

Step Up Remote Internships:

stepup

Tips and Tricks for Creating High-Quality Experiences

Step Up and our employer partners are experts in creating high-quality, in-person internships, with over 34,000 internship experiences for Minneapolis youth since 2003. The world of work is ever evolving, and we are excited to share best practices and technologies for traditional internships, remote work and internships outside of traditional workspaces.

How Remote Internships Can Benefit Your Company and Interns

Remote internships can offer important skill-building opportunities for employers and young people, including:

- The development of new digital skills for effectively managing projects and work tasks.
- Greater understanding of remote work expectations and best practices, which are increasingly essential in the 21st century workplace.
- More flexible schedules, greater efficiency and cost savings due to reduced travel.
- Opportunities to build digital leadership and remote management skills.
- Greater inclusivity with expanded pool of applicants.

Tips for Creating Step Up Remote Internships

Set clear expectations from the start:

Concepts that might seem very basic to you could be very new to your intern(s). As you create a work plan be clear about expectations for all aspects of the internship. Provide a schedule and include independent work time that allows for flexibility. Explain how work hours will be tracked and whether they need to track hours themselves. Share any other details that can help their internship and your organization succeed. You may also want to revisit these details at various points throughout the internship.

Be intentional about multiple touchpoints with your intern:

We recommend setting up a check-in routine that is consistent and robust. This is key to helping your intern feel connected with you and your organization and confident about what's expected in their internship role. This might include checking in daily through video chat, phone or email, even if only for a couple of minutes. Also share with your intern the best times and platforms for reaching out with their questions throughout the day.

Identify projects that are a good fit for a remote work environment, such as:

- Creating or reviewing documents
- Organizing or entering data
- Conducting research
- Social media management
- Remote front desk
- Hybrid projects
- Translating documents
- Contributing a youth voice in already-established projects
- Communications tasks, including writing, interviews, design work, web updates or newsletters

Provide technology tools when possible:

Just like any other employee, plan to provide and train in your Step Up intern on the technology you use for remote work. This can include a laptop, mouse, keyboard, hotspot, headset, software and any security functions necessary for their internship. Make time to train your intern on the functionalities of the equipment you provide and the platforms you use (for example, Microsoft, Teams, Zoom, Google, etc.). Also make sure to have a plan in place for returning the technology and make sure the youth understand they are responsible for their technology.

