



Navigating your Internship

A Guiding Workbook

City of Albuquerque

Department of Human Resources



A Brief Note from the Writers

Six college interns who worked at the City of Albuquerque created this guide.

We know what it feels like when someone remembers our names as we enter the office, and how gratifying it is to receive guidance and support from our supervisors. We also know what it feels like to be directionless at times, sitting in our office not knowing what to do with ourselves.

Our goal with this workbook is to make your internship experience fun, informative, and rewarding. The topics range from how to write corporate emails to presenting final projects and deliverables to supervisors.

If something doesn't apply, don't worry about it! Every internship looks different. This tool is for you.



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The Purpose of the Workbook

An internship program is an opportunity to make connections, learn new skills and gain experience. You also bring a new perspective to the City departments, which helps the City improve as a whole.

This guide was created by a group of interns to help you get the most out of your experience here with the city government. We hope that the interactive nature of this book will help you to have the most beneficial internship possible during your time here with the city.

This workbook contains collaborative aspects, such as the task tracker and meeting agenda, that is designed to be completed and/or discussed with your manager. These sections are noted with this logo:



It is not necessary for every part of this workbook to be utilized. However, it is designed to be most beneficial when used in its entirety.

This is a “living” workbook that **should be updated** throughout the duration of the internship.





Preparing for your Internship

Objectives:

- Understand the internship's purpose.
- Set goals for your internship.
- Gather information ready for work.



What is the internship's purpose?
As listed on the job posting.

What you want to gain from the internship:
What are your goals for your time with the city government?



There should be at least one person that you can reach out to when you need advice,
list their details below.



Manager Name and Department	Manager Role in Program	Contact Information





Are there any employees of the city who work departments that you would like to learn more about? If so, plan to contact them using this guide and reference the email guide:

Name and Department	What you plan to discuss:	Contact Information

Clarity about timeline details will help you to develop project management skills and form a strategy for achieving goals.



Duration of Internship <i>As listed on the posting</i>	Time Commitment <i>(hours per week)</i>	Work Schedule <i>(in-person, remote, hybrid)</i>



Professional Skills

Professional etiquette can be tricky to navigate, and likely wasn't taught to you in the classroom.

To send a new email follow these steps

1. Open the outlook web app at webmail.cabq.gov
2. Sign in using your X number in the format X0123@cabq.gov and your password (you will receive this in your orientation).
3. Click the 'New Mail' button
4. Insert the email address for your recipient, if there is anyone else you want to read the email, they can be added in the 'CC' section (this means Carbon Copy), add a subject line that will make sense to them and insert your message
5. If you want someone to be able to see the email without anyone else knowing, add their name into the 'BCC' box (this means Blind Carbon Copy)
6. Read over your email and press send when you are happy with your message

To reply to an email follow these steps

1. Select the email you want to reply to
2. Select the button labeled 'Reply' to respond to the sender or 'Reply all' to respond to everyone included on the email (those who were CCd)
3. Type your response in the message box
4. Check your email over, click send when you are happy with your response



Here are some email templates to help you get started:

Meeting Follow-Up

Hi [ENTER NAME],

I enjoyed our earlier meeting. Thank you for the helpful information on [TOPIC DISCUSSED]. It will be very beneficial in my project on [TOPIC]. I will make sure to reach out if I have any more questions.

Thank you again for your time,
[YOUR NAME]

General Interest or Networking Meeting

Hi [ENTER NAME],

My name is [YOUR NAME] and I work in [DEPARTMENT]. I saw that you have had a career in [FIELD], which is very interesting to me as a career. It would be great to get a chance to meet with you to learn more about your role in [CAREER/DEPARTMENT]. I am available [DAY, TIME] or [DAY, TIME]. If none of these days work for you, let me know a few times that work for you, and I can try to move my schedule around.

Thank you again for your time,
[YOUR NAME]



Feedback Meeting

Good afternoon [ENTER NAME]

I am an intern in [DEPARTMENT NAME] working to create [PROJECT NAME] to help [STAKEHOLDERS]. The aim of this [PROJECT] is to [WRITE MORE DETAILS ABOUT THE PROJECT FUNCTION].

I am reaching out to city employees like you who [WRITE WHY YOU CHOSE TO SPEAK WITH THEM] to get feedback on my work so far.

I have attached [DETAILS/COPY/DRAFT/PHOTOS] of my work to this email. I would greatly appreciate your responses to the following questions:

- What things about [PROJECT] do you really like?
- What parts of [PROJECT] do you think you would use?
- What [PARTS/SECTIONS/DETAILS] do you think you would skip over?
- Is there anything you would want to see added to [PROJECT]?

Please let me know how you would like to give this feedback, whether that be face-to-face meetings, zoom calls, or simply an email in response. If you would like to meet with me please let me know a date and time that you would be most available.

I look forward to your feedback,

[YOUR NAME]



Event Invitation (if the person wasn't involved in your project)

Good morning/afternoon [ENTER NAME],

I am an intern from [INSERT WHERE YOU ARE FROM], working in [DEPARTMENT] on [GOAL OF INTERNSHIP]. I have been developing a [PROJECT] for [STAKEHOLDERS] to [USE OF PROJECT]. I am reaching out to departments like yours that [WHY THIS DEPARTMENT WOULD PERSONALLY BENEFIT].

I invite you to the [PRESENTATION/MEETING/ETC.] of my [PROJECT] in [LOCATION] on [DATE] from [TIME] to [TIME].

As a [ROLE OF INVITATION RECIPIENT], I believe you would greatly benefit from attending this event, as it will provide valuable insights into [PROJECT]. If you know of members of your team who would benefit from attending the event, please pass on this information and let me know so we can send them an invitation.

Please confirm your attendance by [RSVP DATE].

Thank you for your time, and i look forward to welcoming you to my [EVENT].

Best,

[YOUR NAME]

To schedule a meeting follow these steps:

1. Open the outlook web app at webmail.cabq.gov
2. Sign in using your X number in the format X0123@cabq.gov and your password (you will receive this in your orientation).
3. Look in the top ribbon for the 'Calendar' option and select it
4. Look for the button labeled 'New Event', select this
5. Once this opens, insert a title for the meeting (make sure the recipient will understand the title), as well as a location and the email address of the people you wish to invite to this meeting.



6. Enter the date and duration of this meeting
7. Insert a short message about the meeting into the message box below
8. Check over your invite to make sure all the information is accurate
9. Select the 'Send' button to send your invite
10. This event will appear on your outlook calendar
11. Select the event to view who has responded to your invite

If you have questions about email etiquette, ask your manager to help you

It is important to keep your tasks, meetings and events organized, this can be done using calendars such as outlook calendar or google calendar, or planners like the template below. Feel free to duplicate this one or create your own!




Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Time	<i>Tasks, events, meetings</i>						
...							
8.00							
9.00							
10.00							
11.00							
12.00							
1.00							
2.00							
3.00							
4.00							
5.00							
...							




Getting Oriented

Objectives:

- Become familiar with the department and the city organization.
- Understand the department's goals and your role.
- Understand how to communicate effectively with management.
- Understand expectations on policies, procedures, and performance.
- Ask questions.

Welcome 		
<input type="checkbox"/>	Meet your manager and introduce yourself.	
<input type="checkbox"/>	Go on a tour with your manager, meet the department staff and visit important locations.	
Job description 		
<input type="checkbox"/>	Review and discuss job responsibilities with your manager:	<input type="checkbox"/> Goals <input type="checkbox"/> Deliverable <input type="checkbox"/> Deadlines <input type="checkbox"/> Points of contact
<input type="checkbox"/>	Establish a work schedule - time and place:	<input type="checkbox"/> Schedule events <input type="checkbox"/> Time off
Logistics 		
<input type="checkbox"/>	Acquire logistical information:	<input type="checkbox"/> Accounts (email, Wi-Fi access, calendars) <input type="checkbox"/> Training on software/computer programs, including project trackers <input type="checkbox"/> Timekeeping programs/logging hours <input type="checkbox"/> Other workspaces <input type="checkbox"/> Appropriate attire <input type="checkbox"/> Parking <input type="checkbox"/> Intern badges



		<input type="checkbox"/> Ask your manager how to get set up on payroll (if applicable)
Communication 		
<input type="checkbox"/>	Understand communication protocols to access your supervisor:	<input type="checkbox"/> Methods of communication <input type="checkbox"/> Schedule for check-ins <input type="checkbox"/> Get access to feedback tools

It is important to establish important points about your project with your manager.



Important: Make sure you understand the learning objective for each task.

Due Date	Project Name/Tasks	Learning Objectives	Subject Matter Expert and Contact Info



This section also appears in the manager's version of the workbook



Now, get to know your manager

Share with your manager

- What are your career aspirations?
- Hobbies and passions?
- If you had unlimited funding for a project, what would you choose?



Ask them to share

- What have been your roles within the city?
- Hobbies and passions?
- If you had unlimited funding for a project, what would you choose?

Next, exchange ideas on project expectations

Reference your planning in the 'Preparing for an Intern' section.

Share with your manager

- What does a meaningful internship experience look like to you?
- What skills (both hard and soft) would you like to develop?
- Are there any areas of interest that you would like experience with?



Ask them to share

- What do you expect from them in terms of their performance?
- What would you or your department like to gain from this internship?
- What would you like the intern to gain from this internship?



Effective communication- exchanging ideas and opinions in a way that both parties understand.

Reflection Activity:

To be completed after the above exercise.

What did you learn about your intern?

What else do you want to learn about your internship?



This section also appears in the manager’s version of the workbook



Talk with your manager about using the project tracker template below, or feel free to use your own such as Notion, ClickUp, Google Sheets/Excel, or Slack.

Your manager was provided with a sample Excel project tracker, ask them to share it with you so you can both update the document in real time.

It looks similar to this:

Status	Priority	Deadline	Task	Description	Assigned to	Deliverable
			Project 1			
Complete	High		Task 1			
In Progress	High		Task 2			
Overdue	High		Task 3			
On Hold	Medium		Task 4			
Not Started	Low		Task 5			
			Project 2			



It can be intimidating to enter a new workspace, especially at a young age.

Some ways you can form a connection with your manager are

- Don't be afraid to ask for help, they are there to support your learning process.
- Consistently update your manager about your work.
- Invite the manager to coffee, lunch, or meetings.



It is also important to have **regular check-in meetings** with your manager, ask your manager for the sample check-in meeting agenda provided to them. Aim to meet with them at least once a week to discuss project details and other professional logistics.





Staying Engaged


Objectives:

- Find tactics that help you stay productive.
- Improve manager-intern relationship.
- Work with partners and teams on projects.
- Networking within the organization.
- Understand the opportunities provided by the office available to you.



Some tips to stay productive:

- Set long-term, mid-term and short-term goals to understand what you want to achieve and a how to get there
- Start every day by making a quick plan of what you want to complete
- Take short breaks often to keep from getting too tired
- Work somewhere that works best for you- do you prefer co-working spaces or quiet places?

What actions will you take to stay productive?

Methods for Engagement	How-to's	Put it Into Practice (List actions you have taken to be more engaged)
<p>Diversify your involvement.</p> 	<ul style="list-style-type: none"> ○ Get involved in various tasks and conversations to be exposed to new skills and stakeholders. ○ Be vocal in discussions. ○ Search for opportunities involving your interests. 	



	<ul style="list-style-type: none">○ Take part in 'stretch' experiences.○ Understand how the project you are working on aligns with the department's goals.	
Network. 	<ul style="list-style-type: none">○ Make an effort to meet key experts and mentors.○ Take part in department and team activities, inside and outside the workplace.	
Be communicative and accessible 	<ul style="list-style-type: none">○ Make sure you have regular check-ins with your manager. Refer to the sample check-in meeting agenda on the following page:	



It is ok to fail.



If you make a mistake, talk to your manager or someone you feel comfortable with.

Failure is an opportunity to learn. Examine what went wrong and what you can improve next time.



In addition to the career opportunities available to you, there are also several perks available.

Ask your manager about:

Opportunities available to you:

Free entry to the bio-parks

Free entry to certain museums

Summer Swim Pass

Networking

You now have access to a vast professional network in the city to meet experts and professionals! This is a great opportunity to build relationship that could be beneficial down the road!

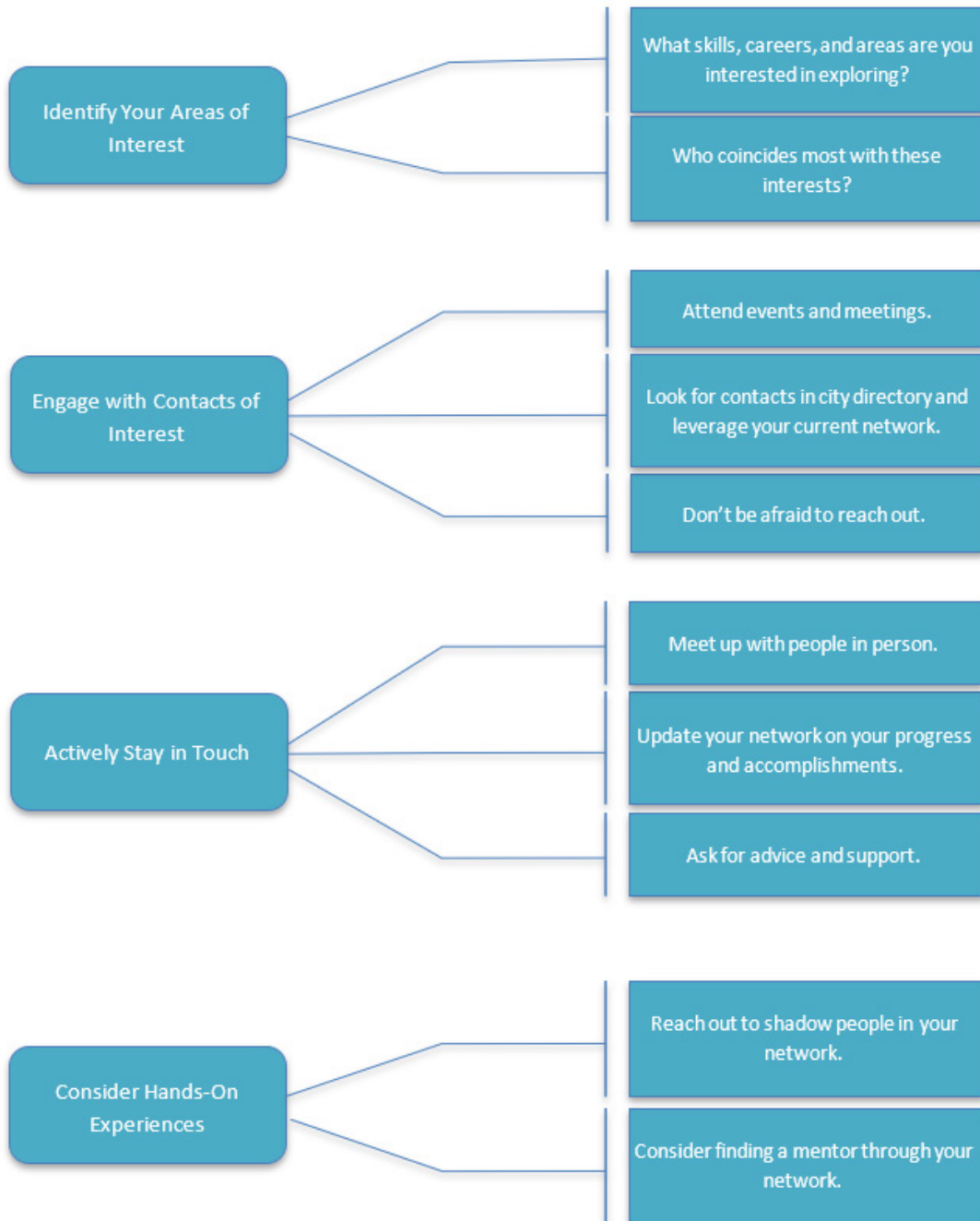


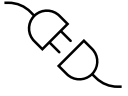
Reflection:

What skills, areas, and careers are you interested in?

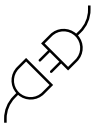


Networking 101





Compile a list of the new connections you are making during your internship so that you can reach out to them in the future.



Name	Connection <i>(How/when/where you know or met them)</i>	Discussion points <i>(Interests, opportunities, advice)</i>	Job role <i>(Their job)</i>	Organization <i>(Where they work)</i>	Contact information <i>(Keep in touch!)</i>

Reflection:

What skills, areas, and careers are you interested in?



There may be issues that arise during your internship, below are some scenarios and resources to support you through this:

<p>Scenario- You feel disengaged from your project</p>	<p>Tips- 1st meet with your manager, explain to them how you are feeling and why. Suggest some ways that you could make this project more interesting to you 2nd- If there aren't any changes that can be made to the project, look for other ways to stay engaged with your internship, look for professional development opportunities that interest you</p>
<p>Scenario- Your manager is regularly late or misses meetings completely</p>	<p>Tips- 1st Speak to a colleague you feel comfortable with and ask what the reason might be- it might be as simple as they prefer to meet over zoom because they have a tight work schedule 2nd When you do meet with your manager, politely ask if there is a way you can make it easier for them to meet with you. 3rd If they continue to be late or inattentive, try reaching out to other colleagues for help with your questions, there is also the option to contact HR and discuss your concerns</p>
<p>Scenario- You feel uncomfortable with someone in your work-place</p>	<p>Tips- Speak to a colleague that you feel comfortable with, preferably a full -ime employee, let them know what is going on and ask for some advice If the problem persists reach out to HR and discuss your concerns, this could be your departments HR coordinator or via the HR department in general at humanresources@cabq.gov</p>




Offboarding

Objectives:

- Finalize projects.
- Express appreciation and maintain connections.
- Provide feedback to manager.

Utilize this checklist to ensure you have completed the offboarding process:

Preparing to offboard an intern: 			
<input type="checkbox"/>	Outline tasks that remain to be completed, status, and completion date.	Tasks:	Completion date:
<input type="checkbox"/>	Identify offboarding roles and responsibilities.	Personnel assigned:	
<input type="checkbox"/>	Let department staff know you are leaving.		
<input type="checkbox"/>	Arrange to meet with your manager to gather feedback.		
<input type="checkbox"/>	Prepare for and take exit survey- <i>The purpose of an exit survey is to gather information to make the department and the internship program better.</i>		
<input type="checkbox"/>	Organize any goodbye gatherings.		



Offboarding an intern:

<input type="checkbox"/>	Create a knowledge transfer document with tips for future interns.
<input type="checkbox"/>	Transition work responsibilities to other/incoming interns/staff, if applicable.
<input type="checkbox"/>	Get your manager to sign off on documentation to provide school credit, if applicable.
<input type="checkbox"/>	Ask about any City employment opportunities and how to find future postings (for example, after graduation).
<input type="checkbox"/>	Consider staying in touch with your manager and colleagues (through LinkedIn, email or text message).
<input type="checkbox"/>	Return City equipment (e.g., computers, badges, laptop).
<input type="checkbox"/>	Deactivate email and other accounts.
<input type="checkbox"/>	Send a thank-you letter: this reinforces positive relationships that could come in handy in the future.



This is a great way to end on a positive note and maintain a connection with your manager!

Sample Thank-You Letter

[Your Name]

[Your Position at the City]

[City/Department Name]

[Contact Information]

[Date]

Dear [Insert manager's name]

I want to thank you for the opportunity to work as [insert your role with the City]. I enjoyed my time here with the City government and I have gained much insight into [insert topic you learnt about] over the past [period of time you spent at the City].

The project(s) I worked on allowed me to learn more about [area/areas your work focused on] and helped me to develop an interest in this topic. I am excited to explore work in similar avenues in the future.

I enjoyed meeting and getting to know you and the other staff at [insert City department] and I hope to be able to stay in contact with you in the future. Once again thank you for the past [insert amount of time with the city].

[If possible, include a quote about your time working with the city and how it impacted you- this can help departments to apply for more funding for future internships.]

Sincerely,

[Your Name]

[Your Position]

[Your Signature]



After Your Internship, What's Next?

Objectives:

- Assess and document skills gained.
- Reflect on feedback and determine areas for improvement.
- Maintain relationships with networking connections.
- Discover new opportunities that align with career interests.
- Develop a career plan for work in the public sector.

	Think about....	Write it down!
Self-Reflection	<ul style="list-style-type: none">- Skills gained during your time- Key accomplishments- Projects or tasks you enjoyed or found challenging	
Lessons learned	<ul style="list-style-type: none">- Valuable lessons and insights from working in City government- Specific challenges or successes	
Feedback	<ul style="list-style-type: none">- Collect feedback from your managers about your performance	



Stay connected with your employers.





Create a contact list of your supervisors, colleagues, and other city employees met.

Name	Role in City	Contact Information	Personal Connection

Update your professional networking profiles

LinkedIn, Handshake, Indeed!

- Insert your new internship experience, key accomplishments and skills gained.
- Connect with your supervisors, colleagues, and other professionals within City government.
- Join relevant groups in the public sector to expand your connections.

Explore new opportunities.

Identify areas where you would like to further develop your skills or gain additional experience in the public sector.



Research and List city departments, job positions, training programs, and other internships that align with your skills, passion, and long-term goals.

Link to CABQ job listings site: <https://www.governmentjobs.com/careers/cabq>

Leverage your existing network within the city government.

Create a plan to pursue these professional development activities.

Think about the 5 W's.... *Who, What, When, Where, and Why?*



You have reached the end of 'Mastering your internship– A Comprehensive Workbook'!



By thoughtfully working through this workbook, interns can be empowered to take ownership of their learning, forge valuable connections, and make the most of the opportunities available to them. Remember, mastering your internship is not only about completing tasks but also about continuously expanding your skills, developing meaningful experiences, and making an impact. Use this workbook as a tool to embrace the challenges with confidence, seize the opportunities, and make your internship an invaluable steppingstone towards your dream successful career.

