



Designing a Worksite Orientation

Conducting an orientation is an integral component of a successful experience. A well-planned orientation offers young people a thorough overview of the complete experience, outlining roles and responsibilities, policies and procedures, duties and expectations. The goal is to be clear, direct and accessible.

Sample Orientation Agenda

I. Introduction and Welcome

II. Company Overview

- Provide documents, brochures and/or other materials that explain the organization's mission statement, core business or other relevant information.
- Discuss the organizational structure and explain where the young person's job fits within the organization. Provide an organizational chart. Explain the history of the company and share the company's long-term strategic goals.
- Discuss the company's dress code and be sure all interns fully comprehend what attire is appropriate dress for work.
- Discuss the organizations internet and social media policies and highlight what is appropriate and inappropriate use of company computers.

III. Youth Work Experience/Internship Overview

- Make sure the young person understands who their immediate supervisor is, and provide his or her contact information. Explain roles and responsibilities of the supervisors. Review time sheet policies, the position description and job requirements.
- Explain the performance appraisal process to the young person and Company Policies and Procedures.
- Explain working hours, lunch and break times. Review the call-out procedure, and stress the responsibility for obtaining prior approval from the supervisor for overtime and non-emergency absences from work.
- Review the company culture including parties, celebrations, social activities, holiday activities, dress code, telephone etiquette, internet and social media use, elevator etiquette, office refreshments (coffee, tea, etc.), confidentiality issues, policies and procedures, etc.

IV. Tour of the Facility

- Point out which departments occupy each wing/floor.
- Introduce the young person to other staff.
- Show the young person the location of restrooms, water fountains, office storage, equipment and supplies.
- Explain company policies on use of office and computer equipment. Specifically address all internet policies at your company.

V. Question & Answer

- Ask the young person if they have any questions regarding the presentation. Be open and accessible while answering all questions directly and thoroughly

*See Orientation Checklist

Adapted from *The National Institute of Health Internship Program*,
<http://internships.info.nih.gov/prmenu.html> and *The National Mentoring Partnership*,
www.mentoring.org, 2003.