style guide entails.
- **Week 2:** Interns will begin to gather and organize the basic brand elements for the organization, cataloging and learning about the brand as progress is made.
- **Week 3:** Interns will then collect and catalog photos and iconography that relate to the brand elements.
- **Week 4:** Interns will develop a style guide for the employer. Intern will circulate the Style Guide among the team members and solicit feedback.
- **Week 5:** Interns will apply feedback and update the style guide. This guide will be used by the staff to inform a cohesive brand image across teams and projects. Interns will present their capstone presentations and will cover learnings that occurred throughout the internship.

Success looks like...

- Intern communicates in a clear and professional manner
- Content is organized in a way that is clear and easily understandable
- Intern demonstrated creative problem solving skills
- Intern presented new and innovative ideas and/or solutions
Wee k 1: Intern will begin to learn about the organization and start to apply the new information to the structure of the style guide.

Wee k 2: Intern will begin to collect and organize the brand elements of the organization.

Wee k 3: Intern will begin to collect photos and iconography that represents org and style guide.

Wee k 4: Intern will create a layout and style guide.

Wee k 5: Interns will complete the style guide based on feedback from the team. Interns will also complete a Capstone presentation highlighting their experience.

S uccess looks like…

- Interns demonstrate excellent communication skills throughout the experience. Active listening, asking questions for clarification, adjusting message to suit the audience and context, etc.
- Interns will demonstrate problem solving when opportunities arise. Inevitably, the interns will be faced with challenges, and they are expected to work through them.
- Interns recognize that this is a time sensitive project, and they adhere to all the time constraints.

Key Skills

- Communication — How to best communicate with colleagues and clients about design plans, including:
  Work with key stakeholders to determine the purpose and project goals, project specifications, deadlines, deliverable, project audience, audience needs, etc
- How to ask for feedback and incorporate feedback into design projects
- Manage project assets including folder tree and file organization, best practices for naming files
- Deliver final files and in the appropriate file formats
- Identifying creative alternatives and/or design solutions

In the project, the intern will create a style guide for the employer. The style guide will consist of a document, and any supporting materials, that provides a list of directions and images to help people in the company, and those outside of it, represent the brand’s visual identity accurately and consistently. The final product should provide all the necessary information for a company to create whatever materials are needed for a website, advertisement, internal memo, social media post or e-blast.
Throughout the course of the consultancy the intern will have an opportunity to engage with our organization’s brand, understand how that fits into our vision, craft an informational flyer using our design process and brand identity, and build social media content. These products will have been created within the team, and will only be able to be executed after the interns are able to communicate clearly, follow a design protocol, and be receptive to feedback. At the conclusion of the consultancy the intern will have added some elements to their professional portfolio and will have gained a valuable work experience.

Key Skills

- Knowledge of the theory and techniques required to produce SM posts.
- Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.
- Observing, receiving, and otherwise obtaining information from all relevant sources.
- Analyzing information and evaluating results to choose the best solution and solve problems.
- Developing specific goals and plans to prioritize, organize, and accomplish your work.

Week by Week Overview

- **Week 1:** The intern will be able to identify and explain the organization’s brand/image, and will be able to recall the organization’s design process.
- **Week 2:** Interns will complete a one page informational flyer based on content provided by mentor that will be publish ready by the end of the week.
- **Week 3:** Interns will take their knowledge of the brand, image, and vision further and will apply it to Social Media posts based on mentor’s suggestions.
- **Week 4:** Interns will continue to refine their understanding of the organization's brand, image, and vision and will offer suggestions for refinement.
- **Week 5:** Interns will prepare their capstone presentation that encompasses their internship experience.

Success looks like...

- The interns are able to explain orally what our brand/image and design process is.
- Interns drafts of social media posts will embody the brand/image of the organization will be impactful, and will cast a positive light on the organization.
- Interns have created the content for four social media posts, and they have been inclusive of the organization's brand, image, and vision. In addition, the intern's personal creativity and youthful views are reflected in the final product.
Interns will be introduced to the front and back end processes of the organization, and will be tasked with supporting team members, analyzing data, and assisting with projects. Interns will be tasked with creating a process map, and a process improvement project.

Key Skills

- Making Decisions and Solving Problems - Identifying key products and services, and the strengths inherent within.
- Documenting/Recording Information - Learning about customers and customer profiles
- Analyzing Data or Information - Demonstrating knowledge of data platforms by performing analysis of Key metrics
- Communicating with Supervisors, Peers, or Subordinate - Demonstrate strong communication skills including writing, speaking, and listening.

Week by Week Overview

- **Week 1**: Onboarding plus, Interns will spend time reviewing the organization’s resources and learn about products, services, and customers. Additionally, Interns will begin to learn about the evaluation system.
- **Week 2**: Continue to review business procedures and general operations. Interns will begin to interview and shadow employees to gain a better understanding of company culture, goals, and mission.
- **Week 3**: Based on the previous weeks' work, Interns will choose one process and propose a process improvement plan. Interns will spend the week researching improvement strategies, and will prepare a pitch for the improvement project.
- **Week 4**: In coordination with the process improvement project, interns will develop a process map that outlines the refinement and improvements made at the organization through the process improvement project.
- **Week 5**: Capstone Week: Interns will conclude their process improvement project and will prepare a Capstone presentation as outlined by YFI requirements.

Success looks like...

- Interns will be able to explain the company mission and general systems and processes at the conclusion of Week 1.
- Interns will use strong written and verbal communication to engage in shadowing and interview experiences. Interns will interview and shadow at least three individuals to gain a variety of perspectives.
- Interns will show understanding of organization's needs by the proposed process improvement project. Additionally, interns will utilize the resources provided to complete their process improvement project.
Throughout this internship, interns will learn the organization’s current customer profile, marketing plan, and goals to retain/gain new customers. Interns will learn, through the art of Customer Service, how to serve a customer while also maintaining the integrity and vision of the organization. Through various interactions with the supervisor and other employees, the intern will experience diverse perspectives and ways of doing things. Ultimately, the intern will develop a customer journey map that pinpoints the different ways the customers engage.

**Key Skills**

- **Product and/or Service Knowledge**: Knowledge and understanding of the business’ products and/or services including information about their application, function, features, use and support requirements.
- **Customer Knowledge**: Information on customer/client profiles including how to assess their needs, how to meet their definition of quality standards and how to evaluate if they’re satisfied.
- **Communication**: Active listening and professional verbal and written communication skills in-person and via phone; Adapt to different personality types by fielding questions, complaints and concerns.
- **Time management**: Ability to multitask, set priorities and manage time effectively.
- **Customer Relationship Management (CRM) Software**: Learn and use CRM software to manage and record customer info and interactions.

**Week by Week Overview**

- **Week 1**: Onboarding plus, Interns will review current procedures and marketing materials to learn about the organization, customers, and customer profiles. Interns will shadow the supervisor during customer interactions.
- **Week 2**: Interns will continue to review customer profiles and the customer experience. Interns will engage (as they become comfortable) with new customers including intake and assessing their needs.
- **Week 3**: Interns will primarily engage with customers face to face and practice the elements of collecting information, assessing needs, and knowing how to direct the customer. Additionally, the intern will be collecting information to create a process map that shows the customer experience.
- **Week 4**: Interns will continue to greet and assist customers, but will also develop a customer journey map. This journey map will assist the organization in identifying areas of strength, areas of growth, and how to continually improve.
- **Week 5**: Interns will complete their customer journey map, will continue to greet and assist customers, and will prep for their Capstone presentation to be delivered prior to close of internship.

**Success looks like...**

- Intern is able to follow the customer service protocol learned during week 1 with increased accuracy over the course of weeks. 50% in week 2 up to 100% in week 5.
- The Intern’s customer process map includes relevant milestones and there are at least three suggestions for improvement.
- The Intern’s general understanding of customer service grows as demonstrated by their application of skills and as revealed through the capstone presentation.
Over the course of this internship, the intern will learn about the healthcare profession as it relates to assisting medical professionals in both outpatient and ambulatory care facilities (medical offices and clinics). Both clinical and administrative duties will be covered in this internship. By the final week of the internship, the intern should demonstrate mastery unprompted and without assistance. In their final presentation, interns will share key lessons learned, successes, and moments of failure experiences throughout the learning process.

### Key Skills
- Communication Skills, including: AIDET, Pain Assessment, Team Huddles/ISBAR/Info share, Phone etiquette, Empathetic and Deflective Listening, Interpreters, Presentations
- Safety and Privacy: HIPAA, Codes, Safety Protocols, Room Identifiers (flags), Stations checks,
- Patient Transport, Crisis Prevention/Intervention, Infection Control Procedures
- Computer/Technology Skills, including: EMR, Epic Messaging, Pre-Authorization Process
- Basic administrative skills using office equipment and software
- Supply replenishment and Inventory
- Room Prep (including priorities for Safety and Infection Control) Patient Check-in/Checkout Procedures

### Week by Week Overview
- **Week 1:** Onboarding plus, intern learns about the history of the hospital, its mission and values, the facilities, privacy regulations, infection control and safety protocols, and how to operate professionally in this work setting.
- **Week 2:** Interns will shadow employees (determined ahead of time) to observe and participate in basic tasks such as using the computer, taking phone calls, recording messages, etc. Shadowed employees can pass along tasks as the intern becomes comfortable.
- **Week 3:** Interns will learn strategies for communicating with patients upon check-in/check-out. Interns will participate in engaging patients, will practice customer service principles, and will learn and practice room prep.
- **Week 4:** Interns will continue to practice skills and tasks learned in prior weeks, but will also begin the process of learning hospital specific software to view and edit patient information (with supervision).
- **Week 5:** Interns will continue to perform daily tasks that have been taught and practiced, but will also present their Capstone presentation.

### Success looks like...
- Intern will be able to communicate with Patients, Supervisors and Co-workers using varied techniques, media, and office equipment.
- Intern will follow all proper procedures to check-in, room, and check-out patients.
- Intern will understand, promote, and implement all safety standards and protocols.
- Intern will show professional levels of conduct as required in a healthcare setting.
- Intern will create a presentation encapsulating and demonstrating observations in a healthcare internship including skills learned.
In this internship, interns will learn about the key job functions of an entry level carpenter. Interns will be given a period of time to observe and shadow a professional before jumping into applying new skills. Specifically, interns will be introduced to everything from planning and preparation, to executing measurements, cuts, and installation. Interns will walk away with technical skills and a practice of context related soft skills.

**Key Skills**
- Make accurate measurements, marks, and cuts
- Follow established safety rules and regulations and maintain a safe and clean environment.
- Study specifications in blueprints, sketches, or building plans to prepare project layout and determine dimensions and materials required.
- Install structures or fixtures, such as windows, frames, floorings, trim, or hardware, using carpenters' hand or power tools.
- Erect scaffolding or ladders for assembling structures above ground level.

**Week by Week Overview**
- **Week 1:** Onboarding plus an overview of basic safety and knowledge of tools.
- **Week 2:** Interns will begin performing basic installs with guidance. Interns will take notes and pictures when not actively installing.
- **Week 3:** Interns will begin to read and explain blueprints, and then apply that knowledge to the preparation of tools and materials.
- **Week 4:** Interns will be assigned a project/task that reflects the set of skills that have been mastered thus far.
- **Week 5:** Interns complete their assignments and begin to prepare for the Capstone presentation.

**Success looks like...**
- Intern gives full attention to instructions and listening.
- Intern demonstrates effective communication (explaining and asking questions)
- Intern executes measurements, cuts, and installs with 0 safety concerns and with minimal errors of execution.
Internship Overview

Over the course of this internship, the intern will learn about key job functions for this occupation and master key job tasks that entry level engineering hires complete. This internship will expose interns to the permitting process that comes with building and the wide variety of stakeholders in a project. The intern will spend the first week of the internship learning about the key tasks/routines and gaining a clear understanding of what mastery of those tasks/routines entails. Over the remaining weeks of the internship, the supervisor will gradually transfer ownership of the tasks/routines to the intern as they progress towards task/routine mastery. In their final presentation, interns will share key lessons learned, successes, and moments of failure experiences throughout the learning process.

Key Skills

- Reading blueprints
- Referencing resource material as needed, such as: Permit checklist, Zoning, Building codes, Special committees, FEMA
- Meeting with stakeholders
- Excel spreadsheet - required for “Review contractor invoices against bid tabulation” only

Week by Week Overview

- **Week 1:** Develop basic proficiency with blue prints. Use blueprint reference sheet Understand the stakeholders involved in a project.
- **Week 2:** Understand the process and resources for permit process. Understand how the first meeting with a client is conducted.
- **Week 3:** Begin the blueprint and permit assignments independently, and participate in a meeting with a permit applicant.
- **Week 4:** Review contractor invoices vs bid tabulation. Be able to understand and explain the rationale and process.
- **Week 5:** Check on site photos against blueprints, check contractor invoices vs bid tabulations.

Success looks like...

- Interns engage with full attention (listening, taking notes, asking questions) throughout the process.
- Interns are actively documenting the stages of the process and the meetings with stakeholders (gather evidence).
- Interns demonstrate an increasing level of confidence and independence throughout the experience.
Over the course of this internship, the intern will learn about key job functions for this occupation and master key job tasks or routines needed to be successful in an entry-level role. The intern will master these essential job tasks or routines through a process known as gradual release. The intern will spend the first week of the internship learning about the key tasks/routines and gaining a clear understanding of what mastery of those tasks/routines entails. Over the remaining weeks of the internship, the supervisor will gradually transfer ownership of the tasks/routines to the intern as they progress towards task/routine mastery. By the final week of the internship, the intern should demonstrate mastery unprompted and without assistance. In their final presentation, interns will share key lessons learned, successes, and moments of failure experiences throughout the learning process.

Key Skills

- Make accurate measurements, marks, cuts, and bends
- Follow established safety rules and regulations and maintain a safe and clean environment.
- Study specifications in blueprints, sketches, or building plans to prepare project layout and determine dimensions and materials required.
- Perform electrical rough in tasks - Perform electrical trim out tasks

Week by Week Overview

- **Week 1:** Onboarding plus an overview of basic safety and knowledge of tools.
- **Week 2:** Interns will begin performing basic installs with guidance. Interns will take notes and pictures when not actively installing.
- **Week 3:** Interns will begin to read and explain blueprints, and then apply that knowledge to the preparation of tools and materials.
- **Week 4:** Interns will be assigned a project/task that reflects the set of skills that have been mastered thus far.
- **Week 5:** Interns complete their assignments and begin to prepare for the Capstone presentation.

Success looks like...

- Interns engage with full attention (listening, taking notes, asking questions) throughout the process.
- Interns are actively documenting the stages of the process and the meetings with stakeholders (gather evidence)
- Interns demonstrate an increasing level of confidence and independence throughout the experience.
In this internship, the intern will gain exposure, self perform, and lead most major processes within the maintenance department. Intern will gain complete familiarity with the company’s end-user process, provide thoughtful feedback for process improvements, and work to outline next steps to implement management-approved improvements. The intern will be managed, self-manage, and manage upwards over the course of the internship. The intern will also be responsible for documenting the entire process with an aim to create a project handbook for the next intern. The handbook will also serve as a guide for a final presentation.

**Key Skills**

- Document full understanding and familiarity of the maintenance process and work cycle with an ability to accurately identify strengths and weaknesses.
- Craft department wide communications Improve the end-user experience by providing improvement recommendations complete with an action plan.
- Create an intern handbook to assist managers in onboarding and leading future interns.

**Week by Week Overview**

- **Week 1:** Intern will understand the customer facing systems within the department and knows the roles of individuals within the department.
- **Week 2:** Interns will have an in depth understanding of at least one of the department’s routine maintenance projects.
- **Week 3:** Intern will craft company wide communication and successfully fill out and submit a permit application.
- **Week 4:** Intern will manage a ticket from reception to closeout.
- **Week 5:** Intern will present all final deliverables including a capstone presentation.

**Success looks like...**

- Demonstrate complete familiarity with the end-user process, provide thoughtful feedback for process improvements, and work to implement management-approved improvements.
- Demonstrate complete familiarity with regular maintenance processes including IT, skilled crafts, and management functions within the maintenance cycle.
Internship Overview

In this internship, the intern will gain exposure, self perform, and lead most major processes within the HVAC department. Intern will gain complete familiarity with the company’s end-user process, provide thoughtful feedback for process improvements, and develop an action plan for implementing at least one management-approved improvement. The intern will be managed, self-manage, and manage upwards over the course of the internship. The intern will also be responsible for documenting the entire process with an aim to create a project handbook for the next intern. The handbook will also serve as a guide for a final presentation.

Key Skills

- Demonstrate complete familiarity with the end-user process, provide thoughtful feedback for process improvements, and work to implement management-approved improvements. (knowledge)
- Demonstrate complete familiarity with regular maintenance processes including IT, skilled crafts, and management functions within the maintenance cycle (knowledge)
- Demonstrate proficiency with written and digital documents including filling out permits, taking meeting notes, and communicating information via email (technical skills and knowledge)
- Lead communication efforts and manage a team to complete a major maintenance project from ticket origination to close out (soft skills)

Week by Week Overview

- **Week 1:** Intern will understand the customer facing systems within the department and knows the roles of individuals within the department.
- **Week 2:** Intern will gain exposure to and compete all routine maintenance.
- **Week 3:** Intern will share suggestions for feedback, gain exposure to the maintenance ticket system and permit process, and perform routine maintenance.
- **Week 4:** Intern will manage a maintenance project from start to finish.
- **Week 5:** Intern will present all final deliverables, including a capstone presentation, and participate in a culminating event.

Success looks like...

- Demonstrate complete familiarity with the end-user process, provide thoughtful feedback for process improvements, and work to implement management-approved improvements.
- Demonstrate complete familiarity with regular maintenance processes including IT, skilled crafts, and management functions within the maintenance cycle.