

The International Internships Program (IIP)

IB 365: Professional Development in Global Organizations



University of Wisconsin-Madison

Summer 2016

Eight-Week Session: June 13th-August 7th

(Re-Entry Meeting – September 1st)

3 Credit Section

Faculty Coordinator

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Course Description

This on-line seminar provides academic and professional development support to undergraduate students during the completion of their international internships with a wide variety of organizations and countries. **Although this section of the course is formally listed as an International Business course, the content of this course is relevant to students from all majors regardless of whether you are interning with a corporation, not-for-profit organization, a school, government agency, etc.!**

The course focuses on facilitating the acquisition of key knowledge (e.g., an understanding of social, economic, and political factors of the host country) and skills (e.g., communication, working in teams, organizational culture, power and politics, cultural intelligence) needed to function effectively in a global workplace. This course also emphasizes how students can integrate their international internship experiences into a broader plan for short and long-term professional development, job placement, and career success.

The seminar introduces students to key concepts and principles of globalization and strategies for being successful in a global workplace and then requires students to integrate this with their past academic coursework, their international work experiences, career development goals and their personal skills and values. This seminar challenges students to reflect on, to evaluate, and to learn from their global experiences and to exchange ideas, viewpoints, and insights with the faculty coordinator, and peers working in other types of internships, organizations, and cultural environments.

Students will be evaluated on their ability to engage analytically with their international internship experience, course readings and assignments, and with each other in order to maximize their learning experience. This is a great and unique opportunity as many students return from completing international internships reporting they were “life changing experiences!”

Course Objectives

By the end of the course students should be able to:

- Demonstrate a fundamental understanding of the history and culture of the host country in which they completed their internships and the practical implications of this knowledge for functioning effectively within the host country.
- Demonstrate a high level of understanding of the host organization in which they interned and the practical implications of this knowledge for functioning effectively within the host organization.
- Demonstrate a high level of understanding of the industry, sector, or operating environment (context) in which the intern’s host organization operated, and the practical implications of this knowledge for functioning effectively within the host organization.
- Review, reflect on, and evaluate their overall international internship experience, articulate the ways in which they have personally and professionally developed during their internship, and how they can use what they have learned in their future careers working for other domestic or international organizations after graduation.
- Demonstrate skill in using basic career and professional development tools to enhance their ability to leverage their international internship experience to achieve personal and professional goals.
- Demonstrate a high level of “global literacy” in terms of understanding social, political, and economic issues, trends, and challenges and their practical implications for students in terms of their future jobs, careers, and other personal or professional endeavors.
- Demonstrate a high level of cultural intelligence and understand how it can be used to handle cross-cultural issues in the workplace and in general.

Workload Expectations

Given that this course uses a non-traditional format, students often have questions about workload expectations. **Please note that you are earning academic credit (3 credit) based on the completion of the academic assignments and other requirements for the seminar and not the number of hours you work in your international internship.** Please note that the university's guideline (not policy) for a three-credit class is that the average student should spend about nine hours per week working on course-related assignments outside of their internships. Some weeks may require fewer hours and others (especially toward the end of the seminar) may require more hours.

Seminar Structure

IB 365 is an online seminar connecting students interning around the globe to each other and to faculty and staff in the International Internships Program. Engaged and critical discussion as well as preparation, active participation and "attendance" are not only expected but will be a significant component of final evaluation. We will use the Courses@Business course platform (<https://courses.bus.wisc.edu>) and Skype to communicate and share ideas throughout the eight weeks of this seminar. You will post weekly responses to assigned readings and posted discussion questions and participate in online discussions of these readings with the faculty coordinator and other interns.

Keys for Student Success in the Seminar

1. Read the syllabus carefully.
2. Important: Remember that you are doing an international internship but that you are also taking an academic course in which you will be earning academic credit. You are earning academic credit for the completion of the assignments and other required activities in the seminar based on your internship experiences. You are not earning academic credit for just doing an international internship. Also, please remember that you will maximize the overall value and your learning from your international internship by completing the requirements of the International Internships Program in conjunction with your practical work experience!
3. Document all weekly seminar assignments and due dates into your work calendar (e.g., a physical planner, the calendar in your phone, a computer application, etc.). Please do not try to remember things based on memory as this will not serve you well once you become busy with multiple personal and professional activities. Remember that the price of "forgetting" about a deadline, meeting, etc. is much higher in a job or internship than it is in some academic courses.
4. Read all course website updates and e-mails from the faculty coordinator and International Internships Program staff promptly and respond by the deadline, if one is specified in an e-mail.
5. **If you are having personal or internship-related difficulties, reach out to the faculty coordinator and/or the IIP staff immediately as we are here to help you to be successful!** Students who do not do well in their internships and the seminar oftentimes do not address issues they are encountering at all or until it is too late. Please do not make the same mistake.

Seminar Assignment Requirements

Note

Please see the “IB 365 Seminar Schedule” that provides detailed information about due dates for assignments. This is posted on the course website.

Weekly Assignment #1: Field Experience Analysis & Reading Response (Due weekly, Monday mornings, 9:00 a.m., CST)

The field experience analysis is intended to encourage and facilitate critical reflection for students during their time abroad and in their internships. Students will post their reflections and responses on a weekly basis and will be expected to comment on and provide feedback and discussion regarding at least two peers’ post each week. Field notes/reading responses should be a minimum of **750 words** in length.

Field Experience Analysis

Although the content will vary according to your experience some prompts for reflection include:

- Observations and reflections on your experience adapting to a new culture and work environment; specific challenges you might have encountered and reflections on how to address them in the future
- Discuss relevant news or events in your country or city and how they affect you and your colleagues
- Specifics about jobs/tasks/projects accomplished. Has your prior academic work been relevant or helpful?
- Progress toward achieving your personal and professional goals and those set by your employer: give specifics of what you learned and how
- Problems you encountered in your job assignments, work or living environment and efforts you or others made toward conflict resolutions. Can you comment or speculate on any cultural miscommunication?
- Describe something new you learned about your organization
- Describe a professional misconception or miscommunication and how you dealt with it
- Detail a conversation you had with a person at your organization. What is the nature of their work and position?
- Expectations and goals for the following weeks remaining in your internship

Notes

- This course is a safe space to discuss the highs and lows of your experience and have a support network so please be honest and take advantage of that. You are not graded on the experiences themselves, but rather the presentation of and reflection on your experiences.
- If your internship has not yet begun, please reflect on how you are preparing for the experience and expectations you have. If your internship has already ended, please reflect back on the experience as well as your transition back home and goals for the future.

Readings

Article readings and excerpts will be assigned throughout the semester and will be available on the Courses@Business course website as well as a physical course reader. The course reader will be provided for students prior to their departure for their internships.

Reading Responses

Included within or at the end of your field notes should be reactions to the assigned readings for that week. Responses must be substantive ones; agreement or disagreement should be followed by reasoned arguments explaining why. Reading responses should be of academic quality, including page numbers and citations where appropriate. A strong reading response will describe central arguments of the readings and observations, reflections and considerations on readings, including citations to support and connections to your experiences. You may pose “burning questions” for your peers to respond to.

Discussion Contributions

Weekly Assignment #2: Responses to Peer Posts (Due each Thursday, 5:00 p.m., CST)

You will comment on two assigned peers’ field notes/reading responses each week with your reactions, counter arguments, and feedback. Responses should be at least **300 words each**. *Though we encourage a spirited debate, your responses should be reasoned, cordial, and engage the questions in an appropriate way.*

Weekly Assignment #3: Follow-Up Discussion Posts (Due each Sunday by 9:00 a.m., CST)

You will respond to the comments/questions posted to your post to continue/close the discussion. Follow-up posts should be at least **300 words** each.

Weekly Assignment #4: Class Facebook Page (Due each Sunday by 9:00 a.m., CST)

A Facebook page will be created so that interns can post updates, images, comments, and links to relevant news stories or videos about their experiences as international interns and living abroad. The purpose of this page will be to promote a strong learning community for interns that is more informal and personal. All interns will be expected to post at least one image and brief comment from their internship or host country to the class Facebook page each week.

IMPORTANT: If you will be traveling over the weekend please plan accordingly. Responses to peer posts must be posted between Monday 9AM and Thursday at 5PM Central Time. Students then need to respond to discussion on their posts by SUNDAYS at 9AM Central Time. Discussion can happen at any time during the week, but you should expect to log-in at least three times each week to keep the course going.

To meet *minimum* satisfactory course requirements each well you will be expected to **read and respond to at least TWO peer field experience analyses/reading response posts. Partners will be assigned.** You are also expected to read and respond to questions or discussion that develops in response to your post. This means that there should be six posts from you each week (one post, two responses, two follow ups, one Facebook post). Students are responsible for meeting deadlines, completing assignments and making arrangements to meet course expectations. **This includes procuring a computer and internet connection.**

Required Readings

Article readings and excerpts will be assigned throughout the semester and will be available on the course website. Readings will also be available in the form of a course reader. If you are traveling to a destination with intermittent Internet you are required to obtain a copy of the course reader from IIP prior to departure.

For the first week you also need to identify one current news story about your host country (e.g. BBC, NY Times, Guardian, local source) and one source of cultural/historical introduction to your host country (e.g. Lonely Planet section, other book or article you identify). Please also read and keep up with the local news in your host country (newspaper, magazine, TV, radio, etc.) as you prepare to go and throughout your time abroad.

Contextual Analysis Project (CAP) (Due Week #2)

The purpose of this paper is to ensure that students have acquired the basic information needed to be successful as an international intern. Specifically, the paper must address the following:

General Host Country Information

- Describe the history of the host country in terms of key milestones.
- What type of government exists in the host country? Who are the key political figures in the host country?
- What are the five important customs to remember when living in your host country?
- What are five important phrases that are important to remember when living in your host country?
- What are five important facts about the host country in terms of its geography? What are the major cities in the host country?
- What are five popular food dishes and drinks among people in your host country?
- What are three popular leisure activities among people in your host country?
- What are the important holidays in your host country? How are they observed or celebrated?

The final report should be a minimum of 1,500 words and it is due by the end of the second week of the seminar.

International Internship Capstone Project (IICP) (Week #8-9)

Students need to choose to complete one of two capstone projects - an International Experience Capstone Project (IECP) or an International Applied Research Capstone Project (IARCP) that relates to some aspect of work completed during the internship.

- **International Experience Capstone Project (IECP):** The final reflection paper should do the following:
 1. Identify and discuss at least FIVE important work-related cultural differences that you encountered as an intern and the actions you took to adapt to these differences. Discuss specific situations to support your answer.
 2. Assess your strengths and opportunities for improvement as an international intern. As part of this requirement, students must conduct structured interviews their boss and at least three other people who they worked with to provide specific additional feedback to support their evaluation of themselves.

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3. Suppose that your internship was extended for another 12 months. Identify and discuss FIVE actions you would take to enhance your effectiveness as an international intern with the organization at which you did your internship.
4. Suppose that you were offered another amazing international internship with another organization in another country you would be potentially interested in working and living in at some point. Identify the country and the type of internship in which you would be interested. Identify and describe at least FIVE actions you would take to understand and to adapt to the cultural differences you experienced in your internship this summer in relation to your new internship.
5. Identify and describe FIVE specific actions you will take during the remainder of your time as a UW-Madison student to build on what you learned from your international internship this summer to prepare you for your future job and career after graduation. Be specific.
6. Identify and describe what you feel are the FIVE most important practical takeaways from completing your international internship and the International Internships Program this summer. Be specific and support your answer with specific experiences and course material (i.e., readings).

The goals of the IECF are:

- a. To provide an opportunity for the student to reflect on and synthesize the full experience, and to analyze personal and professional effectiveness;
- b. To facilitate closure of the internship experience and to connect it to your future growth and development as a person and as a professional.

- **Option #2: International Applied Research Capstone Project (IARCP)**

The scope and structure of your applied research project will vary. It could closely follow a research project comprised of the particular work you conducted in your internship or another research project that your supervisor is willing to have you take on to satisfy this requirement. A good IARCP project focuses on a specific issue or problem that the intern's employer wants to solve that is also of interest to the intern. Projects in the past have focused on issues such as customer service enhancement strategies, pedagogical strategies for enhancing student learning, and the development of a formal training program for new interns. Many other topics could be investigated based on each student's internship and employer. Typically, the IARCP will involve conducting some background research (i.e., literature review) combined with primary research, data collection and analysis, and a discussion of the practical implications or key takeaways from the research. The exact scope and structure of a student's IARCP, if he/she chooses to take this option, will be determined on a case-by-case basis with the faculty coordinator.

Important: Students must decide whether they will complete option #1 or option #2 for their capstone project no later than the end of the third week of the class. Students may not change the type of capstone project they complete (e.g., from option #2 to option #1) after the third week of the class.

Presentation of the International Capstone Project

Note: Students will be required to schedule a Skype meeting with the faculty coordinator to complete a 30-minute presentation of their International Capstone Project. In addition to the presentation, there will be a 15-minute Q&A session. If the student is back on campus, this can be done in person. Students should dress business casual for this presentation. Students must use PowerPoint or Prezi to deliver their presentations and they should not read from note cards. Presentations must be completed no later than Friday, August 12h at 5:00 p.m.

The Q&A portion of the presentation will provide an opportunity for students to reflect, analyze, and evaluate their entire international internship and cultural experience. The goals of the final presentation are:

- To provide an opportunity for the student to reflect on and synthesize the full experience, and to analyze personal and professional effectiveness;
- To flesh out connections between theory and practice;
- To facilitate closure of the internship experience.

Questions that may be asked include, but will not be limited to, the following:

- An analysis of the organization's activity and mission and the global context in which it operates
- Your observations of the organization's strengths and weaknesses
- A reflection on your expectations and goals for this internship. Why did you want to do this internship? What were your goals? Discuss the extent to which your objectives were accomplished and if not, which goals came up short.
- Discussion of what you have learned in this course and your experiences living and working abroad regarding the role of culture in shaping human experience, identity and communication
- An analysis of what it means to be a globally competent individual and a self-assessment of your own perceived strengths and weaknesses in this regard
- Critical reflection and discussion of any specific challenges and strategies you employed or wish you had employed to respond
- Any specific opportunities you had during this experience to build or improve your communication, team building or problem solving skills
- How were you able to apply academic learning to your internship experience?

- How has this experience abroad solidified or changed your career focus or goals; or what academic interests have you developed as a result?

Course Requirements and Assignments

Field Experience Analysis/

Reading Responses	15%
Discussion Contributions	15%
Supervisor Meeting	5%
Skype Check-In	5%
Informational Interview	5%
Contextual Analysis	15%
Capstone Project Presentation	30%
Resume & LinkedIn	5%
Re-Entry Program Attendance	5%

Course Grading Scale

A	93-100
AB	88-92
B	83-87
BC	78-82
C	70-77
D	60-69
F	<60

Note: Students who end up on the borderline for a higher course grade will be considered for a “bump” in their grade based on their effort, trend in performance, etc. throughout the program.

ASSIGNMENTS

Supervisor Informational Meeting (Due Week 3)

Students will schedule a meeting with their supervisors to discuss the organization and the intern’s place in it, their specific job description and the employer’s expectations of the intern within the first weeks of the internship. This assignment will be used by students to reflect on their ongoing interactions within their organization and ultimately gauge the accuracy of the employer’s expectations at the end of the internship in the final field notes. Include a summary of this meeting in your week three field notes (**minimum of 500 words**) Be sure to include your reactions to the process and any questions you still have.

Skype Check-in with Instructor (Due Weeks 2 and 6)

This is a 30-minute check-in meeting with your instructor. The purpose of these meetings is to have a discussion of how the internship is going, how it connects with your academic experiences and career goals, and address any issues or concerns. Credit is given for completion, not content of discussion.

Informational Interview (Due week 6)

An informational interview is a meeting that you initiate with an individual working in your field of interest. This is an opportunity to gain valuable inside information and advice from individuals in the field to explore a possible career path. The interview serves to help clarify and define your career goals and gain insight into careers, industries or organization you may be interested in. Read the guidelines and questions before you conduct this! It can be with someone in your organization, elsewhere in your host country, or someone else at home or abroad (UW alumni make for great informational interviews!) Include a summary of this meeting to your week six field experience analysis notes (**minimum of 500 words**). Be sure to include your reactions to the process and any questions you still have.

Resume, Reference List & LinkedIn (Due week 7)

Updating your resume and LinkedIn (or creating an account!) is an important step toward the end of an internship and as you begin thinking of what will be next. Students will need to update their resume incorporating the internship experience and making any other format updates based on the tips and samples provided. Resumes will be critiqued and returned to students with feedback for enhancing their effectiveness.

Students will also need to create a work reference list that provides the contact information for 3-5 individuals who know them well and can say positive things about their professional qualifications.

A LinkedIn account should be created or updated with the new internship and students will be required to connect with 10 people such as peers from class, people at your internship or who you've met abroad, people from past positions, campus connections. Students will also join the International Internship Program Group. Guidelines on resumes and LinkedIn will be provided on the course website and the course packet.

Academic Integrity: You are expected to uphold the expectations of academic honesty and integrity according to the standards of the University. Your work should be your own. Always cite your sources, including author, page numbers or website if applicable. Do not cut and paste from websites without quotations and source information. Do not present as your own ideas or words that belong to someone else. If you have questions about how to properly cite your sources please contact me or refer to the UW Writing Center's guidelines. Anyone suspected of cheating, plagiarizing or otherwise failing to meet the standards of academic integrity will, at a minimum, receive a zero on the assignment. Additional sanctions may include notification of the Dean of Students Office, failure in the course, expulsion from the course or expulsion from the university. For more on the University's Academic Integrity policy see: <http://students.wisc.edu/doso/acadintegrity.html>

Privacy and Confidentiality: Students are expected to respect and maintain the privacy and confidentiality of their peers. Any information about employers, colleagues or any personal information shared by students in the course is not to be disseminated in any way, shape or form without the consent of the author.