Hope COLLEGE

DISCOVERWORK

An Official Guide for Hosts

Structure of the Program

PHASE 1: HOST RECRUITMENT & REGISTRATION (Fall)

- Alumni, parents, and friends are invited to sign up for the DiscoverWork program
- The Boerigter Center will hold a virtual info session for anyone interested in participating but has additional questions before they register

PHASE 2: STUDENT APPLICATIONS (Early Spring Semester)

- Students head into The Hope College Connection to complete their profile and register as a mentee for the program
- Students then "favorite" the top 3 hosts they would like to be paired with

PHASE 3: MATCHES FACILITATED & NOTIFICATIONS (Early Spring Semester)

- Program manager will review applications and facilitate all the matches of mentees and mentors
- Hosts and mentees are notified of their match via The Hope College Connection

PHASE 4: EXPERIENCES TAKE PLACE (In Person or Virtually)

- Hosts and students will plan an in person or virtual experience. They will mutually agree on a date(s), time, and location/technological modality (e.g. Zoom, Google Meet, etc.) as necessary.
- Hosts and students will communicate on their individual goals for the shadowing experience.
- The Boerigter Center can provide ideas and support for hosts in the shadowing creation process.

PHASE 5: FOLLOW UP & FEEDBACK (Late Spring)

- Hosts and mentees are sent a follow up survey for feedback on their experience
- Mentees submit a reflection paper detailing what they learned, parts will be shared with hosts

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What Do I Need To Think About?
Virtual & In-Person Considerations

THE HOST

- When is the best time for a student to get a good overview of the role? What elements could a student see virtually?
- What do I need to inform the student of prior to the shadowing?
- Do I need to let anyone else know that the shadowing is taking place?
- What does the student hope to get from the process?
- What do I need to know about them?
- Do they need to complete any health, safety, or HR requirements prior to the visit?
- Are there any technological considerations I need to work out?

THE STUDENT

- What do I want to know about the job?
- What questions do I want to ask?
- What do you want to know about the team/department?
- Are there any specific tasks or elements of the job you would like to see above all others? (as appropriate/allowed)
- What do I know already about this job/department/team? (Possibly something from a class, workshop, or training)
- Are there any special requirements (such as dress code)?
- What will I do as a result of this shadowing?
- Do I need technological assistance for any virtual touch points?

Recommendations

- Provide the student with a timetable for when the shadowing will take place.
- Prepare an area for the student to be placed (as needed/appropriate)
- Ensure other colleagues are briefed about the shadowing experience.
- Allow for time between sessions or prior to sessions for questions and feedback.
- Give constructive feedback to the student.
- Provide appropriate notice and reasons if the shadowing activity has to be cancelled or changed in any way.

- Show tact, discretion and awareness and if required withdraw from situations when circumstances deem it appropriate (For example, a client may have requested a meeting with your host to discuss something private in nature)
- Take notes during your shadow, you may come away with a useful list of numbers, emails, facts, thoughts and observations. Reflecting on these notes following the experience will allow you to maximize your learning. *this is different for healthcare
- Provide your host with feedback and reflections on what you observed.

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Need Ideas
What Other Hosts Have Done

Are you a first time host and struggling to come up with ideas for your opportunity? Maybe you are a returning host and want to make the time you have have the highest impact. Hear from students what they really enjoyed...

- I really enjoyed getting to see my host's team work on a project together. I found I was able to connect what I was learning in some on my classes to this experience.
- My host set me up with a day of informational interviews. It was really helpful that we talked about my goals before coming to her site. She hand picked some amazing colleagues I was able to learn a lot from.
- I was invited into a brainstorming session with my host and his team. They even asked me questions to be able to provide feedback.
- I got to shadow at a publishing company and my host let me do some small proof reading and copy editing projects.
- My DiscoverWork opportunity was at a medical site. I appreciated my host walking me through all the steps he was taking and the "why" behind them.
- My host gave me a tour of her company at the end of my opportunity. It was really cool to get to see all the parts of the company we had discussed or worked with throughout my time on site.
- I appreciated getting to have lunch with my host and some key staff members. They were so encouraging and gave helpful advice when it came to picking a major or recommendations for the future career paths. It was nice to know that they too had changed their major or were doing something outside of the standard career path for their major.
- I highly recommend future hosts do hands on projects like mine did! DiscoverWork was seeing my major in action!
- My host gets together with fellow classmates from his time in medical school to play curling. I got to go and saw that doctors can have a work life balance!

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Where will you go?

Remote Learning
When a Student Can't Shadow In Person

In our ever changing world we know and understand that you would love to host a student in person but due to company or personal restrictions that might not be possible at this time. Here are some recommendations about what remote learning/shadowing could look like for you!

- Consider holding at least 3 virtual meetings (e.g. "get to know you" meeting, goal setting for the experience, informational interviews with you and your colleagues, etc.)
- Give your student a small project to work on that relates to your position/industry, give them deadlines like they would have in the real world, check-in with them and provide feedback after the project is complete.
- As you feel appropriate/allowed to "bring" the students to meetings with you virtually, share your screen and let them listen in on your day.
- Have a "virtual lunch" with your student to reflect on their experience and give them time to ask you questions about your calling and career path.
- Is you company offering professional development in the form of a webinar or online conference? Have your student listen in or participate as you see appropriate.
- Help your student find a job or internship in your field of interest, give them feedback on their resume/cover letter, provide advice in the application process.
- Do a mock interview with your student, ask them to provide a job/internship description (or provide one for them).

As always please reach out to us at discoverwork@hope.edu if we can help you plan your opportunity!

Example
High Impact Opportunity

Still trying to generate some ideas? Read an example of a high impact DiscoverWork opportunity!

The experience that I had with Harley-Davidson was one of a kind. After applying to the program and getting accepted my host Mark and I had 3 meetings (over Skype) in the fall prior to my in person shadow. The first was a "get to know you meeting" where we talked about my major, interests, background and goals for the future. Mark listened very intently and gave me the opportunity to ask him questions about his path. The next two meetings were two informational interviews with members of his team, one in finance and the other in marketing. It was cool to speak with people who work on two entirely different teams at the same company. One thing I began to notice was how the company culture flowed through all parts of the organization.

A few days prior to leaving for the in-person opportunity in Milwaukee during spring break, I spoke to Mark over the phone who informed me that I would be assigned a project which I was to present to his team during the final day of the DiscoverWork experience. This project included profiling three different customer personas that would fit into a specific clothing line that Mark's team was trying to promote.

Almost the entire first day I spent in the office, Mark created an agenda for me which included interviewing every one of his direct reports – 8 employees. I got to sit in on all of the design meetings where the designers and directors reviewed current clothing designs, critiquing anything they saw as potential issues or changes. This was an extremely interesting meeting to sit in on. I appreciated the creativity and talent within the room that day.

The third and final day solely included the preparation and presentation of my project. I had the morning to prepare a PowerPoint presentation and during the early afternoon I presented the project. I believe the presentation went well and sparked many internal conversations about the profiles that I had presented. One challenge during this project included clearly organizing a presentation about a topic that I had little experience with. This forced me to think critically about the topic and make calculate assumptions about the profiles I was trying to explain. I believe that Mark laid this experience out perfectly. I had a fantastic time with him, his family, and his team at Harley-Davidson. I believe this experience has been extremely valuable, and truly appreciate the opportunity and effort put forth to make this DiscoverWork opportunity as special as it was.

NICK BRINDLEY HOSTED BY
HARLEY-DAVIDSON MOTOR COMPANY

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Reflection
What did your student learn?

The Worksite
• What department(s) area(s) did you shadow?
• What type of work did you observe?
• What safety aspects and considerations were you shown at your job shadow?
• Describe the working environment (clean, loud, fun, lots of people, atmosphere etc.)
• How did you feel while in this environment (comfortable, uneasy, liked it, didn't like it –why?)

Likes and Dislikes
• From your perspective (your interests, abilities, and goals) identify aspects that were positive and negative.
• What did you like about the job shadow and why?
• What did you dislike about the job shadow and why?

Expectations
• What ideas and expectations did you have about this job and career pathway prior to going on the job shadow?
• What surprised you about the position, industry, experience?

Education and Skills
• What classes at Hope do you plan to take or have you taken that tie in with your job shadow experience, and how?
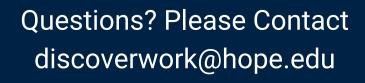• What type of skills are needed?
• What would you need to do to acquire the education and skills needed if you do not presently have them? Is this something that would interest you?

Relevance
• Realistically, how did the company and the career you observed fit into your education and career plans? How do they differ?
• What do you think was the most important thing you learned from your experience?
• Would you consider a career path in this career? Why or why not?

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Questions? Please Contact
discoverwork@hope.edu