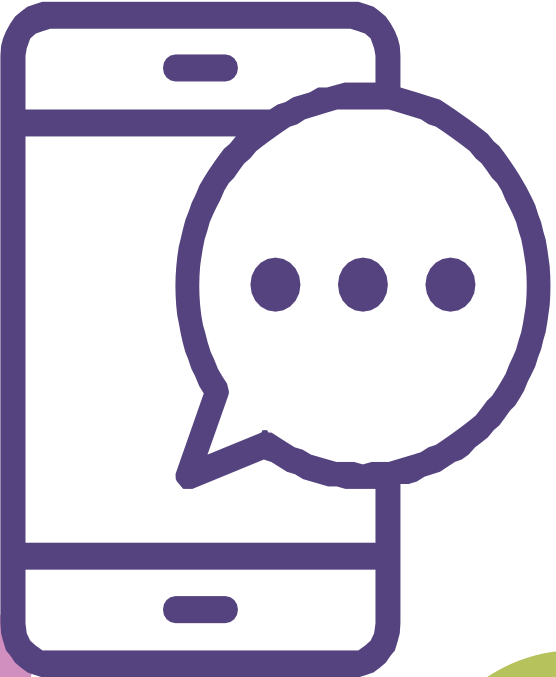


Cell Phones, Texting and Email

Every workplace has its own expectations regarding personal use of company technology and cell phones. It is a good idea to make the guidelines regarding personal phone calls, texting and emails very clear on the first day. Although it may seem obvious that making or receiving cell phone calls and/or texting during work is not a good idea, young people working in a professional environment for the first time may not know this. The lines between personal life and school life are often blurred. Learning the lines between personal and professional life is often new territory for interns to explore.

Step Up recommends a strong and clear policy regarding cell phones, texting and email. Let the intern know when and where they are allowed to initiate and receive personal phone calls and/or texts. For example, during their break time in the lunchroom. If the rules are made clear it will be less of an issue.

Finally, if you have guidelines for cell phone usage while working, please ensure that all of the employees working with interns are setting a good example of how to follow these guidelines. A regular area of confusion for interns is when they are told to “behave” one way and see their supervisors and mentors behaving another.

- 
1. Clear Guidelines:
 - Establish and communicate clear rules about personal use of company technology and cell phones on the first day.
 2. Relate to life stage of interns:
 - Recognize that young people or interns may not automatically understand professional norms about cell phone use during work.
 3. Personal and Professional Boundaries:
 - Help interns learn the difference between personal, school, and professional life, especially regarding technology use at work.
 4. Specific Policies:
 - Implement a strong, clear policy on cell phones, texting, and email.
 - Specify acceptable times and places for personal calls and texts, like break times in the lunchroom.
 5. Consistency in Enforcement:
 - Ensure all employees, especially those working with interns, follow and demonstrate the same guidelines, avoiding double standards.