THE ISSUE IS INTERNSHIPS

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Internships are often the first time students are exposed to the real job world and no matter what type of position it is, it can be an excellent opportunity to learn about work.

Whether the internship is paid or unpaid, both offer excellent opportunities. It is important to remember if you are considering an unpaid internship you should be cautious. Cautious because there is a chance that you could, in some cases, be taken advantage of in terms of long hours and unusual job requests. Keep that in mind as you explore opportunities.

Accept the internship only after you fully understand what is expected of you, and you agree to it. Ask for a letter that describes your duties. Most employers will already have such a document to hand to you. Know who in authority you can reach out to if you have an on-the-job problem – someone other than your immediate supervisor.

The internship can be a great learning experience that can influence a student’s future job and career path decisions.

Internships can be obtained in many different areas, including internships with corporations, the government, a family business, the company of a family friend or even offering your services to a company at which you would like to work. Executives may create an internship if they are impressed by an individual who takes initiative and wants to work hard and learn about business.

Once the internship is obtained, learn as much as you possibly can. It does not matter if it is a government agency or a construction company, you can gain invaluable experience, what it is like to work day in and day out and perhaps

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How will this program help you in the future?

What do you think about CAPIP?

Do you recommend it for others?

What have you benefited from?

What have you learned?

Current Interns Speak Out About CAPIP....

“My first day, the division took me out to lunch and immediately made me feel like family. My boss understands my busy school schedule, as well as everyone around me. They always emphasize to me that school is my number one priority and I have never had a job that sees my education that way. They truly want me to succeed in all my endeavors inside and outside of this internship. They have all instilled in me a love for what I do and encourage me to reach beyond in every step I have taken in this agency. Everyone is easily approachable and always there to answer any questions I may have. This program opened an amazing door to me that leads to many more. I would recommend to all students to fill out the paperwork and participate in this program.”

Lauren Skora  
Undergraduate  
Department of Central Services

“I am most grateful, and feel so lucky, to have had the opportunity to participate in the Carl Albert Public Internship Program (CAPIP). Through the CAPIP I am now capping my years of classroom preparation (Bachelors through Doctoral) with the much-desired practical experiences.

I am currently working at the Oklahoma Water Resources Board (OWRB) on a special project, the Arbuckle-Simpson Hydrology Study. Under this study, I have been exposed to new field methods, equipments, software and data analysis techniques. Not surprisingly, certain theoretical concepts that had, hitherto, appeared incomprehensible, have finally made sense following my new exposure.

Part of my job on the Arbuckle-Simpson study involves relating with landowners to gain access to their lands for our data collection. Being a foreign national, I had very little expectations initially regarding my impact in this direction. However, I was surprised to have easily developed a rapport with so many landowners in a short time, all of whom have been very cooperative with our study.

Beyond my disciplinary experiences, I have learned so much about working for the state. I have also received training in several areas, including short professional development courses, and even driving. All these experiences and the personal relationships I have built both at the job site and through the job, are personal assets that money couldn't buy. Many thanks to the OWRB for providing such a wonderful work environment. The OWRB is sure one of the best places to be. In the end, the CAPIP has no parallel. IT HAS BEEN A WONDERFUL EXPERIENCE.”

Joseph Zume  
Executive Fellow  
Oklahoma Water Resources Board
“I have really enjoyed my internship here. This truly has been a blessing. There are three things that really stick out when I think about my time here. They are:

- Gaining actual work experience which will make me more attractive to potential future employers.
- The three projects the IT Department require us interns to finish during our internship, which truly add intangible value to my resume.
- Having the opportunity to work with incredible business professionals who offer to assist in anything you ask.”

Jefferson Clark
Undergraduate
Oklahoma State and Education Employees Group Insurance Board

“The Carl Albert Public Internship Program has been one of the best things to happen to my career. My internship as an Executive Fellow with the Oklahoma Office of Personnel Management has provided me in just the short time I’ve been here invaluable information and tools that I can carry with me forever. Before I became an Executive Fellow, I never thought I would work in state government - it never crossed my mind. Then I received a tip from my professors that led me to this internship, and I have not looked back since. This opportunity has opened so many doors and provided me with so much information and networking tools that I look forward to what the future holds. I am fortunate in my position at OPM to work with wonderful people who are experienced and share their knowledge with me. My supervisor is helpful in making sure I am exposed to various aspects of the job so that I may learn it to the best of my ability. In my short time here, I have been afforded several training opportunities which has allowed me to meet many great people and gain very useful knowledge. A person working on his or her Masters is given an incredible opportunity through the Carl Albert Public Internship Program, and I would recommend the experience to anyone. The internship provides a pathway that leads to a promising career and gives a person the potential to gain valuable work experience.”

Sarah Barber
Executive Fellow
Office of Personnel Management

Ideas for Keeping Business Cards Handy

“Sorry, all my business cards are at the office…” Those could be the “famous last words” of the forgetful entrepreneur. If you habitually find yourself without a business card, you’re habitually losing money; or at least the chance of making money. Your business card, more than any other marketing weapon in your arsenal, is what prospects and colleagues rely upon to remind them why they should do business with you.

Forgetting a business card is a marketing mistake of significant proportions. We’re so inundated with advertising messages that most of us learn to tune them out. Yet every time you’re asked for a business card, and sheepishly reply that you don’t have one with you, you’re missing an invitation to market to someone.

Forgetting your business card is a social faux pas
Being asked for a business card is a compliment. Not having one with you at that critical moment is subtly offensive.

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Even uncover a hidden skill to learn what job you may have an aptitude for.

To learn as much as possible, however, you have to take the internship seriously. Consider the employer as a potential full-time employer. If you do an outstanding job, the internship employer could be a good reference for future jobs.

The internship goes by quickly and it would be easy not to have learned about other parts of the organization. After being on the job for a few weeks, see if you can spend a little time observing other areas. You have to be useful to the organization and to the person who hired you but you might be able to create your own pseudo-training program where you can learn a little about the different departments.

Ask your boss if he/she knows other areas of the organization where your services could be used on a short-term basis, such as a couple of hours or half a day. Be sure to get the approval of your boss first before pursuing activities outside the area for which you were hired. Your boss can be a tremendous asset to you as a reference for your next job so you do not want to do anything to jeopardize your relationship.

Another idea to help make the most of your internship is to ask to sit in on meetings that you would not normally be invited to. You can learn a lot by observing how people handle themselves in certain settings. You can tell your boss that you would not contribute to the meeting but would like very much to see and hear what is being discussed and how the meeting is conducted.

Ask your boss if he/she is planning to give you a performance appraisal before you leave the job. If not, ask him/her to give you one. It is helpful to learn what other people think of your work and what areas you can improve. You will leave a good impression on your boss that you care enough to ask how you did and what you can do to improve.

Another way to maximize your internship experience is to earn college credit while working. Prior to beginning the job, work with a professor to set up a work/study program in which you can write a paper and/or give a speech on your work experience and receive credit toward graduation.

Once the paper is completed, send it to your boss, the head of the organization and other people with whom you may have developed a relationship. They will be impressed by your dedication and commitment to your job.

You may also want to write a separate analysis of your experience just for your boss. Outline what you gained from experience and how it could be improved for future interns. Your boss will appreciate it if you tell him/her how the organization can gain more productivity from its internship program.

Taking this kind of initiative shows a real maturity and understanding of business that can only help to ingratiate you with your boss.

James E. Challenger, president of Challenger, Gray & Christmas, Inc., is in his fourth decade of job search counseling after pioneering outplacement as an employer-paid benefit. He has authored three books, including Secrets of the Job Hunt and his most recent Job-Hunting Success for Mid-Career Professionals.

Don’t Forget

...to update your CAPIP file at the end of each semester with:

• Grades from the semester just completed,
• Enrollment for the next semester,
• Training attendance verification,
• Change, if any, in name, address, phone, e-mail, etc.

For questions Email: Jenny.Chong@opm.ok.gov
Business Etiquette You Should Know

What's the difference between the rising star whose career is picking up speed and his counterpart who can't seem to get the engine to turn over? Often, the star has mastered the nuances of business etiquette -- the subtle but critical behaviors that can make or break an important meeting, influence a first impression or impress a potential client.

According to Hilka Klinkenberg, director of Etiquette International, a business etiquette firm, the basics of professional etiquette are really quite simple. First, understand the difference between business etiquette and social etiquette.

Business etiquette is genderless. For example, the traditional chivalrous etiquette of holding the door open for a woman is not necessary in the workplace and can even have the unintended effect of offending her. In the work environment, men and women are peers.

Second, your guiding principle should always be to treat people with consideration and respect. Although this may seem obvious, Klinkenberg cites this basic decency as a frequent casualty in today's workplace.

Here are a few of the specific dos and don'ts of business etiquette you are likely to encounter during your workday.

**Introductions**
The proper way to make an introduction is to introduce a lower-ranking person to a higher-ranking person. For example, if your CEO is Mrs. Jones and you are introducing administrative assistant Jane Smith to her, the correct introduction would be "Mrs. Jones, I'd like you to meet Jane Smith." If you forget a person's name while making an introduction, don't panic. Proceed with the introduction with a statement such as, "I'm sorry, your name has just slipped my mind." Omitting an introduction is a bigger faux pas than salvaging a botched introduction.

**Handshakes**
The physical connection you make when shaking hands with someone can leave a powerful impression. When someone's handshake is unpleasant in any way, we often associate negative character traits with that person. A firm handshake made with direct eye contact sets the stage for a positive encounter.

Women take note: To avoid any confusion during an introduction, always extend your hand when greeting someone. Remember, men and women are equals in the workplace.

**Electronic Etiquette**
Email, faxes, conference calls and cell phones can create a veritable landmine of professional etiquette. Just because you have the capability to reach someone 24/7, it doesn't mean you should.

Email is so prevalent in many of today's companies that the transmission of jokes, spam and personal notes often constitute more of the messages employees receive than actual work-related material. Remember that your email messages are an example of your professional correspondence. Professional correspondence does not include smiley faces or similar emoticons.

Faxes should always include your contact information, date and number of pages included. They should not be sent unsolicited -- they waste the other person's paper and tie up the lines.

Conference call etiquette entails introducing all the participants at.

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It puts both you and the person requesting the card in an embarrassing situation. And it nonverbally tells your prospect that you're not quite the businessperson they thought. You're not really serious about your business, or too careless and forgetful to be entrusted with theirs. If you're determined not to be caught cardless again, here are some tips to help you remember:

1) Develop a strategy for using business cards to actively promote your business
It may be as simple as deciding to give 5 or 10 cards away every day. It may mean printing labels describing your current promotion, sticking them to the back of your cards, and pinning them to bulletin boards. Whatever! The point is that if you consciously figure out a way to use your business cards to bring in business, you're much less likely to forget them.

2) Invest in new cards
If you haven't ordered business cards within the past two years, there's a good chance that the information or photo is out of date by now. And if your last order was for 1000 cards and there are still 990 cards left, ask yourself why you haven't been passing them out. If it's because you dislike the cards, pitch them and get business cards you're proud of!

3) Draft and practice a business card presentation
Unless you're comfortable and confident when handing out your card, you won't do it. Besides, the words and actions that accompany your business card when you give it to someone can really cement a positive first impression.

4) Invest in a quality business card case, one that you're proud to show off and use
Business card cases can be conversation starters in and of themselves. There are so many unusual, classic and artistic choices available to choose from. I suggest investing in a few cases; a more professional, elegant case for formal business occasions and a flashy or fun holder for social situations.

5) Tuck a few business cards everywhere

By Susan Bryant
Monster Contributing Writer
(http://wlb.monster.com/articles/etiquette/)

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the beginning of the call so everyone knows who is in attendance. Since you're not able to see other participants' body language and nonverbal clues, you will have to compensate for this disadvantage by communicating very clearly. Be aware of unintentionally interrupting someone or failing to address or include attendees because you can't see them. And finally, don't put anyone on speakerphone until you have asked permission to do so.

Cell phones can be a lifesaver for many professionals. Unfortunately, if you are using a cell phone, you are most likely outside your office and may be preoccupied with driving, catching a flight or some other activity. Be sensitive to the fact that your listener may not be interested in a play-by-play of traffic or the other events you are experiencing during your call.

Even if you have impeccable social graces, you will inevitably have a professional blunder at some point. When this happens, Klinkenberg offers this advice: Apologize sincerely without gushing or being too effusive. State your apology like you mean it, and then move on. Making too big an issue of your mistake only magnifies the damage and makes the recipient more uncomfortable.

By Diana Ratliff
### CAPIP Changes Since October 2006

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**CAPIP STATISTICS**

40 Executive Fellows and 7 Undergraduate Interns are currently working in 16 different state agencies. Current Executive Fellows and Undergraduate Interns attend 10 colleges and universities. The CAPIP Applicant pool consists of 55 graduate students and 51 undergraduates.

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