



Host Guide

Extern Job Shadowing Program

2015-2016



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Welcome

Thank you for your interest in hosting a University of Toronto student in the Extern Job Shadowing Program. Your participation in the program is greatly appreciated and will have a significant impact on our students' career development; your support will reach students at all three University of Toronto campuses – Mississauga, Scarborough and St. George.

This guide will help you understand what to expect and how you can best use your professional expertise to support UofT students as they explore their career options.

Reasons to Host a Student

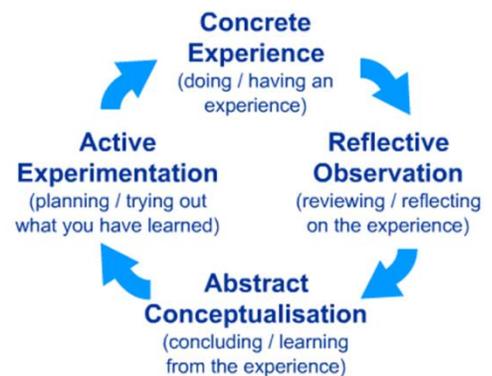
- ✓ Opportunity to look at your job from a student's perspective and rediscover the excitement that led you to pursue the career
- ✓ Opportunity to give back to the community as an experienced professional who can offer valuable advice to students starting their career
- ✓ Opportunity to promote your organization and share your personal career story with enthusiastic UofT students
- ✓ Opportunity to network with bright UofT students and get exposure to recent grads in the same field

Program Overview

Program Goals

The Extern Job Shadowing Program has been designed to provide students with the opportunity to explore potential careers through short-term job shadowing placements, which vary in length from a half-day to a maximum of five days. By participating in the program, students will be able to:

- Gain an understanding of key interests, skills, and values that are needed in the career area explored
- Articulate the day-to-day activities of their Extern placement
- Assess whether the career they explored during their placement is a career they would want to pursue
- Link the transferability (e.g., knowledge, skills) of their program of study to a career area of interest
- Identify the next steps in their career development



Experiential Learning

The Extern Job Shadowing program is grounded in Experiential Learning theory. Experiential learning is often understood as a four-stage cycle¹ - concrete experience, reflective observation, abstract conceptualization, and active experimentation. In the Extern program students are taken through the full cycle of experiential learning, with an emphasis on the importance of reflecting on their experience which is a mandatory component of the program. Reflection will maximize the students' learning experience, ensuring that your time together is most valuable.

¹ Kolb, D. A. (1984). *Experiential learning: Experience as the source of learning and development* (Vol. 1). Englewood Cliffs, NJ: Prentice-Hall. Retrieved from <http://www.simplypsychology.org/learning-kolb.html>



For further details about scheduling the placement, common placement activities and typical questions from students during the placement, please see 'Organizing Your Student's Placement' in the next section.

Responsibilities

Host Responsibilities

Placement Logistics

- Provide the Career Centre and the student with a schedule and description of activities
- Articulate any expectations for students to the Career Centre in advance of the placement (e.g. documents to read, sign confidentiality agreement, dress code)
- Determine the length of placement (0.5 - 5 days)
- Decide how many students you would like to host
- Complete brief program feedback online at the end of the placement

Mentorship

- Provide students with an open and safe learning environment focusing on career exploration
- Be open to sharing your career story! e.g. How did you get to where you are today? What do you enjoy about your current role? What is a typical day like in your current role?
- Provide students with an insight into workplace jargon
- Encourage students to ask questions
- Further information about specific career related concepts you could discuss with your student(s) is found on page 7.

Career Centre Responsibilities

- Ensure that students are properly prepared for their placements: that they have received and understand relevant information about their host, and that they understand the boundaries of their role as young professional learners and guests in their host's workplace
- Clearly communicate program goals to hosts and students
- Be readily available and responsive to students and hosts for any questions or concerns
- Support host in designing placement if required (see page 6)

Student Responsibilities

- Prepare for their placement by attending all sessions required by the Career Centre, reading any materials sent by their host, and researching the host organization prior to the placement
- Conduct themselves courteously and professionally
- Contact their host at least two weeks prior to the placement to confirm logistical information and introduce themselves by providing a basic overview of their experience, interests and skills
- Honour any confidentiality and privacy regulations
- Attend their placement, abiding by the terms set forth by the host, and communicate effectively with their host and the Extern program coordinator



Timeline & Program Steps

Timelines

Steps:	Fall Program 2015	Winter Program 2016	Summer Program 2016
1) Completed Extern placement details form	September 18, 2015	December 18, 2015	May 6, 2016
2) Receive student information	October 26-30	February 2-6	May 25-29
3) Receive email from your student(s)	October 28-November 2	February 5-10	May 27 – June 1
4) Students Complete Job Shadowing Placement	November 9-22	February 15-28	June 6-19

(Placements are .5 to 5 day, and you determine exact dates and times, your choice)

Program Steps

1) Complete Extern placement details form

- After you agree to offer an Extern placement you will be asked to complete the Extern placement details form.
- This form is your opportunity to explain briefly about your role and the types of activities a student may be able to observe during a job shadowing placement with you.
- The more information you provide on your placement details form the better able a student will be to decide if this placement would be a good fit for them and a better match we will be able to offer you.

2) Receive Student Information

Screening of the Extern applications is done by the Tri-Campus Extern Team (one representative from each UofT Campus). The Tri-Campus team will review all of the applications to your placement, and based on the information provided in your Extern placement details form, will make the most appropriate match.

About three weeks prior to your placement we will e-mail you an information package which includes the name of your student and their contact information. If you have agreed to take more than one student, this email will include information for each of them.

3) Receive email from your student(s)

About two weeks prior to your placement your student(s) will call or e-mail you to introduce themselves and confirm the logistical details, of the placement, unless you have specifically requested otherwise. If you have agreed to host a group of students, we would be happy to forward, upon request, the required logistical details to students.

Students are advised not to negotiate the details of the placement with you; ideally, the exact date(s), duration, and timing of your placement will be specified by you on the Extern placement details form and, if so, will have already been communicated to the student. If you choose not to specify the duration and/or date of the placement, students will be asked to confirm these details with you when they contact you.

Common student pre-placement questions include:



- What time should I arrive?
- How long is my placement each day?
- What is the dress code (formal, business casual, etc.)?
- Is there parking? How do I get there by transit and how much time does it take?
- Who do I check in with when I arrive?
- Do I need to fill out any confidentiality or waiver forms?
- Is there anything you would like me to do in preparation for my placement?

This is also your opportunity to get to know your student(s) in terms of their background, interests, reasons for applying to your placement and what they would like to learn from you during the placement.

4) Students Complete Job Shadowing Placement

Students will be expected to arrive at the date and time mutually agreed upon during your pre-placement phone call. If you have any questions or concerns during the program week, do not hesitate to contact us immediately at 416-978-7764.

Organizing Your Student's Placement

Placement Details

Scheduling

- Provide students with a schedule of the placement upon arrival. If available, provide the student a copy of the schedule in advance of the placement.
- Incorporate breaks to allow you to attend to your voicemail and e-mail.
- Where possible, break up the day between job shadowing and meeting with various staff

Common Placement Activities

While the length and activities of the placement vary greatly by organization, previous student participants have found it valuable when hosts:

- go over the plans for their visit upon arrival;
- have a tour of the workplace;
- attend site visits when possible;
- observe day-to-day activities;
- meet with their host at the end of each day to debrief;
- have the opportunity to meet with other members of the department (ideally, a few people at different stages of their careers);
- get involved in any appropriate hands-on projects;
- sit in on department and client meetings;
- read non-confidential reports;
- provide the student with an overview of the organization, your position and workplace culture;
- provide students with time during the placement to reflect on their experience and develop further questions they may wish to ask you

Common Student Questions During Placement

Common questions from students during their placements include:

- What is a typical day or week like?
- What are the most common challenges you face?
- What is the best part of this career?
- What does your department do?
- What is the work style (e.g. is there a lot of overtime, travel, etc.)?
- How do you balance your job with the rest of your life?



- What parts do you like the least and why?
- Do you spend most of your time working with colleagues, clients, or independently?
- How did you get into this career? What would you do differently?
- Are there related career fields that I might consider?
- What are the current industry trends?
- What changes do you anticipate in the next three to five years?
- What is the average starting salary?

Key Career Development Concepts

You play a vital role in the Extern Job Shadowing program as a **co-educator** – the students’ learning is a direct result of their experience during their placement with you. Although we teach students about career development concepts, it is when the students speak with you that they truly understand how these concepts will impact their career development.

Careers are often non-linear: It is likely that when you were a student you didn’t know exactly what you would be doing today or how exactly you would get here. In today’s career landscape this is even truer as many popular jobs today didn’t even exist 10 years ago². For many students, the focus is not on preparing for a particular career, but rather, developing a set of core competencies that will help ensure their success in a variety of different career paths. Explain to students what competencies are important in your role and provide examples about how you use these competencies.

Planned Happenstance: When you think about your career path, whether knowing it or not, planned happenstance probably played a key role. Planned happenstance theory³ is a conceptual framework that focuses on creating and transforming unplanned events into opportunities for learning. The goal of planned happenstance is to generate, recognize, and incorporate chance events into career development. In basic terms, this means a) encouraging students to get involved (e.g. part-time jobs, extra-curricular activities, attend events, network) to increase the likelihood of chance circumstances arriving and b) take time to reflect on what they want so they are more likely to recognize and act on an opportunity.

Five skills for planned happenstance:

1. **Curiosity:** Exploring new learning opportunities
2. **Persistence:** Exerting effort despite setbacks
3. **Flexibility:** Changing attitudes & circumstances
4. **Optimism:** Viewing new opportunities as possible & attainable
5. **Risk Taking:** Taking action in face of uncertain outcomes

Reflect back on your own career path. Can you think of a time when you just happened to be ‘in the right place at the right time’? For example, can you think of a personal connection that was instrumental in your career path, how did you meet that person? Thinking about these stories and sharing them with students will help students understand the importance of being proactive even if they don’t know what they are working towards.

Resiliency: Helping students to increase their resiliency is an important goal of the Extern program. You play a big part in this by sharing with students your experiences overcoming difficulties in your career path.

- *“My host dropped out of her first master program and worked a couple of years before pursuing a law degree in labour law. It is great to know that it does take a little while to finally decide on a permanent career.-Extern Student*

² Casserly, M. (2012). 10 Jobs that Didn’t Exist 10 Years ago. Forbes. Retrieved from: <http://www.forbes.com/sites/meghancasserly/2012/05/11/10-jobs-that-didnt-exist-10-years-ago/>

³ Krumboltz, J.D., Levin, A.S., Mitchell, K.E. (Spring, 1999). Planned Happenstance: Constructing Unexpected Career Opportunities. The Journal of Counselling and Development 77(2), 115-124



- *“It was reassuring to hear from people with similar backgrounds to me who have gone through a similar difficult time of job searching and been successful in finding rewarding and interesting careers.-Extern Student”*

Social Networks: One of the key concepts students should take away from their Extern experience is the importance of building mutually beneficial meaningful relationships (aka ‘Networking’)! We want students to understand that developing their personal network is instrumental in their career development – in particular the career exploration and job search process. Think about how your social networks have impacted your career development and share these stories with your Extern student(s).

- *“Some interesting advice which was given was that it's not your good friends who will make up your professional network - it is often weak connections and peripheral friends who will drive you on your path to your next career. One woman discussed a project partner from a university assignment posting on Facebook about a new job, and that's how she got in.” – Extern Student*

Common Host Questions

Are the students paid? No. This is a voluntary career exploration program. The students will not be doing any formal work and they will not be paid.

Do the students receive school credit? No. It is, however, an excellent opportunity for students to see how their academic knowledge is applied in a workplace setting. Students who complete all stages of the program will receive formal recognition of their participation on the U of T Co-Curricular Record.

How can I deal with confidential information and privacy issues? Students will be expected to maintain confidentiality and understand that they will not have access to all information. Some organizations choose to ask students to complete confidentiality waivers.

Can I screen the students prior to their placement? No. Students are screened by Career Centre staff and we make every effort to ensure that this is an appropriate match. Please let us know if you have any specific requests or concerns regarding the student you would like to host (e.g. require familiarity with a particular software package, lab skills, etc.). It’s helpful to remember that students are coming to you to learn – they may not have any relevant experience, but may be at a crossroads in their career planning. While most students do apply to placements in areas their academic work is preparing them for, it’s possible, for example, for an English student to participate in a placement at a hospital if they are considering changing majors.

Why are the students sending me their resume? Students share their resume with you to provide you with information about their schooling, work and volunteer experience. This is not related to job searching.

Do I need to evaluate the students? No. This is a voluntary program with no formal evaluation process. We do, however, value your comments with regard to your experience as a program host, and ask that you complete a brief program feedback survey at the end of the student’s placement.

Can I ask the students to do work for me? Depending on the nature of the workplace, students can get involved in hands-on projects which will assist them in their career explorations. These projects should be related to their career explorations. Our program differs from internships in this way in that the students are not necessarily expected to develop their skills while they are on the job with you; only their understanding of your career.



Feedback

We value your feedback and will be forwarding a program evaluation electronically to you at the conclusion of the program week. This is not, however, a formal evaluation of the student. Your feedback assists us to continually improve the program for our hosts and students. We welcome any informal feedback you wish to provide, as well.

Comments from previous Extern hosts

The experience helps me to reevaluate what I am doing in my work and why I do it in certain ways. Students help keep things fresh for me and new interactions with young enthusiastic people are always a pleasure.

The opportunity to help students find direction is an incredibly gratifying experience.

Having a program like this gives the hosts a chance to be exposed to new graduates and give back to the community.

Very happy to participate in such a great program. Wonderful to assist with a bright young student who is just at the start of their career path.

The two students expressed enthusiasm and asked very thought-provoking, relevant questions.

The students were very polite, dressed appropriately and came well prepared with questions about the career. They appear to have the right direction for post-graduation and represented the University quite well. They also sent post-meeting thank-you emails which is a great indication that they have been taught how to operate in a professional business environment.

Comments from previous Extern students

It was a great experience and allowed me to explore beyond traditional careers in my field and network with very interesting people

This is a fantastic program where students can discover themselves, explore their ambitions and assess their goals. I hope this program can continue and I hope to participate again!

The Extern Program undoubtedly exceeded my expectations. I never thought I would be able to do the things that I did or see the things that I saw during my placement, at this time in my life.

Through the extern job shadowing program, I found a field that I previously was largely unaware of. I was very surprised at how easily I would fit into said field and the amount of possibilities there are for me in this field.

Transitioning from school to the workforce is a challenge and trying to find a way to apply the skills learned in my undergrad while learning a new role can be difficult. Their understanding of being in a similar situation was encouraging.



Other ways to get involved!

Please contact us for further information about other Career Exploration programs:

In the Field

- In the Field is a one-time half-day event where a group of students will come to an organization to learn about how many occupations within one organization interact with one another to function as a cohesive business
- The goal of the program is to help students expand their range of potential organizations when considering careers and career opportunities

Informational Interview Database

- The Informational Interview Database contains profiles of professionals, like yourself, willing to participate in an informational interview with UofT students
- Students who are exploring different career paths may read your profile and contact you to set up either an in-person or over-the-phone informational interview session to learn more about your career journey

Explore It

- A sister-program to Extern, Explore It is a voluntary career exploration program for students in selected second year courses in the Faculty of Arts & Science. All Explore It placement hosts are alumni of the program of study

Contact Us

For any questions or to participate as a host in the Extern job shadowing program please contact:

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