



YOUR PASSPORT TO PROFESSIONALISM: MODULE 10

JOB AND CAREER

STEPS IN THIS MODULE:

1. **Learn: the 4 phase model for reflecting on your experience**
2. **How to incorporate your internship experience in your resume**
3. **Go to “Earn Your Stamp” and complete the reflection activity**

STEP 1—LEARN

INTRODUCTION

We all have in our lives an older weird uncle, aunt, or neighbor who have very strong yet very inaccurate opinions about many things in this world. We don't often take their advice. Conversely, we all know people that seem wiser than their years would indicate. Maybe you are one of them if people tend to seek your counsel. It is reflection and perspective that develop wisdom, not just the piling up of more experience with age.



Journaling about your experience is an important step in becoming wise. You need to be articulate about what you learn. Students completing internships for academic credit are almost always required by their professor to “reflect” through journaling. The best method for a robust experiential reflection journal is the four phase model developed by Harvard professor David Kolb. His model is used by many universities for demonstrating learning outcomes based on internships and jobs of adults and is a basis for lifelong learning.

The learning and journaling model is composed of the four elements:

1. Concrete Experience



2. Observation and reflection on that experience
3. Formulation of abstract concepts based on the reflection
4. Testing and experimenting with the new concepts in new environments.

The following templates and models will make it easy for you to incorporate the four element model in your journals.

Weekly/bi-weekly Internship Journals

Journaling is an important step in synthesizing academic and personal growth. The following four sections, based on David Kolb's model of experiential learning, provide a framework to discuss learning content. Use the following outline headings for your journals and reports.

Your Assignment: Use the template below to craft your journal. **For a weekly/bi-weekly journal write one paragraph for each of the four sections.** Label each section as you go along. See sample below.

Section 1: Concrete Experience

Tell the story of what you **did** (what **behaviors** and **actions** you took) using terms such as the following:

I met	I said	I tried
I attended	I taught	I traced
I saw	I listed	I recorded
I drafted	I felt _____ and reacted by	I calculated
I designed	I coordinated	I promoted
I purchased	I modified	I programmed
I forecasted	I convinced	I reviewed
I collected	I avoided	I studied

Section 2: Reflection/Observation

Explain what you **learned** from what you did using terms such as:

I learned that	I discerned	I distinguished
I detected	I perceived	I wondered about

I noticed	I viewed	I spotted
I found that	I discovered	I grasped
I imagined	I heeded	I neglected to see
I observed	I acknowledge	I recognized

Section 3: Academic Concepts

What do you **understand** from what you learned including theories, principles, general concepts, models, systems, insights? Describe the concepts you explored using terms such as:

It is logical that	Another metaphor is	Research indicates
It is apparent that	It is similar to	An analysis explains that
The concept of	Experts agree that	This idea means that
The principle of	Authorities speculate	A synthesis of this data
This model is	Prior explanations include	Dr. X (author) indicates that
This parallels	This is integrated into	Separating this issue from

In this section it is common to include footnotes, citations, or web links from authors who address the concepts you discuss. For example, you might say something like “It’s important to establish mission-critical goals. Business Author Jim Collins calls this A Big Hairy Audacious Goal.” <http://www.inc.com/leigh-buchanan/big-ideas/jim-collins-big-hairy-audacious-goals.html>

Section 4: Future Application

This section explores how you can **use, transfer and apply** what you learned to the future. How can you apply this? Describe how you can act differently in other situations using terms such as:

New approaches would be	An improvement would be	Logical steps include
Applying this concept is	A slightly similar way to	Another way to analyze
A different plan would be	Next time I will	Expected new outcomes are
Practicing this includes	The new situation would	A combined approach is
A better way of doing this is	A new way of thinking is to	I would us Dr. X's way of
This could be applied in	There are a variety of ways	New feelings would occur if

Section 5 (for 8 page journals typically assigned for a comprehensive reflection on an internship) General Comments:

Please share your ideas on things that might have made your experience better. What else would you like to know or do to improve the experience?

Please see the example below to write your journals and send copies to your supervisor and your professor/internship supervisor.

Sample Bi-weekly Journal Entry

Concrete Experience (highlighted words indicate behaviors and actions)

Last week I *attended* the District Manager staff meeting. It started early in the morning on Saturday April 2, so I *set my alarm* early to be sure I got there. When I arrived I *made* a name tag, got coffee and *sat down*. I sat with my supervisor and the department administrator. We *talked* a little, then the meeting started. There was a formal agenda which we closely followed. The District Manager ran the meeting and kept track of allotted time. The format was to introduce an agenda item, discuss it, then decide who had action items and what would be the deadlines. The secretary *served* as the *note-taker*. It was pretty comfortable. However, I did not like it when my supervisor had to *sell our idea for improving safety* based on an appeal to emotions. I always prefer *taking* a “rational” approach. But this was emotional.



Observations/Reflections (italicized words indicate what you observed)

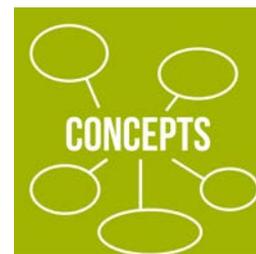
I noticed that the District Manager tended to dominate the conversation which made it difficult for others to contribute. *It bothered me* because *I tend to* be shy about expressing my opinion in public and this adds stress. *I found that* even though things got done, it was not a free discussion. *I hate it* when people start discussing things that are off-target and waste time, so the



fact that we stuck to the agenda was comfortable for me. *I neglected* to see that others sometimes need to process information in a circular way, and trying to keep them “on track” makes them frustrated so they end up talking even more. As a detailed-type of person *I observed that* I am very task focused. *I began to grasp* how communication can be a problem when the boss needs to get group consensus on an idea or project but doesn’t allow much discussion.

Generalizations and Principles (italicized words indicate concepts, theories, models, systems, metaphors)

I found it helpful to categorize communication styles when evaluating business interactions. *I thought* the *four-styles matrix* that I found on Google is a good way to analyze communication styles I observed in the meeting.¹ The District Manager was the Controller type, two managers are Promoters, the administrator and I are Analyzers and there were no Supporters. What I noticed is that the different types create natural areas of conflict as well as synergy. As long as the leader respects others’ style they can make good progress on the business’ goals. Although *the research* on these styles is not strong, there certainly is *face-validity*. Understanding styles has been used effectively in team-building. Work assignments and tasks can be adapted based on style and interest.



Future Application (italicized words indicate how you will use, apply, transfer your learning)

After attending this meeting and analyzing communication types, I will try to *implement* a new approach to meeting management in my student organization. Using my Analyzer style, *I will organize* our agendas differently and assign different people to run parts of the meeting based on their particular style. *I will suggest* we start our next meeting with a 5-minute opening problem solving exercise such as SWOT analysis or brainstorming to clarify each other’s issues and identify possible antagonism early on. *In my next* meeting experience *I will ask* each member to take the style inventory and then try to make suggestions for assignments and tasks based on the results.

¹ <http://smallbusiness.chron.com/four-effective-styles-communication-workplace-15280.html>

If you are assigned to write a final journal report for your internship: The main difference between weekly and final journal reports is length and depth. A final report is an expanded Journal assignment in which you combine and reflect upon all your journal entries or internship activities to make an 8 page final report @ 2 pages per learning mode (see additional assignment description below):

1. Concrete experience
2. Reflective Observation
3. Abstract Concepts
4. Experimentation



STEP 2—APPLY

How to incorporate your internship experience in your resume

You should already have a resume since it is usually required as part of the application process for an internship or job. If you do not have one, or if it has not been reviewed by a career counselor, go to the career services office and utilize their resources for developing a quality resume.

Assignment 1:

Watch the following 4 minute video on writing resume bullets. This video tutorial is based on feedback from hundreds of employers.

<https://www.youtube.com/watch?v=9Jlt9RsW1tI>

To include your current internship in your resume, follow the same format you did for prior jobs. Typically that means: Line 1 - Job Title, Organization, Date. For example:

Intern, Habitat for Humanity, Salem, OR. Summer 20xx

Now for the important part: **Bullets, bullets, bullets. It's all about bullets.** You learned from the video that the standard formula for creating job description bullets is this:

bullet point – skill word – details – results. See the use of the bullet formula below:

Intern, *Habitat for Humanity*, Salem, OR.

Summer 20xx

- **Organized ~15 construction volunteers every Saturday for 3 months . Completed phase one 3 weeks ahead of schedule.**
-

Notice the first skill word is “**organized.**” That is followed by **details** about numbers, when, what, etc. The **result:** “3 weeks ahead of time.” This tells the reader that you are so well organized and such an efficient person that you beat deadlines.

Assignment 2:

1. **Get a copy** of your job description electronically or in print.
2. **Highlight the skills** you used. But not just any skills. Select the higher order skills you used in this internship or job. Sure, you may have answered phones or filed paperwork, but focus on the tasks that took higher level skills such as organizing, initiating, managing, writing, researching, conflict resolution, etc. From those skills you can now describe the parts of your job/internship that demonstrate skills future employers want to see.

3. **Add your new job/internship** in your resume (see resume below using the Habitat for Humanity example). Again, use your career center's templates and ask them for feedback.
4. **Update your resume, have it reviewed by your career center**, and turn it in to your supervisor and/or professor.

An additional companion 4 minute video that goes with "Resume Bullets" titled "Resume Basics" is found here:

<https://www.youtube.com/watch?v=Z6C2FZd2xGQ>

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ORGANIZER + COMMUNICATOR + DETAIL ORIENTED

- +Organized and led a highly successful Habitat for Humanity project with adult volunteers for 3 months*
- +Addressed 15 assembly meetings of 1,500 students using Prezi graphics with humor to keep audience interest*
- +Kept records of budgets, attendance, reports, safety, and taught policies and procedures to adult learners*

EDUCATION

B.A. University, City, State. Political Science major GPA 3.41 Graduation Date May 20xx
Languages: Speak conversational Spanish, familiar with French

Lincoln High School, City, State June 20xx
 Class Salutatorian: GPA 3.95, top 2% of class. Academic Honors program, All-State Academic Recognition

EXPERIENCE

Summer Intern, Habitat for Humanity, City, State. Summer 20xx

- Organized ~15 volunteers every Saturday for 3 months. Completed phase one 3 weeks ahead of schedule.
- Managed work schedule, contact reminders, tool shed inventory, purchase receipts, and daily reports.
- Trained new volunteers in OSHA safety standards, behavior expectations of Habitat, and provided feedback and occasional conflict resolution between volunteers. Received highest possible rating on safety inspections.

Student Body Vice President, Lincoln High School, City, State 20xx – 20xx

- Organized events such as Power Kids fundraiser, Senior Prom, and all-school elections for student body of 1,500
- Chaired all Student Council Senate meetings of 15 student representatives. Managed agenda during 15 assemblies.
- Wrote 3 funding proposals for \$4,000 and approved all budgets for social events including fundraisers and dances.

Tutor, AVID program, Lincoln Junior High School, City, State 20xx

- Tutored middle school kids in math and reading in the resource lab for this state-funded program under the “Race to the Top” initiative. Received 3 letters of appreciation from parents of children who improved class performance.

Camp Counselor, Summer Kids Day camp, City, State Summers 20xx – 20xx

- Supervision of games, recreational activities, arts and crafts, and meal preparation for 150 children in this beach community day camp program. Earned excellent supervisor evaluations.
- Managed all lunch meal preparation volunteers in charge of clean up during first year of program.

Additional positions include: Salvation Army bell ringer, occasional summer house painting with uncle’s business, daily newspaper bike route for 3 years, pet-sitting for several neighbors

ACTIVITIES/INTERESTS

- Participated in 2-week summer construction program to El Centro de Amparo orphanage in Mexicali
- Accompanist for 10 Broadway Show tunes the director selected for the Spring Festival Chorus
- Performed at over 30 concerts as piano accompanist for string quartet
- Member of student Jazz Ensemble for 4 years
- Family hosted international exchange students from Argentina for 3 summers

STEP 3—EARN YOUR STAMP



Reflection Name

Date

Module 10: Your Internship Career Reflections

A. List at least 3 observations you have made during your internship/job that have forced you to think differently than before.

B. List at least 3 important new job skills you are developing on this internship/job

C. After reviewing the videos and resume sample provided, what job functions and skills will be good to include on your resume?

Once you complete updating your resume, submit it to your supervisor and professor or counselor for further feedback. BTW – do you have your FULL resume on LinkedIn yet? Always keep your LinkedIn profile current. 90% of employers use LinkedIn.