



PYNtern Supervisor Toolkit

Philadelphia Youth Network



Fostering Philadelphia's Future Workforce

Connecting youth and young adults to
careers since 1999.



About the Philadelphia Youth Network:

The Philadelphia Youth Network (PYN) creates education and employment opportunities for youth and young adults. We believe every young person deserves the chance to cultivate their talents and to achieve their dreams. To make more opportunities available to youth and young adults, we:

DIRECT SERVICE

PYN provides career development opportunities and programs directly to youth, equipping them with the skills, knowledge, and resources they need to succeed. Through personalized guidance, mentorship, and hands-on experiences, we help young individuals unlock their full potential and pursue their aspirations with confidence.

EXPLORE OUR PROGRAMS

INTERMEDIARY SUPPORT

Beyond direct service, PYN operates as a hybrid intermediary organization, facilitating the flow of funds from government agencies, foundations, and private donors, to local business, organizations, and programs that advance our mission. In addition to funding, PYN provides technical assistance, capacity building, and oversight to ensure that the funds are used effectively and achieve desired outcomes.

RESEARCH AND EVALUATION

At the heart of our approach lies a commitment to continuous learning and improvement. Through rigorous research, evaluation, and data analysis, we gather insights into the needs, challenges, and opportunities facing youth and communities. This evidence-based approach allows us to refine our strategies, enhance program effectiveness, and drive meaningful impact over time

RESEARCH AND REPORTS

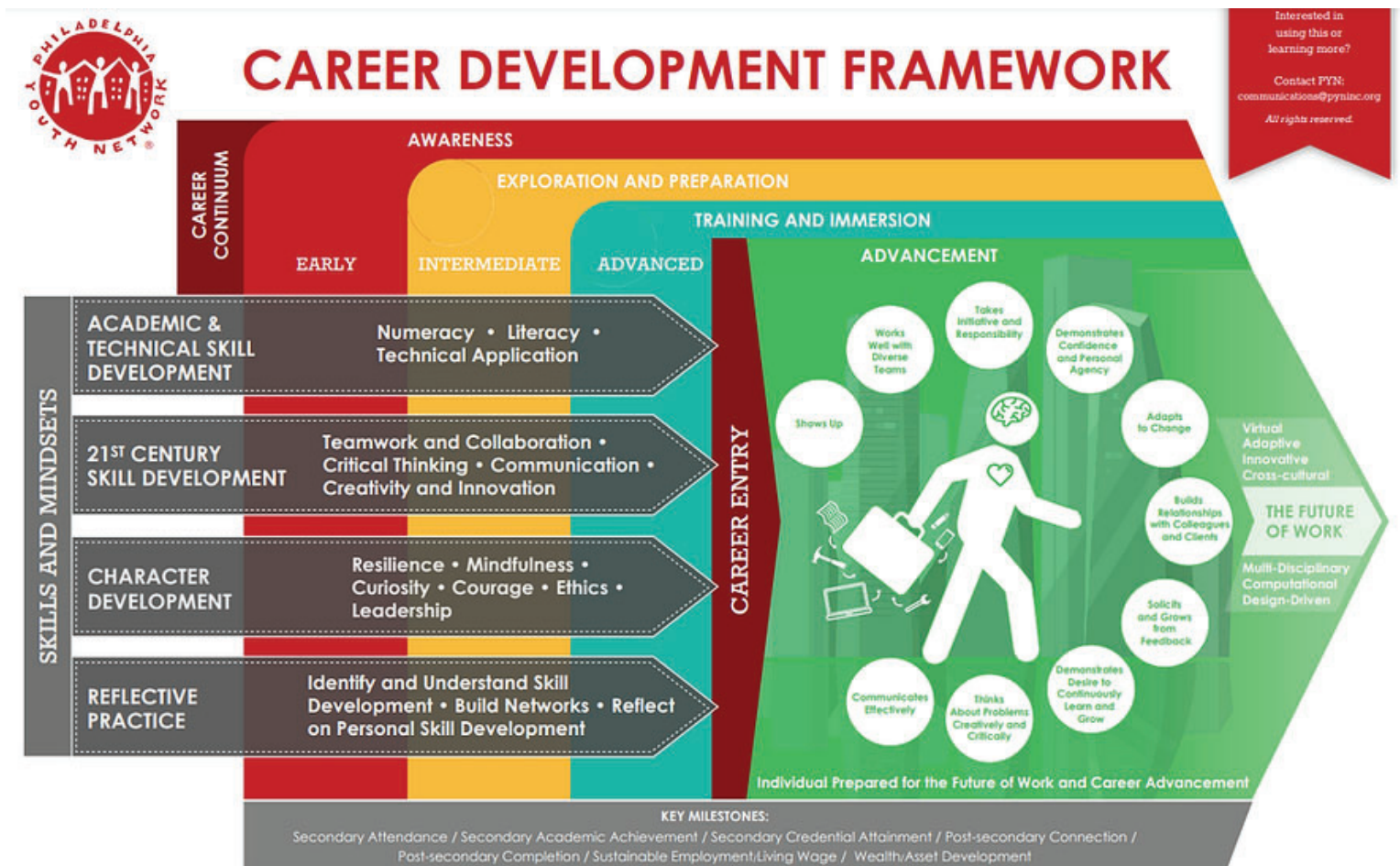
THOUGHT LEADERSHIP

As a leading voice in the field of youth development, PYN strives to catalyze positive change and drive innovation through thought leadership. By sharing our expertise, best practices, and actionable insights, we inspire collective action, spark dialogue, and shape policies and practices that empower youth and create more equitable opportunities for all.

Career Development Framework

PYN's Career Development Framework provides a unified approach to skill development, career readiness, career retention and advancement, bridging the career pathway needs of the emerging workforce with the expectations of employers.

The Framework depicts a flexible pathway that varies based on the developmental needs of each young person, beginning with awareness, proceeding through exploration and preparation and training and immersion, and culminating with employment and advancement. Specific milestones serve as indicators that young people are on a path to success, including secondary credential attainment; post-secondary connection and self/family-sustaining employment.



At PYN, we build solutions for education and employment by living our CORE VALUES.



Pursuing **EXCELLENCE**
in all we do.



Fostering **COLLABORATION**
with our partners



Showing **RESPECT** for
diverse perspectives



Honoring the **RESPONSIBILITY**
we have been given



Reaching our goals
through **INNOVATION**

Planning the Internship

In developing the structure and expectations for the internship, it's important to keep in mind the ways that an internship may differ from a more permanent staff position. An internship should be viewed as a learning experience for the intern, where soft skill development and networking are just as important as the work tasks or projects you assign to the intern.

Recognizing that the internship is a work-based learning experience frees you up to design an internship that combines work tasks and projects with additional learning opportunities focused on career exploration.

Internship	Job
Primarily a learning experience Offers an introduction to professional conduct & development of soft skills	Focused on a business need Employee generally expected to hit the ground running
Focus on networking, mentoring, career exposure, and job shadowing—in addition to work tasks and projects	Primarily focused on accomplishing tasks and projects essential to business
Designed for current or graduating students	Employee often expected to have obtained credentials prior to hire
Supervisor serves as mentor and provides feedback to facilitate learning process	Supervisor serves as manager and focuses on business outcomes



Creating an Internship Schedule

The internship schedule will depend significantly on the length of the internship. A short six- or eight- week summer internship will have an abbreviated schedule focused on work-based career exposure and creating connections for the future. A longer school-year internship provides more professional development, relationship building, and a more complex work project.

Internship Kick-Off

the **Technology Checklist** with your intern prior to the start of the internship, make sure to do this on their first day. Without an adequate technology setup, your intern will be unable to fully engage with you and complete their expected tasks.

Use the **Kick-off Meeting Checklist** to set the agenda and activities for your first meeting with your intern. The primary purpose of this meeting is to establish a professional connection between you, the intern, and your organization.

During the Internship: Daily and Weekly Check-Ins

Weekly Check-In Tool

At minimum, you should schedule a weekly check-in with your intern for approximately 30-45 minutes. See for an agenda and discussion guide for those meetings. Given that youth have limited prior work experience, they may not be familiar with what issues to escalate and how and when to escalate them. Going through each of the items on the list will facilitate those conversations and identify if there are issues that need to be addressed. This should also be a time for youth to share reflections and questions about their internship experience, and for you to provide them with ongoing feedback on their performance.

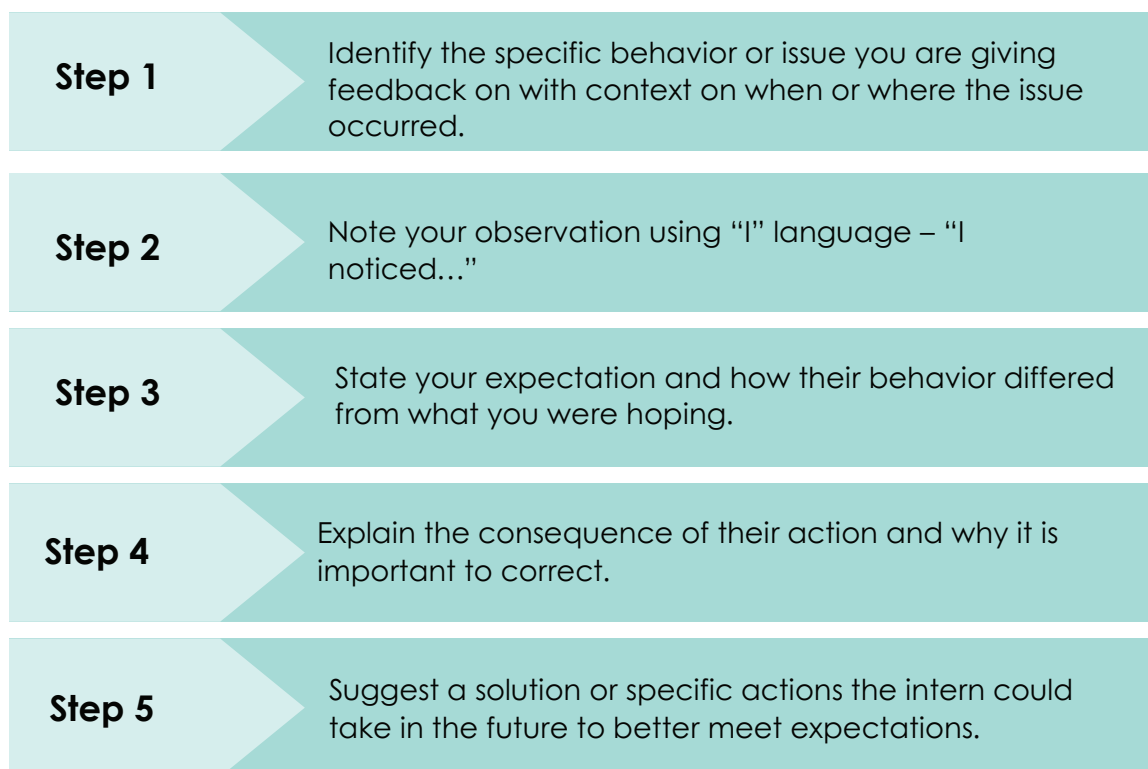
If possible, plan for a quick daily check-in with intern in addition to the weekly check-ins. This will help you stay connected to the intern throughout the week and to provide touch points and guidance to keep their assignments and projects on track.

Giving Feedback

Being relatively new to the world of work, your intern will need frequent feedback so that they know when they are on the right track or can be quickly redirected when needed. Frequent, regular feedback will keep communication channels open and reinforce for your intern that this is a learning experience. Focus as much as possible on providing support and encouragement to help build your intern's positive sense of self and frequent encouragement and remind your intern of previous successes when something new seems difficult.

However, don't hesitate to give constructive but critical feedback when the intern could be doing something differently or better. Set the expectation at the beginning of the internship that mistakes are inevitable and that as a supervisor it is your job to provide suggestions and guidance. Discuss that it is normal for learning new things to be challenging and perhaps even give personal examples of times in your life when you had to overcome a huge learning curve. When discussing issues or roadblocks, focus on helping your intern identify solutions for themselves. Use coaching questions such as "what needs to be done?" "who can help you?" and "how can you react differently?"

Use the following formula when giving constructive feedback to your intern:



Remember to give positive feedback as well as negative and encourage an open dialog with your intern so that they can also give you feedback on your interactions and the internship overall.

Closing out the internship

Presentation

A great way of wrapping up the internship is with a final presentation during which the intern can share the results of the project they worked on for your organization and/or reflect on their lessons learned. If possible, schedule the final presentation to include many of your colleagues who interacted with the intern or others who may be interested in the presentation and in sharing their perspective with a young person. Use the chart below for a sample structure and guiding questions for the presentation (we've also included this in the appendix as a separate page that you can share with your intern).

Presentation Sample Structure and Guiding Questions

Presentation Section	Guiding Questions
Introduction	<ul style="list-style-type: none">• Who are you (name, school, etc.)?• What organization did you intern at and what was your role there?• What projects or tasks did you contribute to?
The Project	<ul style="list-style-type: none">• What was the main project you worked on?• What did you accomplish?• What challenges did you encounter?
Reflection	<ul style="list-style-type: none">• What did you learn through this internship...<ul style="list-style-type: none">...about yourself?...about the organization?...about work and professionalism?• What new skills did you learn, and how might they help you in your next job?• What surprised you about your internship experience?• What are you most proud of yourself for accomplishing?
Conclusion	<p>How would you summarize your internship experience in one sentence or word?</p> <ul style="list-style-type: none">• Who would you like to thank for their help or support?

Daily Check-In Tool

It's important to have a quick daily check-in to touch base and build rapport. Use the following questions as a guide.

	Notes	Actions/Next Steps
Is there anything you need from me?		
Do you feel like you're making progress on your work? If not, why not?		
Are there any communication issues we need to discuss?		
Are there any technology or home office issues we need to discuss?		
Any other questions or concerns?		

Presentation Section	Guiding Questions
Introduction	<ol style="list-style-type: none"> 1. Who are you (name, school, etc)? 2. What organization did you intern at and what was your role there? 3. What projects or tasks did you contribute to?
The Project	<ol style="list-style-type: none"> 1. What was the main project you worked on? 2. What did you accomplish? 3. What challenges did you encounter? 4. Do you feel like you were successful? Why or why not?
Reflection	<ol style="list-style-type: none"> 5. What did you learn through this internship... <ul style="list-style-type: none"> ...about yourself? ...about the organization? ...about work and professionalism? 6. What new skills did you learn, and how might they help you in your next job? 7. What surprised you about your internship experience? 8. What are you most proud of yourself for accomplishing?
Conclusion	<ol style="list-style-type: none"> 9. How would you summarize your internship experience in one sentence or word? 10. Who would you like to thank for their help or support?

Intern Performance Review

Use the dropdown boxes to select one or more relevant skills in each category and then select a performance rating for each skill. Just select the skills that seem most pertinent—you do not need to fill in every box on the form.

Intern Name: _____

Communication Skills		
Skill	Performance Rating	Notes

Critical Thinking and Creativity		
Select Skill	Performance Rating	Notes

Teamwork and Collaboration		
Select Skill	Performance Rating	Notes

Character Development and Work Ethic		
Select Skill	Performance Rating	Notes

Reflective Practice		
Select Skill		Notes

	Description	Notes
Welcome & Introductions	<p>Complete introductions using the following guide:</p> <ul style="list-style-type: none"> -Name & Title -How long you've been with company <p>OR for interns share what grade you are in</p> <ul style="list-style-type: none"> -Briefly describe your job/internship responsibilities <p>Use one of the following ice breaker questions:</p> <ul style="list-style-type: none"> -If you had a superpower, what would it be? -What are 3 fun facts about you? 	
Company and Internship Overview	<p>Give a general overview of the company including vision, mission, values, and history.</p> <p>Briefly discuss the company culture and the broader industry or industries that your company works in.</p> <p>Give an overview of the org chart and how the internship fits into the company or department goals.</p>	
Communication Plan	<p>Use the Communication Plan template to develop a full plan for how and when you and your intern will communicate.</p> <p>Share any important dates with them and set the time for daily and weekly check-ins.</p>	
Set an internship schedule and expectations	<p>If you haven't already, determine what days and hours your intern will be working, including total number of hours per week.</p> <p>Discuss expectations around professionalism, dress code, attendance, and punctuality.</p> <p>Confirm if the intern has any planned vacations or other time off requirements.</p>	
Discuss the Internship Job Description and Plan	<p>Go through the intern's job description with them in detail and confirm that the tasks, deliverables, and expectations are clear.</p> <p>Provide them with an overview of what to expect during this internship, including skills and knowledge gained.</p>	

Youth Name: _____

What did you like best about your internship?

What did you like least about your internship?

Do you feel like you were given the information, tools, and support you needed to succeed?

Sample Schedule for a 6-Week Virtual Internship



Week	Tasks/Projects	Outputs
Prior to Start	<ul style="list-style-type: none"> Develop Job Description Complete Technology Checklist with intern 	<p>Completed:</p> <ul style="list-style-type: none"> Job Description Internship Planning Tool Technology Checklist
Week One	<ul style="list-style-type: none"> Hold a kick-off meeting with intern Share organization's orientation & welcome materials, including reference materials and background reading (consider mailing printed materials in advance to reduce screen time) Introduce the main work project the intern will be responsible for Assignment: industry research 	<p>Complete Kick-Off Meeting Checklist</p> <p>Daily Check-Ins</p> <p>Weekly Check-In</p> <p>Assignment:</p> <ul style="list-style-type: none"> Intern shares a summary of industry research findings and questions
Week Two	<ul style="list-style-type: none"> Hold a career panel for intern to hear from people within the org from different departments Intern begins work on their main project Job Shadowing: Intern attends some of your meetings 	<p>Daily Check-Ins</p> <p>Weekly Check-In</p> <p>Assignment:</p> <p>Intern shares insights and questions from career panel and job shadowing</p>
Week Three	<ul style="list-style-type: none"> Intern conducts informational interviews (could be with individuals within the org and also external contacts) Intern continues work on their main project Assignment: Creating a Resume 	<p>Daily Check-Ins</p> <p>Weekly Check-In</p> <p>Assignment:</p> <ul style="list-style-type: none"> Intern shares insights and questions from informational interviews Intern shares draft resume for feedback
Week Four	<ul style="list-style-type: none"> Job Shadowing: Intern attends some of your meetings Intern continues work on their main project Assignment: Research job search and interviewing best practices 	<p>Daily Check-Ins</p> <p>Weekly Check-In</p> <p>Assignment:</p> <ul style="list-style-type: none"> Intern shares insights and questions from job search research
Week Five	<ul style="list-style-type: none"> Job Shadowing: Intern attends some of your meetings Intern completes draft of main project Assignment: Conduct mock interview with intern and give feedback 	<p>Daily Check-Ins</p> <p>Weekly Check-In</p> <p>Assignment:</p> <ul style="list-style-type: none"> Intern presents draft of project for feedback Intern completes mock interview with someone at org
Week Six	<ul style="list-style-type: none"> Gather colleagues for a presentation by the intern on their final project Conduct Performance Review & Exit Interview 	<p>Daily Check-Ins</p> <p>Performance Review & Exit Interview</p> <p>Assignment:</p> <ul style="list-style-type: none"> Intern gives final project presentation

What information, tools, or support did you find most useful?

What information, tools, or support do you wish you received but did not?

What suggestions do you have for the organization? How could we improve?

Notes:

In general, I will be **available to communicate** during the following times:

Day of Week & Time of Day	Supervisor	Intern
For example: M, W, F 1pm-5pm T, TH 9am-2pm		

I commit to **responding to inquiries** from you within the following timeframe:

Response Time	Supervisor	Intern
For example: Within 24 hours		

We will **check in** with each other:

☐
☐
☐

☐ Daily

☐ Weekly

☐ Other:

At the following date/time:

We will communicate via the following **methods** for the following purposes:

Form of Communication	Check if Yes (If messaging or video call, specify which platform)	This communication method will primarily be used for
Email	<input type="checkbox"/>	
Phone Call	<input type="checkbox"/>	
Text Message	<input type="checkbox"/>	
Other Form of Messaging (Slack, Microsoft Teams, etc)	<input type="checkbox"/>	

My **contact information** is:

Form of Communication	Supervisor	Intern
Email Address		
Phone Number		
Other		

If the intern’s supervisor is unavailable, here are **additional people** the intern can reach out to:

Name	Contact Information (including preferred method of contact)	For what reason or in what circumstances should the intern contact this person

Intern’s Emergency Contact (in the event of an emergency, the employer is authorized to contact):

Name and Relationship to Intern:

Phone Number and Email Address:



Work Projects

COMMUNITY RESEARCH

This project could be completed as part of a team or as an individual. Have intern(s) identify an area of concern for them or their community and conduct a research project gathering community feedback and ideas.

- Develop a set of research questions and use a survey and/or interviews to gather input from family, friends, and community members
- Conduct research online including why the identified issue occurs and solutions that have been implemented in other communities
- Develop a presentation with research findings and recommendations

ELECTRONIC FILE ORGANIZATION

Many organizations have one or more folders where they've saved a mishmash of unorganized or only lightly organized files. In some cases, they may be old photos or documents, in other cases organizations may have scanned documents for electronic storage (particularly with a move to remote work) and did not have time to organize them.

The intern can review the collection of files and take steps to:

- Name files using a standard nomenclature that makes it easier to identify and find the files in the future
- Create a spreadsheet with information about what files are stored, where they are located, last updated date, etc
- Organize the files into folders by subject matter or date

MARKET RESEARCH

This project could be completed as part of a team or as an individual. Work with the intern(s) to identify a market research topic relevant to your industry and their interests, such as a new or existing product or service.

- Develop a set of research questions and use a survey and/or interviews to gather market insights from family, friends, and community members
- makes this product/service unique, and ideas for future improvements
- Conduct additional market research online, including identifying competitors, what
- Develop a presentation with research findings and recommendations

MEDIA PRODUCTION

This project could be completed as part of a team or as an individual. Content produced by the intern(s) can be used to help educate future interns.

- Identify a list of people (could be internal or external to the organization) to interview regarding their career path
- Compile a list of 4-5 standard interview questions
- Conduct recorded video interviews via zoom or another platform
- Edit videos into vignettes that showcase the variety of people, career paths, and backgrounds in your organization or industry
- If working as a team, other intern(s) can compile photos and written vignettes into a booklet

SOCIAL MEDIA

This project is probably best for one intern but could be expanded to be a group project. While interns may be familiar with social media, they will likely need training on the way professional social media use differs from personal.

- Review the organization's social media accounts, how they are being used, and how competitors or similar organizations are using social media
- Compile a list of recommended topics and hashtags
- Compile a list of additional accounts to follow
- Craft social media posts about the organization and their internship experience, for review and posting by supervisor
- Develop strategies for increasing followers and follower engagement
- Develop a presentation with findings and recommendations

WELCOME MANUAL FOR INTERNS

This project could be completed as part of a team or as an individual. Content produced by the intern(s) can be used to help educate future interns.

- Compile a welcome manual for future interns, with important documents and tips based on their experience
- Develop a presentation of the welcome manual and include any insights on their experience and recommendations for future improvements

Weekly Check-In Tool



Overall Check-In (5 min)

Share how each of you are feeling this week. This is a time for a few minutes of chit chat about your life outside of work or to share a little more about yourselves.

Work Progress (15-20 min)

Reflections Choose at least one question to discuss.

Questions:	Notes
<ul style="list-style-type: none">• What's one thing you learned this week?• What's one success you had this week?• What was a challenge this week?• What skills or knowledge would you like to gain before the internship is over that you haven't gained yet?	

Past Week What tasks have you worked on in the past week?

Tasks:

	Progress Notes:

Next Week What are the tasks, deliverables, and expectations for the next week?

Tasks:	Deliverables and Expectations:

Communication (5-10 min)

Effective communication is a work in progress. We will regularly check-in about our communication effectiveness and discuss how to improve it using the following tool.

Overall, our communication since our last check-in has been (check one)

☐

Great!

☐

Just OK

☐

Needs Improvement

Thoughts on specific aspects of our communication

	What's been working	What isn't working	What we will change
Communication Timing (Are we reaching each other at times we are both available?)			
Communication Response Time (Are we hearing back from each in a timely way, and are our expectations reasonable?)			
Communication Frequency (Should we be communicating more or less frequently?)			
Communication Method (email, messaging, etc)			
Other Communication Notes (Anything else not covered above?)			

Performance Assessment

At the conclusion of the internship, sitting down with your intern and discussing their performance is an important final step. See [the Intern Performance Review](#) form in the addendum for an example. The performance review is a chance for the intern to:

- Hear an honest assessment of their strengths and weaknesses,
- Learn about workplace norms and professionalism, including the employee performance review process
- Reflect on their experience, and discuss future plans and where this internship experience fits into the intern's career continuum.

Exit Interview

Combining the performance review conversation with an exit interview gives you an opportunity not only to give the intern feedback on their work performance, but also for the intern to give you feedback on their experience and their insights about the company. This conversation gives you helpful information about how you may be able to improve future internships and may even provide you with a fresh new perspective about your work. See the [Sample Exit Interview](#) in the addendum for an example.

