

stepUp Weekly Job Coach Update



Strengthening the Intern/Supervisor Relationship

Complete Weekly Check-Ins

A great way to strengthen your relationship with your intern is to have weekly check-ins. Having a weekly point of connection will also allow you to stay on top of your internship goals, provide feedback to your intern, and enhance the quality of the internship. These weekly check-ins provide an opportunity to review the work the intern has completed, preview upcoming work, and coach your intern on skills development. It is also an important chance for your intern to ask questions or raise any concerns, and for you to keep track of professional development opportunities. Use our [Weekly Check-In Template](#) to help facilitate these critical one-on-one conversations and refer to the [Forms Manual](#) (pg. 12) for additional instruction.

Use Stances of Inquiry to Have Deeper Conversations

We occasionally talk to supervisors who have identified a potentially tough conversation they need to have with their intern but are uncertain about how to proceed. Many times, the topic is something that is common sense to an experienced professional but doesn't seem to be registering with their intern.

A helpful tool for these conversations is the Stances of Inquiry, which can be found on page 27 of your [Supervisor Handbook](#). We find many of these challenging situations occur because Step Up interns often lack experience or familiarity with workplace norms. In other cases, there are external influences that may be impacting their performance at work.

The Stances of Inquiry focuses on setting aside assumptions and engaging in a mutual path of exploration. It's important not to make assumptions about what your intern knows or understands about workplace expectations or norms. Similarly, we tend to attribute other people's behavior to internal personality characteristics when there are often external factors that are driving it. By using the Stances of Inquiry, you'll be able to get at the source of the issue much more quickly (and in a positive manner!) and come up with a solution for addressing the root cause of the issue together with your intern. Page 28 in your Supervisor Handbook also provides further tips on how to best prepare for and engage in these difficult conversations.