Internship and Fieldwork Seminar

**Class code**
NODEP-UA 9982 – 005 or INDIV-UG 9501 – 001

**Instructor Details**
Dr. Andrew West
Andy.west@nyu.edu
Consultations by appointment.
Please allow at least 24 hours for your instructor to respond to your emails.

**Class Details**
**Fall 2015**

**Internship and Fieldwork Seminar**

Thursday, 6:00 – 7:15pm
September 3 to December 10
Room 202
NYU Sydney Academic Centre

**Prerequisites**
None

**Class Description**
This course will be the academic component of your internship experience. You will use the seminar to reflect critically and analytically on your internship as a way to further your academic goals. You will be asked to evaluate various aspects of your internship site, including but not limited to its mission, approach, policies, and the local, regional and international contexts in which it operates. You will also be asked to reflect critically on the state of the contemporary workplace (in the U.S. and abroad) and on ourselves as workers. You will be graded on the academic work produced in this course.

**Desired Outcomes**
By the end of the course students will:
1. Be able to articulate, apply, and analyse their internship site, including its mission, structure, policies, and context in which it operates.
2. Be equipped to draw on the shared knowledge of the seminar to compare and contrast workplace contexts and missions.
3. Gain work competencies for a specific profession or occupation.
4. Explore career options and gain general work experience.
5. Be able to use theoretical constructs to frame organizations to better understand the complex nature of the workplace.
6. Gain self-understanding, self-confidence, and interpersonal skills.
7. Complete assignments that encourage depth of reflection of their internship experience and make connections to their personal and professional goals.

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<td>Class Participation</td>
<td>Throughout</td>
<td>15</td>
<td>1, 4, 5, 6</td>
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<tr>
<td>Forum Posting</td>
<td>Posting throughout semester,</td>
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<td>Weeks 1-12</td>
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<td>Reflection Papers</td>
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<td>Final Paper</td>
<td>Week 14</td>
<td>30</td>
<td>1, 2, 3, 4, 5, 6, 7</td>
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**Class Participation: 15%**

All assigned readings must be completed before the date it is to be reviewed in the class discussion. This will enable you to come prepared to the class to participate in the discussion. The success of the course is dependent upon students’ preparedness to engage with the course material, ability to connect the course material to students’ internship and personal experience. You will get out of this course what you put in.

You will benefit the most from this class if you and your classmates participate fully. The seminar is designed to enhance learning by encouraging all students to share their experiences and insights. You make no contribution with silence. The skills you acquire from participating in class and with your group will serve you well in your future positions. Class participation means contributing to class discussion in a way that benefits your classmates and helps them learn. You don't have to speak frequently or in every class to earn the highest possible class participation grade. Further Details and Marking Criteria are available in the Course Assessment Outline.

**Forum Posting: 20%**

*Your weekly posting is due 5pm on Wednesday before the class from Weeks 1 to 13.*

Students are to post a weekly 150-250 word summary related to the week’s reading and their internship experience. These postings are designed to assist students in drawing together the threads of their experiences from this course and relating them back to other thoughts and theories developed through the readings. The posting should consider the reading in relation to:

- Its cultural, theoretical or historical context.
- Your internship experience
- Your previous experience in work or other organisational role
- A thought or idea you have conceived during the week

The weekly posts should be guided by and be a response to the weekly questions listed in the topics below.
Reflection Papers: 20%
The two reflection papers submitted will be 750 words in length. The first paper is due in Week 5. This first paper will focus on the development of your personal skills as you enter the workplace, in line with the first 5 weekly topics of the semester. The second paper is due in Week 9. The second paper will draw on your reflections of your experience entering the internship organization, its mission, purpose, culture and work environment. This paper will identify and develop themes that will be explored in the final report. As such it will serve as a draft for your final report. Further Details and Marking Criteria are available in the Course Assessment Outline.

Group Presentation: 15%
Students will present individually for five (5) minutes presentation of their experiences during the internship and a summary of the findings in their final report. This will occur during class in Week 14. Further Details and Marking Criteria are available in the Course Assessment Outline.

Final Report: 30%
This is a 2 000 word report due in Week 14. The report will cover issues and topics covered in the course, drawing on personal experiences of students’ internship. A depth of critical analysis is required, applying theory and concepts covered in the course. Further Details and Marking Criteria are available in the Course Assessment Outline.

*Failure to submit or fulfill any required course component will result in failure of the class.*

**Assessment Expectations**

**Grade A:** Excellent performance showing a thorough knowledge and understanding of the topics of the course; all work includes clear, logical explanations, insight, and original thought and reasoning.

**Grade B:** Good performance with general knowledge and understanding of the topics; all work includes general analysis and coherent explanations showing some independent reasoning, reading and research.

**Grade C:** Satisfactory performance with some broad explanation and reasoning; the work will typically demonstrate an understanding of the course on a basic level.

**Grade D:** Passable performance showing a general and superficial understanding of the course’s topics; work lacks satisfactory insight, analysis or reasoned explanations.

**Grade F:** Unsatisfactory performance in all assessed criteria. Work is weak, unfinished or unsubmitted

**Grade Conversions**

This course uses the following scale of numerical equivalents to letter grades:
Submission of Work

Should work be submitted as a hard copy, or electronically?
Unless otherwise specified, all written work must be submitted as a hard copy. The majority of written assignments must also be submitted electronically via NYU Classes. All in-class presentations must be completed during class time.

Who may submit a student’s work?
Each student’s assigned work must be handed in personally by that student. The student may not nominate another person to act on his/her behalf.

When and where should the work be submitted?
The hard copy of any written work must be submitted to the instructor at the beginning of class on the date the work is due. If the assignment due date falls outside of class time, work must be submitted to the Staff Member on duty in Room 2.04 during prescribed Office Hours (11:30am-12:30pm and 2:30-3:30pm Mon-Thu), or by appointment with the Academic Programs Coordinator. Each submitted item of work received in Room 2.04 will be date and time stamped in the presence of the student. Work submitted in Room 2.04 will not be considered “received” unless formally stamped.

What is the Process for Late Submission of Work?
After the due date, work may only be submitted under the following conditions:

- Late work, even if an extension has been granted, must be submitted in person by appointment with the Academic Programs Coordinator. Each submitted item of work must be date and time stamped in order to be considered “received”.
- Work submitted after the submission time without an agreed extension receives a penalty of 2 points on the 100-point scale (for the assignment) for each day the work is late. Written work submitted beyond five weekdays after the submission date without an agreed extension receives a mark of zero, and the student is not entitled to feedback for that piece of work.
- Because failure to submit or fulfil any required course component will result in failure of the course, it is crucial for students to submit every assignment even when it will receive a mark of zero. Early departure from the program therefore places the student at risk of failing the course.

Plagiarism Policy

The academic standards of New York University apply to all coursework at NYU Sydney. NYU Sydney policies are in accordance with New York University’s plagiarism policy. The
presentation of another person’s words, ideas, judgment, images or data as though they were your own, whether intentionally or unintentionally, constitutes an act of plagiarism.

It is a serious academic offense to use the work of others (written, printed or in any other form) without acknowledgement. Cases of plagiarism are not dealt with by your instructor. They are referred to the Director, who will determine the appropriate penalty (up to and including failure in the course as a whole) taking into account the codes of conduct and academic standards for NYU’s various schools and colleges.

Study abroad at Global Academic Centres is an academically intensive and immersive experience, in which students from a wide range of backgrounds exchange ideas in discussion-based seminars. Learning in such an environment depends on the active participation of all students. And since classes typically meet once or twice a week, even a single absence can cause a student to miss a significant portion of a course. To ensure the integrity of this academic experience, class attendance at the centres is mandatory, and unexcused absences will affect students’ semester grades. The class roster will be marked in the first five minutes of class and anyone who arrives after this time will be considered absent. Students are responsible for making up any work missed due to absence.

For courses that meet once a week, one unexcused absence will be penalized by a two percent deduction from the student’s final course grade. For courses that meet two or more times a week, the same penalty will apply to two unexcused absences. Repeated absences in a course may result in failure.

This is a seminar subject and requires the active participation of all students. It also requires engaged discussion, including listening to and respecting other points of view. Your behaviour in class should respect your classmates’ desire to learn. It is important for you to focus your full attention on the class, for the entire class period.

- Arrive to class on time.
- Once you are in class, you are expected to stay until class ends. Leaving to make or take phone calls, to meet with classmates, or to go to an interview, is not acceptable behaviour.
- Phones, digital music players, and any other communications or sound devices are not to be used during class. That means no phone calls, no texting, no social media, no email, and no internet browsing at any time during class.
- Laptop computers and tablets are not to be used during class except in rare instances for specific class-related activity expressly approved by your instructor.
- The only material you should be reading in class is material assigned for that class. Reading anything else, such as newspapers or magazines, or doing work from another class, is not acceptable.
- Class may not be recorded in any fashion – audio, video, or otherwise – without permission in writing from the instructor.
Religious Observance

Students observing a religious holiday during regularly scheduled class time are entitled to miss class without any penalty to their grade. This is for the holiday only and does not include the days of travel that may come before and/or after the holiday. Students must notify their professor and the Assistant Director, Academic Programs in writing via email one week in advance before being absent for this purpose.

Provisions to students with Disabilities

Students with disabilities who believe that they may need accommodations in a class are encouraged to contact the Moses Centre for Students with Disabilities at (212) 998-4980 as soon as possible to better ensure that such accommodations are implemented in a timely fashion. For more information, see Study Away and Disability.

Required Texts

There is no required text for this course. Weekly readings will be posted on NYU Classes.

UNIT ONE: SELF AND INDIVIDUAL SKILLS

Session 1  Overview of the Seminar

Thursday September 3

This session will give an introduction to the course and how it relates to your internship. The connections between experiential learning and how this internship fits in your learning and career development journey will be covered. We will discuss the reflections, blogs and other assignments and how these are supported by the readings. We will talk about how to get the most out of an internship and what are the characteristics of a successful internship posting.

Activity: Create a personal inventory to identify personal, professional and intellectual goals for the semester.

Required Reading (Please download from NYU Classes):


Blog Post Topic: What do you expect from your internship and what do you want to get out of it?

Session 2  Self-Awareness, Self-Presentation and Culture

Thursday September 10
We will look at how we identify with our self, how we project and present ourselves through different mediums, and how others perceive us. We will consider cultural differences between Australia and North America, generally in everyday life and specifically in the work place.

**Activity:** Start an internship journal to keep track of what you learn over time, to reflect and make meaning from what you learn, identifying gaps on where you still need to learn. The journal may take many forms, either a small notebook, app or other electronic device. Make sure it is somewhere you can easily access to jot down to record ideas and thoughts to be referred to at a later date. No one else will see this or hear it, unless you reveal it yourself. It is not part of the course assessment, but it is part of good personal and professional practice.

**Required Reading (Please download from NYU Classes):**
- University of Iowa Pomerantz Career Center – Internship Team “Making the Most of Your Internship Experience”

**Blog Post Topic:** What are the major and subtle culturally differences between Australia and your home country? What are your pre-conceptions of Australia and the Australian work environment?

**Session 3  Developing Positive Psychological Traits in the Workplace**

**Thursday September 17**

We all have varying levels of positive psychological traits we have developed through our life experience. These range from hope, optimism, resilience, self-efficacy, emotional intelligence to name a few. Employees may find more purpose and satisfaction through applying these traits at work. Employers are looking to positive psychology to improve employee motivation, engagement and productivity while reducing absenteeism.

What are good strategies for developing strong relationships to achieve win-win outcomes in the workplace? What are the successful communication and emotional techniques and mindsets in the workplace?

**Activity:** Complete the Psychological Capital questionnaire provided online to determine your level of PsyCap.

**Required Reading (Please download from NYU Classes):**
**Blog Post Topic:** What are some of the Positive Psychological traits you bring to the workplace? What

**Session 4   Difficult Interaction and Conflict Resolution**

**Thursday September 24**

Part of human interaction is dealing with those who we disagree with, who have a different point of view or we have to deliver news that we know will impact on the listener. This is particularly the case in the workplace, whether it be delivering information about poor business performance, future directions of the business that impact negatively on the audience or dealing with complaints and grievance. Conflict may also arise as we set personal and professional boundaries in the workplace with others. What are the best communication styles to deal with these situations? How do emotions affect the situation and outcomes?

**Activity:** Discussion of various scenarios and conflict resolution techniques.

**Required Reading (Please download from NYU Classes):**

**Blog Post Topic:** Think of a difficult interaction you have had and how this played out? Could it have been handled differently for a better outcome?

**UNIT TWO: THE ORGANISATION**

**Session 5   Ethics in the Workplace**

**Thursday October 1**

How important is an employer’s ethical or socially responsible stance to jobseekers? What are the ethical responsibilities of any employee to the employer and wider society? What are the policies in your organization that focus on worker rights and protection, from preventing harassment or discrimination to unfair or immediate dismissal? How are these communicated to workers? Are the Australian laws and codes of conduct different to the US, in particular in balancing employee rights and obligations? Students should be aware of their ethical obligations as part of this internship to their employing organization. You should inform your organization of your research and writing about your internship experience. Please remove all identifying information of others from your papers or presentations.

**Activity:** Collect information of worker’s rights, human resource policies on harassment, bullying and other related policies from your workplace.

**Required Reading (Please download from NYU Classes):**
Blog Post Topic: How strong is the sense of values and ethical behaviour in your workplace? Was this part of an induction or mentioned at all in the workplace?

FALL BREAK 5-9 October

Session 6  Mission, Vision and Values
Thursday October 15

Mission statements, corporate culture and identity, vision statements, company values, codes of conduct – companies say they have them but are any of them of any real worth at all? Does your internship site have any of them? How are they explicitly or implicitly articulated on its website or other literature, and communicated in the normally daily activities and physical features of your workplace?

Activity: Gather information regarding your organisations mission, vision and values.

Required Reading (Please download from NYU Classes):
- Company website and other literature on Vision, Mission and Values.

Blog Post Topic: What is the mission and vision of your organization? What philosophy, ideal or values are expressed, either explicitly or implicitly, on its website, promotional materials and internal documents? Is this evident in the workplace?

Session 7  Teams and Collaboration
Thursday October 22

Organisations are using more of a collaborative, project oriented structure in the workplace where teams come together to focus on a particular task across various organisational functions to maximise input and draw on the range of capabilities in the organisation.

Who is the team leader at your internship? Is your supervisor always there or needed? How does the team communicate and is there a clear structure? What level of collaboration is required in your workplace?

Required Reading (Please download from NYU Classes):
Blog Post Topic: Describe your team’s roles and members. What does your supervisor bring to the workplace?

Session 8  Organisational Structure
Thursday October 29

This week’s discussion views organizational structures through different frames and perspectives and the way structure aligns with or guides human behaviour. These frames define how structures can support teams and human interactions, as well as influencing the communication flows throughout an organization.

Activity: Gather information on the organizational chart or your company. If there is no prepared document draw the organizational chart as you understand it.

Required Reading (Please download from NYU Classes)

Blog Post Topic: What is the work structure of your workplace and how does it impact on worker’s interaction and power relations? What are the benefits of a hierarchy vs. flat structure.

Session 9  Power and Symbolism
Thursday November 5

This week we will consider the politics of the workplace, viewing organizations as political arenas with symbolism, myths, stories and rituals that reinforce power relations.

Required Reading (Please download from NYU Classes):

Blog Post Topic: Who holds the power in your office and how does it manifest itself?

Session 10  Motivation and Reward
Thursday November 12

This week we discuss how organizations aim to motivate their employees for common goals. We look at historic ideas of motivation, from Taylor’s scientific method to Deci’s Self Determination Theory.

Required Reading (Please download from NYU Classes)
Blog Post Topic: How does your employer aim to motivate you? What really motivates you? Is there a gap between the two?

UNIT THREE: CAREERS AND FUTURE PATHWAYS
Session 11 Internship to Employment
Thursday November 19

Internships are part of the modern pathway to employment for many students, but is there a legal, sociological and ethical issue with having unpaid interns in the workplace? Even given these issues, why are internships worthwhile? Who do they benefit?

Required Reading (Please download from NYU Classes):
  www.nytimes.com/2010/04/03/business/03intern.html?

Blog Post Topic: How can internships improve your long-term personal and professional goals?

Session 12 Networking
Thursday November 26

Networking is about making contacts and building relationships that can lead to future opportunities, whether that be work related, community related, academic or even personal relationships. Networking can help you get leads, referrals, advice, information and support. Networking is an essential component of any successful job search and development of long-term professional relationships.

Activity: We will discuss and create a network web in class

Required Reading (Please download from NYU Classes):
  www.forbes.com/sites/dorieclark/2014/01/09/how-networking-can-become-your-competitive-advantage
- Review the Wasserman Center for Career Services’ pages on networking:
  http://www.nyu.edu/life/resources---and---services/career---development/prepare---for---the---job---search/interviewing---and---networking.html

Blog Post Topic: What are your networks, both professional and personal?

Session 13 Career and Identity: Work Life Balance
Thursday December 3

Most of our waking lives are spent at work, so it is no wonder it forms a major part our identity. Most workers will go through at least three total career changes in their life, so how does this impact on self-identity? The future of work is also changing rapidly with major technological and social forces in play. How do we define work? When does work start and end in today’s world? What will work be like in the future?
Required Reading (Please download from NYU Classes):


Blog Post Topic: What are your thoughts on the future of work and where do you fit in it?

**Session 14  Presentations**

**Thursday December 10**

The final class will be dedicated to the 15-minute group presentation to be delivered by each student, which will focus on their experiences during the internship and the findings in their final report.

**Your Instructor**

Dr. Andy West is a Marketing Lecturer at University of Technology Sydney and NYU Sydney in areas of Marketing Strategy, Consumer Behaviour and Brand Management. His research and consultancy interests are innovation ecology of organizations and consumer behaviour. His current research projects are the area of Workplace Integrated Learning in higher education. His marketing employment has included The Shell Oil Company, Barclays Bank (London) and Commonwealth Bank of Australia. Industries Andy has consulted to include finance (Commonwealth Bank of Australia, Zurich Insurance, American Express), consumer goods (Reckitt Benckiser) and not-for-profit organizations including Amnesty International and Special Olympics.