

# HIGH-QUALITY REMOTE INTERNSHIPS: TIP AND TRICKS

## How Remote Internships Can Benefit Your Company and Interns

In addition to being a safer option during ongoing and varying challenges from COVID-19, remote internships can offer important skill-building opportunities for employers and interns, including:

- The development of new digital skills for effectively managing projects and work tasks
- Greater understanding of remote work expectations and best practices, which are increasingly essential in the 21<sup>st</sup>-century workplace
- More flexible schedules, greater efficiency, and cost savings due to reduced travel
- Opportunities to build skills in digital leadership and remote management

## Tips for Creating ACI Remote Internships

- **Set clear expectations from the start:** As you create an internship plan with your intern, make sure to be clear about expectations for all aspects of the internship experience. Provide a schedule for your intern and be sure to build in independent work time that allows for some flexibility. Explain how their work hours will be tracked. Also share any details they need about their internship and your organization so they can thrive and succeed.
- **Be intentional about multiple touch points with your intern:** We recommend setting up a check-in routine that is consistent and robust. Such a routine is key to helping your intern feel connected with you and your organization and confident about what is expected in their internship role. The routine might include checking in daily through video chat, phone, or email, even if only for a couple of minutes. Also share with your intern the best times and platforms for reaching out to you with their questions throughout the day.
- **Identify projects that are a good fit for a remote work environment, such as:**
  - Creating, reviewing, or translating documents
  - Conducting research
  - Reviewing, organizing, or entering data
  - Providing a new perspective on already-established projects or processes
  - Generating or revising internal communications or external marketing materials, including: writing, planning, and conducting interviews; contributing to design work; strategizing web updates; and building or revising social media or newsletters
- **Provide technology tools:** While not required by ACI, we highly recommend that you provide the tools interns need to be successful. Tools can include a laptop, mouse, keyboard, hotspot, headset or earbuds, software, or any security functions necessary for their internship. Make sure

your intern is trained in and comfortable with the platforms your team uses, whether Microsoft Office Suite, Microsoft Teams, Zoom, Google applications or other technology.

- **Provide clear instructions for use of remote technology:** Talk through remote meeting logistics and protocols, which could include: expectations for turning cameras and mics on and off, where to find the chat feature, how to set up virtual meetings, how to change the background scene, how to share files or screens, how to turn notifications on/off, and more. Also talk with your intern about appropriate dress for video meetings. Be mindful and sensitive to their privacy concerns, especially when it comes to remote video meetings in which other participants can see their homes or other remote work environments.
- **Keep your interns engaged with your organization:** Connect their work to bigger-picture projects, goals, and values within the company and create opportunities to engage with other departments and team members. Talk with your intern about their career goals and professional interests and introduce them to colleagues in various departments who can share their professional experiences and connections. You can set up virtual meetings or shadowing opportunities or include them in department meetings and team events.
- **Provide professional development opportunities that enrich the internship experience, such as:**
  - Virtual informational interviews or coffee chats with leaders in your organization
  - Virtual worksite tours
  - Deeper dives into your company or industry
  - Opportunities to connect with similar companies or organizations in your industry