INTERNSHIP SEMINAR FALL 2012
NYU in London

Class code: NODEP-UA.9982.001/INDIV-UG9701 - 006 Internship Seminar

Instructor Details
Neil Fitzgerald
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Office hour and location: by appointment

Class Details
Internship Seminar
Thursday 6.30-7.45
Location to be confirmed.

Prerequisites

Class Description
This 2-credit course is designed to complement the 2-credit internship fieldwork experience. In it we explore many different aspects of your fieldwork organization through the lens of social scientific theory on the nature of work.

Each class will consist of a brief lecture and chiefly discussion using your prior-day postings on the readings as the springboard.

Desired Outcomes
The goal is to finish the semester with:
An in-depth understanding of your internship site, including its approach, its policies, and the context in which it operates.
A useful understanding of the state of the contemporary workplace and ourselves as workers in it.
A useful understanding of any significant differences in how work and the workplace is conceived and operationalized in the UK/Europe compared with the US and dealing with them.

Assessment Components
Participation (25%): As this is a seminar, your active and informed participation in class discussion is expected. All assigned reading (including posting) must be completed by the date for which it is assigned, and you should come to each class prepared to participate in the discussion.

Electronic Devices Policy: Face-to-face conversation is the mode of communication in this class. Therefore, electronic devices must be put away during class except or when you are specifically asked to use them for class purposes. This includes, but is not limited to, laptop computers, iPhones, and BlackBerries.

Blackboard Postings (25%): Discussion board postings (due by 3 p.m. on the day before class) reflect your individual response to the concepts and issues in the readings (including how they relate to your worksite). They should be a paragraph or two long, well-developed, and make clear and explicit
reference to the readings. Please also read and respond to others’ posts. These online interactions will be the springboard for class discussion, so be prepared to elaborate on your posting in class.

**Reflection Papers and Annotated Bibliography (20%)**: There will be two brief, 3-page papers (750 words) that address questions and issues relevant to the internship experience. An annotated bibliography for your final paper will count for one-third of the reflection paper grade.

**Final paper and presentation (30%)**: A 6-8 page (1500-2000 word) paper that summarizes your internship experience through the lens of the range of issues discussed throughout the semester. You will be expected not only to give an overview of your experience, but also to analyze it as a researcher using the readings, discussions and methods covered in the seminar as well as scholarly secondary. Each student will also give a related presentation at the end of the semester. The final paper and presentation combined account for 30% of the seminar grade.

To sum up:

**Participation (25%)**;
**Blackboard Postings (25%)**;
**Reflection Papers and Annotated Bibliography (20%)**;
**Final paper and presentation (30%)**;

**Fieldwork Evaluation and Grading**:
The Fieldwork is graded pass/fail. Students need to obtain and submit mid-term and final Supervisor Evaluations and the final Student Evaluation in order to pass.

Failure to submit or fulfil any required course component results in failure of the class.

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**Assessment Expectations**

- **Grade A: Outstanding**: work of exceptionally high quality An ‘A’ is difficult to earn and requires substantial achievement above the norm. Even to be considered for an ‘A’, work must be polished, well presented, complete, on topic, and submitted on time. More importantly, beyond these base requirements, an ‘A’ signifies a degree of mastery of the topic or field being discussed, sophisticated analysis of materials, outstanding writing or presentation abilities, and a strong element of original thinking. Where applicable, sources will be used and documented with complete accuracy.

- **Grade B: Good**: solid, substantial work, more than acceptable A ‘B’ signifies good, solid work, above the norm. The work will show solid understanding of the assignment, good critical thinking, a sound grasp of the field or topic, and the promise of originality. The work must be polished, complete, and well presented and structured. Where applicable, sources will be well used and documented.

- **Grade C: Acceptable**: adequate work, sufficient in meeting minimum standard Work earning a ‘C’ may show a superficial response to the assignment, have a weak structure, omit important ideas or sources, be unclear in places, or lack a central idea to guide the work. It will still show occasional insight and some understanding of the field or topic, and will meet minimum standards for the assignment.

- **Grade D: Inadequate**: insufficient in meeting minimum standard, or incomplete A ‘D’ will be awarded to work that does not demonstrate understanding of the assignment or of course materials, shows little evidence that the student has done the reading or necessary research, or struggles to communicate ideas effectively and clearly. The work is poorly presented and organized and lacks coherence.
- **Grade F: Failing** An ‘F’ indicates that a student’s work does not demonstrate understanding of course materials, shows no evidence of having done the reading, and is extremely poorly written. The work is incomplete and/or incoherent, lacking any discernible plan or argument. Where applicable, sources will be used and documented with no awareness at all of proper procedure. Plagiarized work will automatically receive an F grade.

<table>
<thead>
<tr>
<th>Grade conversion</th>
<th>NYU in London uses the following scale of numerical equivalents to letter grades:</th>
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<tbody>
<tr>
<td>A=94-100</td>
<td>A=90-93</td>
</tr>
<tr>
<td>B+=87-89</td>
<td>B=84-86</td>
</tr>
<tr>
<td>B-=80-83</td>
<td>C+=77-79</td>
</tr>
<tr>
<td>C=74-76</td>
<td>C=70-73</td>
</tr>
<tr>
<td>D+=67-69</td>
<td>D=65-66</td>
</tr>
<tr>
<td>F=below 65</td>
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Where no specific numerical equivalent is assigned to a letter grade by the class teacher, the midpoint of the range will be used in calculating the final class grade (except in the A range, where 95.5 will be used).

**Grading Policy**

NYU in London aims to have grading standards and results in all its courses similar to those that prevail at Washington Square.

In addition, Stern School of Business classes adhere to the following Stern grading guidelines:

There should be no more than

- 25-35% A’s - awarded for excellent work
- 50-70% B’s - awarded for good or very good work
- 5-15% C’s or below - awarded for adequate or below work

A guideline is not a curve. A guideline is just that—it gives an ideal benchmark for the distribution of grades towards which we work.
NYUL has a strict policy about course attendance. **No unexcused absences are permitted.** While students should contact their class teachers to catch up on missed work, you should NOT approach them for excused absences.

Excused absences will usually only be considered for serious, unavoidable reasons such as personal ill-health or illness in the immediate family. Trivial or non-essential reasons for absence will not be considered.

Excused absences can only be considered if they are reported in accordance with guidelines which follow, and can only be obtained from the appropriate member of NYUL's staff.

**Please note that you will need to ensure that no make-up classes – or required excursions - have been organised before making any travel plans for the semester.** See also section 11.1 - Make up days.

**Absence reporting for an absence due to illness**

1. On the first day of absence due to illness you should report the details of your symptoms by e-mailing absences@nyu.ac.uk including details of: class(es) missed; professor; class time; and whether any work was due including exams. Or call free (from landline) **0800 316 0469** (option 2) to report your absences on the phone.

2. Generally a doctor’s note will be required to ensure you have sought treatment for the illness. Contact the Gower Street Health Centre on 0207 636 7628 to make an appointment, or use HTH general practitioners if you cannot get an appointment expediently at Gower Street.

3. At the end of your period of absence, you will need to complete an absence form online at [http://bit.ly/NuCl5K](http://bit.ly/NuCl5K). You will need to log in to NYU Home to access the form.

4. Finally you must arrange an appointment to speak to Nigel Freeman or Donna Drummond-Smart on your first day back at class. You must have completed the absence form before making your appointment.

Supporting documentation relating to absences must be submitted within one week of your return to class.

**Absence requests for non-illness reasons**

Absence requests for **non-illness** reasons must be discussed with the Academic Office **prior** to the date(s) in question – no excused absences for reasons other than illness can be applied retrospectively. Please come in and see us in Room 308, 6 Bedford Square, or e-mail us at academics@nyu.ac.uk.

**Further information regarding absences**

Each unexcused absence will be penalized by deducting 3% from the student’s final course mark. Students are responsible for making up any work missed due to absence.

Unexcused absences from exams are not permitted and will result in failure of the exam. If you are granted an excused absence from an examination (with authorisation, as above), your lecturer will decide how you will make-up the assessment component, if at all (by make-up examination, extra coursework, viva voce (oral examination), or an increased weighting on an alternate assessment component, etc.).

NYUL also expects students to arrive to class promptly (both at the beginning and after any breaks) and to remain for the duration of the class. If timely attendance becomes a problem it is the prerogative of each instructor to deduct a mark or marks from the final grade of each late arrival and each early departure.
Please note that for classes involving a **fieldtrip or other external visit**, transportation difficulties are never grounds for an excused absence. It is the student’s responsibility to arrive at an agreed meeting point in a punctual and timely fashion.

Please refer to the Student Handbook for full details of the policies relating to attendance. A copy is in your apartment and has been shared with you on Google Docs.

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**Late Submission of Work**

Written work due in class must be submitted during the class time to the professor. Late work should be submitted **in person** to a member of NYU London staff in the Academic Office (Room 308, 6 Bedford Square) during **office hours** (Mon – Fri, 10:30 – 17:30). Please also send an electronic copy to academics@nyu.ac.uk for submission to Turnitin.

Work submitted within 5 weekdays after the submission time without an agreed extension receives a penalty of 10 points on the 100 point scale.

Written work submitted more than 5 weekdays after the submission date without an agreed extension fails and is given a zero.

Please note end of semester essays must be submitted on time.

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**Plagiarism Policy**

Plagiarism: the presentation of another piece of work or words, ideas, judgements, images or data, in whole or in part, as though they were originally created by you for the assignment, whether intentionally or unintentionally, constitutes an act of plagiarism.

Please refer to the Student Handbook for full details of the plagiarism policy.

All students must submit an electronic copy of each piece of their written work to www.turnitin.com and hand in a printed copy with the digital receipt to their professor. Late submission of work rules apply to both the paper and electronic submission and failure to submit either copy of your work will result in automatic failure in the assignment and possible failure in the class.

**Electronic Submission**

The Turnitin database will be searched for the purpose of comparison with other students’ work or with other pre-existing writing or publications, and other academic institutions may also search it.

In order for you to be able to submit your work onto the Turnitin website, you will need to set up an account:

1) Go onto the Turnitin website [http://www.turnitin.com](http://www.turnitin.com)
2) Click ‘Create Account’ in the top right hand corner
3) Select user type of ‘student’
4) Enter your class ID & Turnitin class enrolment password (these will be e-mailed to you after the drop/add period, or contact luke.harper@nyu.ac.uk if you have misplaced these).
5) Follow the online instructions to create your profile.

To submit your work for class, you will then need to:

1) Log in to the Turnitin website
2) Enter your class by clicking on the class name
3) Next to the piece of work you are submitting (please confirm the due date), click on the ‘submit’ icon
4) Enter the title of your piece of work
5) Browse for the file to upload from wherever you have saved it (USB drive, etc.), please ensure your work is in Word or PDF format, and click ‘submit’
6) Click ‘yes, submit’ to confirm you have selected the correct paper (or ‘no, go back’ to retry)
7) You will then have submitted your essay onto the Turnitin website.
8) **Please print your digital receipt and attach this to the hard copy of your paper before you submit it to your professor** (this digital receipt appears on the web site, immediately after you submit your paper and is also sent to your e-mail address). Please also note that when a paper is submitted to Turnitin all formatting, images, graphics, graphs, charts, and drawings are removed from the paper so that the program can read it accurately. Please do not print the paper in this form to submit to your lecturers, as it is obviously pretty difficult to read! You can still access the exact file you uploaded by clicking on the ‘file’ icon in the ‘content’ column.

Please also see the Late Submission of Work policy, above.

Students must retain an electronic copy of their work for one month after their grades are posted online on Albert and must supply an electronic copy of their work if requested to do so by NYU in London. **Not submitting a copy of a piece of work upon request will result in automatic failure in the assignment and possible failure in the class.** NYU in London may submit in an electronic form the work of any student to a database for use in the detection of plagiarism, without further prior notification to the student.

Penalties for confirmed cases of plagiarism are set out in the Student Handbook.

**Required Text(s)**

**The weekly readings listed below are all required and are available under the Course Documents tab on the Blackboard page (organized by week), unless otherwise indicated.**

Throughout the semester, the Financial Times is required regular reading; you should also be reading other print and online sources that provide varied perspectives on your field (e.g. those in creative industries should be reading Guardian Online). Pay special attention to the ways in which media coverage addresses and affects the work you are doing at your internship.

**Supplemental Texts(s) (not required to purchase as copies are in NYU Library)**

Other than standard NYU policy on crediting sources and plagiarism, I only have an instinctive dislike of Wikipedia. By all means follow links you find here to reliable, authoritative sources and cite from...
Overview of Seminar & Fieldwork Requirements, Introductions

Session 1
September 6

Discussion of the dynamic between experiential learning at your internship site and reflection and analysis in seminar. Also: What are the features of a successful internship? What are your intellectual, professional, and personal goals for the internship & seminar?

Readings:
- University of Iowa Pomerantz Career Center – Internship Team “Making the Most of Your Internship Experience”
- New York University College of Arts and Sciences: “Experiential Education Internships: Information for Agencies”
- Korkki, Phyllis, (March 25, 2011) NY Times “The Internship as Inside Track”
- Orr, Robert (September 22, 2011) , “Internships: ordeal or opportunity?” http://www.ft.com/cms/s/0/7d09dd12-d878-11e0-8f0a-00144feabdc0.html#axzz24vBi3ZbC

Session 2
September 13

UNIT I: Inside the Workplace— Documenting and Evaluating your Internship Site

Fieldwork and Participant Observation in the Workplace

This semester, you will be acting as both a worker and a researcher at your internship site. In this seminar, you will be expected to closely observe, analyze and contextualize various aspects of your internship site. Keeping a field journal with notes for each day spent at your internship will help you achieve this goal. This week’s readings address the question: How can social scientific research methods such as participant observation deepen and expand your understanding of your internship experience? Meanwhile, we also look at perception of cultural difference and the strengths and weaknesses of ways to categorize it by playing around with Hofstede’s contrasting profiles of the UK and US.

Readings:

Session 3
September 20

Research Ethics in the Workplace

You must be aware of ethical issues throughout your internship and of your ethical obligation to the people at your organization – they should be informed of your research and writing about the internship experience and organization. You may pose no risk to your subjects and they may not be identified without their consent. When necessary, remove any identifying information from papers or presentations. Discussion: What are the ethical dimensions of your role as intern in your worksite? Do the Human Subjects guidelines set forth by NYU’s Institutional Review Board relate to your work? How or how not? More broadly, what are the requirements and responsibilities for any employee maintaining
company confidentiality and company reputation in an era of email, Twitter, blogging and Facebook?

**Readings:**


“Sacked Waterstone’s Blogger offered his job back”, [http://www.out-law.com/page-5518](http://www.out-law.com/page-5518)

Review and take NYU’s on-line Human Subjects tutorial at [http://www.nyu.edu/ucaihs/tutorial/](http://www.nyu.edu/ucaihs/tutorial/). You do not need to hand in a passing grade in the Ethics tutorial, but please post on the content of the tutorial as well as the Kingsolver reading and the legal environment on using social media in and out of work.

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**Session 4**

**September 27**

**Organizational Mission, Vision and Corporate Culture**
---no discussion board post this week---

Does your employer have a mission statement, identity, set of core values and purpose? Or an ideology and envisioned future? How are they explicitly or implicitly articulated on its website or other literature, and communicated in the physical environment and daily practices of the workplace? Is there a dominant discourse that expresses or imposes them? Can you live and work by them?

**Readings:** Company or agency websites and official literature.

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**September 27: REFLECTION PAPER 1 DUE: AGENCY MISSION, PHILOSOPHY, & ENVIRONMENT (750 words) Due electronically and in hard copy at beginning of class.**

**Topic:** Describe the relationship between the company goals and identity and the physical environment of your workplace. Consider all aspects of the symbolic environment including layout, architecture, physical structures, verbal and non-verbal communication, dress customs, signs of formal or informal hierarchy, personal desk decor, sound/aural environment, color, etc.

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**Session 5**

**October 4**

**Industry and Organizational Profile and Networks—Mapping the Players and Market**

Who are the customers, suppliers, public and other stakeholders and competitors for your organization? What impact do they have on the organization? Who are the professionals? What other groups need to be understood? How do the various groups/players understand and try to affect one another? How do they understand their competition, their market(s), and their brand identity?

**Readings:**
Session 6

October 11

**Labor Policies: Worker Rights**

What are the policies in your organization about discrimination and harassment? How are these communicated to workers? What are the policies about recruitment, advancement, promotion, benefits and leave, and how do they compare to those at other organizations? Additionally, what are the policies for dismissal and grievances? What are the federal and state laws governing employment practices and worker protections?

**Readings:** Employee handbook and/or company websites.


Compilation of ACAS guidance on UK law and regulations on employee rights, harassment, bullying and discrimination, employment contracts, unfair dismissal, discipline and grievance procedures


October 11: **REFLECTION PAPER #2 DUE: INTERNSHIP RESEARCH QUESTIONS**

3 pages (750 words) describing a research question that has arisen from your internship, but that requires outside, scholarly reading to deepen or contextualize aspects of your internship experience. These questions will guide the research and writing of your final paper. We will discuss this further in class. **Please note that you have both a reflection paper and discussion board posting are due this week. Plan accordingly.**

Session 7

October 18

**UNIT II: Looking From the Outside In—The Changing Environment of Work**

**The Role of the Unpaid Intern in the Workplace: Ethical and Economic Considerations**

What are some current legal, sociological, and ethical issues surround the unpaid intern in the contemporary workplace? What is the history of internships in the UK? What are some key arguments in the current debates about unpaid internships as part of employability and the relationship between higher education and employers?

**Readings:**

U.S. Department of Labor Wage and Hour Division, “Internship Programs Under the Fair Labor Standards Act”


UK Government guidance on employers’ responsibilities and National Minimum Wage for interns [http://graduatetalentpool.bis.gov.uk/cms/ShowPage/Home_page/What_are_my_responsibilities_p/eFimekk](http://graduatetalentpool.bis.gov.uk/cms/ShowPage/Home_page/What_are_my_responsibilities_p/eFimekk)


March 7, 2012: **Midterm Supervisor Evaluations Due (in hardcopy at beginning of class).**

Evaluation forms are on the Fieldwork Blackboard site under the Course Documents tab.

Session 8

October 25

**The Nature of Work in Precarious Times: Internships in Economic Context**

What are the effects of global resource flows and the recession on our lives as workers? What are some hallmarks of work and labor in the global 21st century economy? What do the terms flexibility precarity, and contingency mean in the context of the UK and European labor market?

**Readings:**


*The Economist* (April 4 2007) “Smaller shares, bigger slices”.

ANNOTATED BIBLIOGRAPHY: Post an annotated bibliography of at least 3 scholarly articles that address your research questions about your internship site in the context of the workplace issues we have discussed this semester.

Session 9
1 November

Ourselves as Workers
How do we see ourselves as actors in the workplace? How do we define where and what “work” is and what are the key elements of the employer-employee relationship today? How has the notion of “career” changed over time? How are notions of success and reward defined today?

Readings:
PWC (2007), Three Worlds in Managing Tomorrow’s People – The Future Of Work To 2020
Basingstoke: Palgrave Macmillan, pp 11-15
Dalton Conley Elsewhere, USA (pp. ix-37—Preface, Intro and Chap. 1 “From the Protestant Ethic to the Elsewhere Ethic”

Session 10

NO CLASS, FALL BREAK. Make-up class is Friday November 16

November 8

Session 11

What can we learn from the “culture” or “creative” industries about making work innovative and productive? What are the effects (personal, economic, and professional) of refashioning the generic workplace as a creative playspace? And the limitations?

Readings:

Session 12

Unit III: Reflecting on and Evaluating the Internship: Class Presentations

November 16 – December 6: Final presentations will take place over four weeks to accommodate all students. Final presentations are based on your primary and secondary research for your final paper. We will discuss the expectations for them in class.

November 16: Student Presentations

Session 13

Student Presentations

November 22
Session 15
December 6:
STUDENT EVALUATION OF INTERNSHIP,
SUPERVISOR EVALUATION,
AND FINAL PAPER
ALL DUE. All must be submitted in hard copy at the beginning of the final class session.

Classroom Etiquette
Electronic Devices Policy: Face-to-face conversation is the mode of communication in this class. Therefore, electronic devices that impede such interaction are not permitted in the seminar. This includes, but is not limited to, laptop computers, iPhones, and BlackBerries.

Required Co-curricular Activities
Suggested Co-curricular Activities

Your Instructor
Neil is a London-based intercultural, editorial and internal communications consultant and trainer whose clients have ranged from HBOS and RBS to the Institute of Chartered Accountants of Scotland and IMD, the international business school in Lausanne. Editor, publisher and social entrepreneur, his most recent management role was in internal communications at Deutsche Bank in London and leading a team in Frankfurt. He has written and spoken at a range of conferences and seminars on business management and culture including last year’s Co-Operatives UK Annual Convention. He has a Masters in Intercultural Communication for Business and the Professions from Birkbeck, University of London, and is an Adjunct Professor at Hult International Business School teaching Cross-Cultural Communication, Managing Human Resources and Issues in the Media, Technology and Finance Industries. He also sings jazz, acts and when possible escapes to rural France (but still thinks Paris is the greatest place in the world to live).