

LASSONDE CO-OP/INTERNSHIP PROGRAM

ON THE JOB SUCCESS AT YOUR CO-OP/ INTERNSHIP WORK TERM

TIPS FOR A SUCCESSFUL DAY ONE

- Choose your first day outfit carefully
- Show up on time (10-15 minutes early)
- Be prepared to answer who you are, where you're from and what you're doing
- Do more listening than talking – try to remember names
- Introduce yourself to others
- Be prepared to ask someone to have lunch with you or bring a book
- Offer to help
- Don't rush out at end of the day

MAKING A GREAT FIRST IMPRESSION

- Remember names. Remembering new names can be tough. Try to listen carefully, repeat the name immediately after hearing it, and use it in your conversation with that person.
- Make eye contact Look at people when you say hello – if you look at someone long enough to remember their eye colour, you allow time to make a connection
- Offer a firm handshake (if possible) – Extend your right hand, make eye contact while you're shaking hands, and make sure your handshake is firm (but not crushing)
- Be ready to introduce yourself You'll be meeting a lot of people in your first week, so be prepared to share who you are, your position title and your educational background.
- Example: "Hi, I'm Kelly. I'm working as a co-op student in the Master Data Management department as a Junior Programmer. I'm studying Computer Engineering at the Lassonde School of Engineering."

MEETING EXPECTATIONS

- Take a note pad with you to all meetings
- Arrange a dependable means of transportation so you are at work on time
- Ask questions
- Listen & learn from colleagues
- Maintain appropriate grooming and dress code standards
- Read information carefully and make notes

WHAT YOU SHOULD EXPECT FROM YOUR WORKPLACE

- Receive training and learn new skills
- Work in a safe environment that follows employment standards and has established policies and procedures related to harassment, discrimination, duty to accommodate, etc.
- Receive feedback on performance including constructive criticism
- Complete meaningful tasks and contribute to the team
- Develop future opportunities and network

WHAT YOUR SUPERVISOR AND COLLEAGUES EXPECT FROM YOU

- Make use of available resources (e.g. guides, past examples, online tutorials) and are open to learning new things
- You're friendly, a team player, and willing to help others
- Good attendance and punctuality
- Follow instructions, listen effectively and ask questions
- Work is accurate, good communication skills and meet deadlines
- Try at least 2 attempts at a solution to your challenge before asking for help; seek out feedback from a mentor or another student if available

EMAIL ETIQUETTE

- Double check spelling and grammar before sending each email
- Address each recipient professionally (e.g. Dear Ms./Mr. Last Name) and avoid using "Sir or Madam"
- If forwarding an email, make sure you write a message about what that person should do, e.g. "Please reply to this customer."
- Make sure that you have the right recipients and attachments included

EFFECTIVE VERBAL COMMUNICATION

- Asking clarifying questions Make sure you are actively listening to the instructions being given and taking notes. It's OK to ask questions if you don't understand something
- Asking for help When asking colleagues for advice or help on a project, let them know what you have already tried to demonstrate that you have put effort into solving the issue on your own. For example, "I am working on the XYZ project. So far I have tried 1, 2, and 3. Do you have any suggestions for what else I could try?"
- Answering the phone Answer with a friendly, professional tone starting with a greeting and your name. "Good morning, ___ Department, Janel speaking."
- Leaving a message Make sure to answer with a friendly, professional tone starting with a greeting and your name. Leave a brief detailed message about why you're calling with your name and number.
- Voicemail Find out if your organization has a standard voicemail script that you are required to follow when recording your greeting. If not, make sure your greeting has no background noise and your name, position, company and your availability are clearly indicated.

WHAT TO WEAR

- The dress code at most workplaces in engineering is business casual, but it also dependent on the industry. A co-op/internship student working in a consulting firm or in a financial service organization that is client facing may need to dress more formally than a student working in a start-up or those that are required to work in a lab or in the field such as construction.
- Look around at what other people are wearing for examples of dress code standards. Take the first 2-4 weeks as time to observe the common dress code at your specific workplace.

Some suggestions, depending on your preferences include:

- Dress pants/skirt with sweater
- Business dress with sweater or blazer
- Dark solid colour jeans and blouse or sweater set
- Dress pants with blouse or sweater set
- Dress pants/skirt with shirt and tie

**** note that safety is of utmost importance and that depending on the nature of your work, you will be required to wear PPE****

For some visual inspiration, check out our [Pinterest page](#).

TIPS FOR TEAM MEETINGS AND PROJECT MEETINGS

Team Meetings with whole department

- Ask your supervisor what is expected of you at team meetings. You may be asked to give updates or an overview, including successes and challenges.

Project Meetings

- Come prepared to discuss what you have completed so far, what you are currently working on, any challenges you have been facing, what is left to complete, and an estimated timeline for completion.

KNOW YOUR RIGHTS

Rights pertaining to harassment, discrimination, duty to accommodate, etc:

- The Ontario Human Rights Code <http://www.ohrc.on.ca/en/ontario-human-rights-code>
- Canadian Human Rights Commission <http://www.chrc-ccdp.ca/eng/content/i-want-know-more-about-human-rights>
- Note that as per Other Exceptions (5), no.2 noted on the [Employment Standards Act, 2000](#), “ An individual who performs work under a program approved by a college of applied arts and technology or a university”, you as co-op/internship student are exempt from ESA, meaning employers are not required to provide you with entitlements articulated in the ESA.

Rights related to health and safety at the workplace:

- Occupational Health and Safety: <https://www.ontario.ca/laws/statute/90o01>

The Lasonde Co-op Coordinators are here to support you during your co-op/internship.

If you are experiencing challenges at your work term, or have specific inquiries, contact Marily Molina, Mayolyn Dagsi, Delnaz Khorshidchehr, or Jolie Chan, Workplace Learning Coordinators at lsecoop@lassonde.yorku.ca