API Internships: Syllabus

The following curriculum aims to prepare API interns for navigating diverse cultural workplace environments and developing essential skills necessary for success in a global workplace. Throughout their 8, 10 or 12-week internship experience, either virtually or in-person, interns will learn to:

- Contribute meaningfully to the strategic goals of an international company by refining communication skills through practice in real-time;
- Demonstrate their ability to embrace innovation in the global workplace;
- Reflect upon cultural differences and diversity in the workplace, along with the challenges of working across cultures;
- Enhance individual professional strengths and career competencies as defined by NACE (National Association of Colleges and Employers), with a global perspective.

Learners navigate the following capacity-building modules:

1. Orientation
2. Time Management and Prioritization
3. Communication
4. Cross-Cultural Collaboration
5. Critical Thinking + Problem Solving
6. Leadership
7. Professionalism + Work Ethic
8. Reflection + Evaluation

Within each module learners complete the following activities:

<u>Orientation</u>

Set goals for the global virtual internship

- Enables learners to structure intentional career development into their virtual internship experience.
- Provides learners with a set of goals to revisit at the close of their experience to consider their overall progress.

Explore communication differences in the workplace

- Introduces learners to a broad range of differences in communication behaviors they may encounter in their future workplace(s).
- Encourages learners to be aware of potential communication differences in their workplace interactions.

Identify personal values at work

- Enables learners to reflect on their own personal values and how they might apply in the workplace.
- Encourages learners to think about how work culture values may differ in global environments.

Inventory soft skills

- Enables learners to identify soft skills unique to them.
- Enables learners to identify soft skill gaps or deficiencies to focus on strengthening during their internship.

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Time-Management and Prioritization

Examine theories of workplace motivation

- Introduces learners to theories of motivation and the modern workplace.
- Encourages learners to consider their own motivations in their personal and professional domains.

Identify best practices in improving workday productivity

- Contextualizes time management and productivity principles for the remote worker.
- Gives learners the tools to self-reflect and examine their own daily habits for inefficiencies and improvements.

Communication

Examine good communication practices

- Introduces learners to a framework for effective communication.
- Enables learners to identify ways to engage the framework for success in the workplace.

Improve active listening skills

- Illustrates the challenges associated with active listening in personal and professional contexts.
- Provides tools for being a better communicator through listening.
- Enables personal reflection on employer-employee communication and the importance of "feeling heard".

Identify tone and its role in workplace conflict

- Enables learners to understand the role of tone in the modern workplace and why it is an increasingly important issue.
- Enables learners to practice different verbal tones and reflect on their implied and perceived meanings.

Cross-Cultural Collaboration

Consider challenges of working across cultures

- Familiarizes learners with the challenges - and rewards - of global workplaces.
- Enables learners to reflect on their own prejudices and preferences in intercultural interactions.

Improve diversity IQ

- Enables learners to continue engagement with diversity in real-life domestic applications.
- Enables learners to identify steps to follow to better respect diversity and be leaders in the area of inclusion.

Map cultural values and personal values

- Enables learners to consider their own cultural identity and values.
- Increases awareness so that learners can take cultural identity and values into account during intercultural interactions.

Critical Thinking and Problem-Solving

Critical thinking and being wrong

- Enables learners to embrace possibilities of learning from being wrong.
- Allows learners to navigate intercultural settings sensitized to differences of opinion, biases, etc.

Practice mindfulness for stressful encounters

- Familiarizes learners with mindfulness techniques and concepts in practice.
- Provides learners with tools and strategies to navigate stressful situations related to change.

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Observe home like a visitor

- Enables learners to practice mindfulness and critical thinking through an intercultural lens as they consider a foreigner's experience in their home community.
- Provides learners with the opportunity to consider their home community through an international lens while completing a virtual global internship.

Leadership

Learn about leadership practices

- Enables learners to become familiar with a popular model of leadership theory.
- Enables learners to apply theory to practice as they discuss a leader they admire and how their behaviors illustrate elements of this model.

Examine everyday leadership

- Enables learners to reflect on the scope of leadership potential each unique individual possesses.
- Enables learners to link global understanding with opportunities for leadership in their home community.

Develop a personal leadership mission statement

- Enables learners to incorporate core values and personal leadership philosophy into a mission statement.
- Enables learners to frame their work as a leader in a specific direction, unique to the learner's individual core values and leadership goals.

Professionalism + Work Ethic

Develop an elevator pitch

- Enables learners to specify outcomes of their internship experience in a succinct way.
- Enables learners to successfully articulate their experience within a time constraint.

Assess your personal work ethic

- Enables learners to identify shifts in their personal work ethic throughout their virtual internship.
- Allows learners to review cultural differences and impact of global learning on their personal work ethic and professional trajectory.

Integrate global experience into professional pathway

- Enables learners to identify ways to integrate global learning outcomes into their selected professional career.
- Facilitates application of internship experience to future career opportunities by requiring learners to update their resume to reflect their virtual internship experience.

Reflection

Culture at work reflection

- Enables learners to reflect on cultural values that may have shifted or changed as a result of their virtual global internship
- Encourages learners to identify specific points of reference for future job interviews regarding the impact of their global internship

Final Reflection

- Interns will submit a final paper reflecting on difficulties encountered, challenges overcome, cultural issues navigated and skills acquired during their internship for their Global Guide to review. Suggested length: 5-7 pages.

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Assessment Breakdown:

Goal setting activity: 15%

Cultural values in the workplace: 15%

A day in the life: Your first week on the job: 15%

Culture at work reflection: 15%

Employer and Performance Evaluation: 15%

Final Reflection: 25%

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