



Handbook for a Successful Internship



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Using this handbook

This handbook contains articles and information to help you better understand and navigate the challenges of an international internship. There are tips for a successful internship, dealing with cultural differences, and information about health and safety and re-entry. In and around the articles there are activities and spaces for notes.

There are three types of exercises located throughout the handbook to provide structured preparation and reflection for your internship. The three categories are:



BEFORE YOU GO: Activities and exercises designed to get you thinking about your internship and what you need to do to be a successful intern. They include research and reflection.



ACTIVITIES ABROAD: Activities designed to help you meet your goals and maximize your learning experience. These are created to reference the preparation you did in orientation and on your own and keep the tools for success fresh in your mind.



BRINGING IT HOME: Structured reflection on your internship. A great time for these activities is on the plane ride home, or in the first few weeks after you return home.

In addition to the above activities, the following icons appear throughout the handbook:



CAREER TRACK TIPS: Ideas for getting a head start on your job search, professional development and long term career goals. Face it, you are going to have to graduate some day! These are also collected in Appendix 6.



POSTCARDS FROM THE EDGE: Real stories from real internships. Interns give their insight in their own words.

As you research your internship site, attend orientation, and meet with past interns or host country nationals, keep track of the information you learn in this handbook. By the time you leave the U.S., it should be your one stop source for notes about your internship and a valuable, personalized resource. **Take this handbook with you!**

Guide to Activities



BEFORE YOU GO

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ACTIVITIES ABROAD

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BRINGING IT HOME

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Chapter One: Cultural Adjustment

An international internship requires you to make several large adjustments in a short period of time. Even if you have already lived in your host country on a study abroad program or as a child, entering the workplace will provide a new set of cultural challenges and opportunities.

In addition to the transition from this country to your host country, you are also making a transition from the classroom to the workplace, where you are expected to be a functioning professional.

This chapter addresses cultural issues and provides you with some tools and exercises to help maximize your cultural adjustment – both within the internship organization and outside it. As you read the articles and work through the exercises in this section, think about how each relates to your internship and the host culture you will be entering.

I think everyone will eventually experience cultural diversity, personal growth, depression, anxiety, death, disease, satisfaction, love, history, and peace at some point in their life. I got to experience them all at the same time and it was remarkable. It has completely changed my mentality. My perception of the people and places I experience on an everyday basis has been heightened beyond any level I could have expected. Sure I got credit for my time in India and the clinical work might help me get into medical school, however, the mentality I have developed, my heightened perception of others, an appreciation of diversity and a newfound patience with life are the most important things I will take away from this experience.

Nicole Tierney, CFHI Mumbai Infectious Diseases

The Importance of Being Prepared

Nothing can replace the individual research you must do as preparation for your internship. Returned interns regularly express they wish they had prepared more and better before they started their internship, in particular regarding the host country culture, language and current events. **Preparation is the foundation of a successful internship.**

Suggested resources to learn about cultural issues and current events include:

- Former interns
- Recent returnees from study abroad
- Students, visitors, or professors from the host country
- The Culture Shock! series of books (see Appendix 3)
- Kiss, Bow or Shake Hands (see Appendix 3)
- Local host country newspapers →<http://www.onlinenewspapers.com>

Links to useful websites are available on the IE₃ Global Internship website and your regional director will have additional site specific information. In addition, take time to do your own search and to utilize some of the resources listed above. You will be grateful you did when you arrive better prepared and are able to hit the ground running.



BEFORE YOU GO: Study up

Ask former interns or students from your host country for resources they suggest related to your internship.



ACTIVITY ABROAD: Adding On

Identify two resources that were the most helpful in your preparation and add these to your final internship report



BEFORE YOU GO: The Essentials

Depending on your destination, your interests and your experiences, the information that you will want to know before you leave home will vary. This chart lists a few pieces of information that will help you to function in your host country, internship and culture right from the start, regardless of your interests or destination. Take a moment to research and note each of these facts about your host country.

HOST COUNTRY

FACTS AND FIGURES	
Population	
Geographic Area sq. km	
People per sq. km	
Country Code (Phone)	
Electric Voltage	
Exchange Rate	
Emergency Number (to call)	
Time Zones away from Home	
Main Cultural Groups	
Main Religions	
POLITICS	
Year of Independence (if applicable)	
Type of government	
Current Ruling Party	
Head of Government	
Head of State (if one)	
Top Domestic Issues	
Top International Issues	
Next Election Date	
Major Political Parties	
POP CULTURE	
Popular Sports	
Popular/Local Teams	
Local Celebrities	



BEFORE YOU GO: Turnabout is Fair Play

Your friends and colleagues in your host country will be just as curious about your home country as you are of theirs. In order to be prepared to share with them, make sure you can complete the following table with basic facts about your home country and community. But certainly be prepared for more challenging questions, too!

HOME COUNTRY

FACTS AND FIGURES	
Population	
Geographic Area sq. km	
People per sq. km	
Country Code (Phone)	
Electric Voltage	
Exchange Rate	
Emergency Number (to call)	
Time Zones away from Home	
Main Cultural Groups	
Main Religions	
POLITICS	
Year of Independence (if applicable)	
Type of government	
Current Ruling Party	
Head of Government	
Head of State (if one)	
Top Domestic Issues	
Top International Issues	
Next Election Date	
Major Political Parties	
POP CULTURE	
Popular Sports	
Popular/Local Teams	
Local Celebrities	

What is culture?

There are literally hundreds of possible definitions of culture. In the interest of keeping it brief, we'll define culture as a shared system of learned values, beliefs, behavior and attitudes that shapes and influences perception and behavior. You may not always agree with the norms of your home culture, but you have undeniably been influenced by it. Likewise, the people you meet in your host country have been shaped and influenced by the culture there.

Culture as an Iceberg

Just like an iceberg, there is a small part of culture that is easily and immediately visible: clothing styles, foods, greetings, etc. It is the “underwater” aspects of culture, however, that most profoundly influence people’s view of the world, their daily interactions, and their decision making: ideas about human nature, time, and family for example. The inability to identify, understand and account for these hidden aspects of culture is a primary source of difficulty for interns abroad. By thinking in advance what aspects of culture are “hidden,” you will be better prepared once you arrive in your host culture to identify and respond to them.



BEFORE YOU GO: The Iceberg

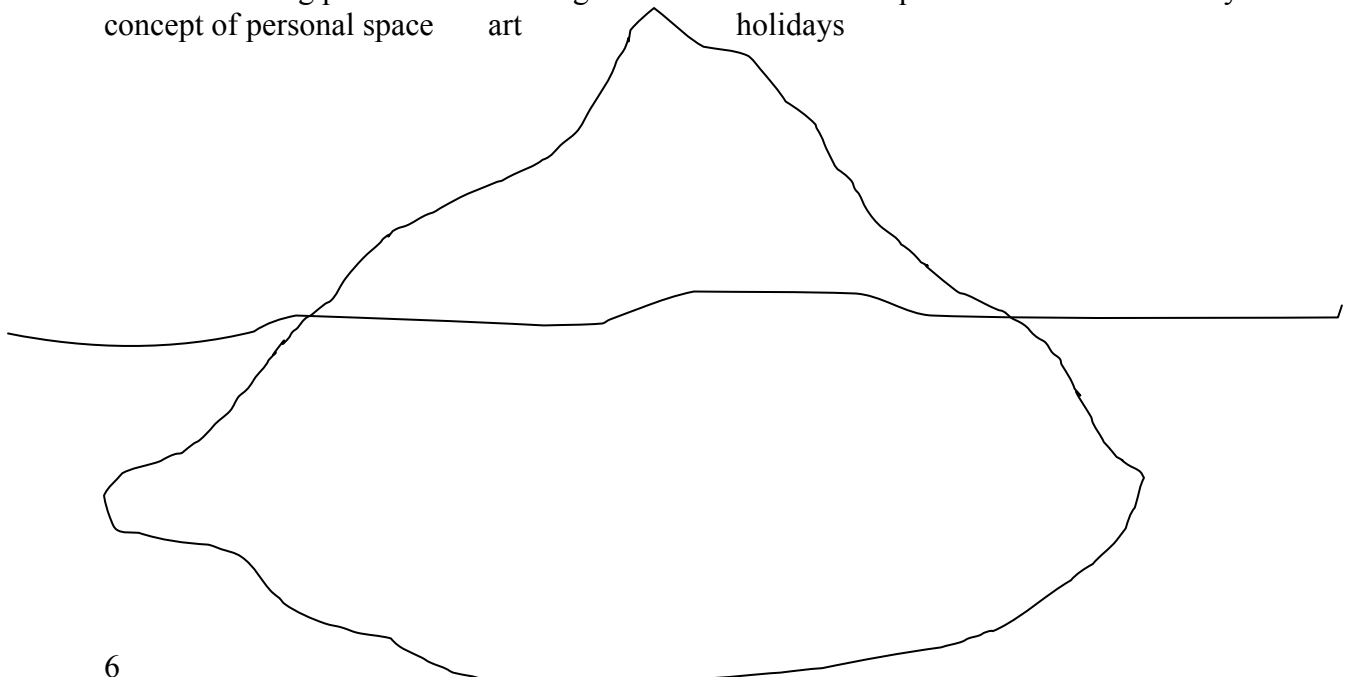
Where do the following aspects of culture fall on the iceberg – above or below the water?

facial expressions
child-raising beliefs
ideas about leadership
ideas about friendship
importance of work
decision making process
concept of personal space

religious beliefs
values
customs
ideas about modesty
concept of beauty
housing
art

religious rituals
importance of time
ideas about fairness
concept of self
music
social etiquette
holidays

literature
gestures
eating habits
foods
styles of dress
role of family



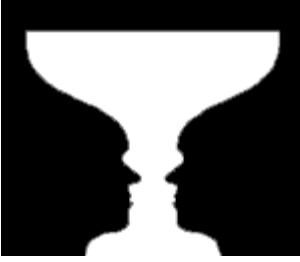


ACTIVITY ABROAD: The Iceberg : Part Two

Draw another iceberg and place specific cultural elements you have encountered in your host country above and below the water line.

Have any of these been difficult for you to deal with? Pick one incident and describe it here.

Describe, Interpret, Evaluate (D.I.E.)



What do you see in the picture to the side? What does your neighbor see? Is it a vase or two faces? Can it be both? Two people looking at the same event may have completely different interpretations of it.

To understand a culture you must learn to understand how the people of that culture interpret the world. Impressions and reactions are influenced by the system of beliefs, attitudes, and behaviors dominant in the culture one grew up with. It can take years of living in a culture to develop an instinctual understanding of the way people live, think, and interpret their surroundings. It is easier – but often incorrect – to assume that everyone interprets events the same way.

In a cross-cultural context this can lead to wrong assumptions, incorrect information, and misunderstandings. You may have an emotional reaction to something because you assume that a person's words or behavior have one meaning, when they in fact have a different intention all together. The same can happen to you when your words or actions do not translate well into the host culture.

A powerful tool to help you avoid misunderstandings – or at least learn from them – is **D.I.E.:**

Describe
Interpret
Evaluate

By taking an extra moment to do the above, you can slow down your emotional reaction to events. This allows you to gather more information and better understand the host culture.

Describe - Describe what you see. Make no judgments or assumptions.

Interpret - What do you think this means? What are multiple possible explanations?

Consult with someone who is more familiar with the host culture and ask him/her to interpret what it might mean. Be careful to describe what you saw without interpretation or evaluation.

Evaluate - What is your instinctive emotional reaction to this? 😞 😊 😐 Is it merited, given the other possible interpretations?

Having multiple interpretations of any event allows you to give yourself options about how to respond and should give you a chance to check your reaction against the facts.

Those students who struggled were those who were less willing to accept that EVERYTHING could and most likely would be done differently than at home, and that was okay.

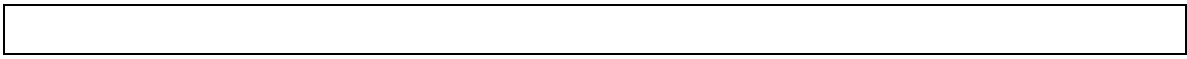
Pamela Goodrich, Mexico

**BEFORE YOU GO: D.I.E. (Theory)**

Look at a scene from a culture very different than yours, e.g. in a National Geographic photo. Do not read the caption below the photo, but first describe what you see, then write out three possible interpretations of the scene you described. For each of the interpretations, write out how you feel about the situation and what your reaction would be.

DESCRIBE:**INTERPRET****EVALUATE**

<i>Interpretation #1:</i>	
<i>Interpretation #2:</i>	
<i>Interpretation #3:</i>	





ACTIVITY ABROAD: D.I.E. Case Study

In the first three weeks of your internship, pick an incident you have encountered. Describe what you saw or experienced – either at work, at home, or out and about.

DESCRIBE:

Now come up with two possible interpretations. How do you feel about each possible interpretation?

INTERPRET

EVALUATE

<i>Interpretation #1:</i>	
<i>Interpretation #2:</i>	



BRINGING IT HOME: Reflective Interpretation

Now that you have had more time in the culture, what do you think was the proper interpretation? What were implications of it for your interactions with people?

INTERPRET

IMPLICATIONS

--	--



POSTCARDS FROM THE EDGE: Challenges

My point is that at all times you must remember that yes, this is overwhelming. Yes, it is okay to feel extremely sad about the man you see on the side of the road who can't walk. No, you can't give every child food, or money, or your shoes, or whatever it is that they want from you. We as Americans have so much in comparison to Ethiopians, and it is really hard thing to struggle with. At times it might get personal, with friends asking you for money. You will just deal with these times as you feel appropriate. It's really hard, and that is something that you are not alone in feeling. Try to write it down or do whatever you need to feel these feelings.

Haley Throckmorton, AAI, Ethiopia

I would many times ask for something to do or ask to help with ANY project and there simply wouldn't be anything to do, either because the internet limit was over, the server was down, supplies ran out, etc. So that was a bit frustrating coming from a country that is constantly being productive. During those times of "not much to do" we drank tea, snacked on chocolate or cookies and bonded, which looking back probably was just as productive as actually "doing something."

Taissa Sobolov, Nizhny Novgorod, Russia

My first day at the internship was also my first day to go out and see the city. At the end of the day I was overwhelmed with thoughts of the foreign things I had seen. I saw children walking around barefoot or even naked, covered with dirt, with matted hair and swollen stomachs. I had my first real experience with beggars coming up to me and pulling on my cloths--they were men, women, old, and young. There were people trying to sell me anything they could, and people trying to find a way to make money off of me. There were people going to the bathroom on the sidewalk, and drawing water from sewers. There homes were shanties made of sticks and blankets, lining the overcrowded streets. My first day would have been enough for me to think about for a week, but I was ready to cry when I realized that I had 10 weeks remaining!

Cori McClatchey, CFHI Infectious Diseases, Mumbai, India

One definitely experiences a honeymoon phase upon arriving at a new place. Everything is idealized, romantic, mysterious and faultless. While coming down from this phase can be a little jolting, it also opens you up to a more real, nuanced and truly beautiful understanding of the people and places you are immersed in. As we let people become real to us, we become more real to them, and true intercultural understanding just might take place.

Brent Bardo, CEPCU, Ecuador

Cultural Values Spectrum

The greatest challenge of an **international** internship lies in the cultural learning and adjustment that needs to take place for you to be effective in your role as an intern. Once you have stepped back and **D**escribed an interaction, understanding the possible values behind it can help you **I**nterpret what is going on, and learn more about the culture.

Listed below are some of the dimensions of culture most likely to influence working and communication styles. While these are simplified explanations, they can help serve as a compass in your cultural exploration. By honing your powers of observation and slowing your gut reaction to events with D.I.E, you can begin to better understand the underlying motivating factors within the culture.

Individualism Individual and individual goals are most important	Collectivism Group and group goals are most important
Task centered Activity/Doing	Person centered Relationships/Being
Informality Warmth and equality	Formality Respect for age and status
Change Future Oriented, Try new things	Tradition Past/History Oriented
Equality All people are equal. Status is earned, not determined at birth.	Hierarchy Some people have a higher status than others. Respect is important.
Direct Communication Being “forthright” is important; meaning is stated, not implied.	Indirect Communication Harmony is important, don’t lose face, meaning is implied. A third person may be used to convey information.
Set Gender Roles Certain traits are appropriate for men and others for women, there are strong expectations of behavior based on gender.	Flexible Gender Roles Men and women cultivate both masculine and feminine traits; there are no expectations of behavior based on gender.

This list is adapted from “What’s up with Culture?” Section 1.5.2 US American Values, available online at <http://www.pacific.edu/sis/culture>



CAREER TRACK TIP: Create a Work Portfolio

Keep a portfolio of materials you create. Collect brochures, research material, or any other publications or products you have been involved in.

You can bring these to future interviews. Other suggestions on materials to include in your portfolio are mentioned throughout the Career Track Tips. Check out <http://www.career.fsu.edu/experience/document/portfolio-guide.html> for more information on how to create useful portfolios.



BEFORE YOU GO: Where do you stand?

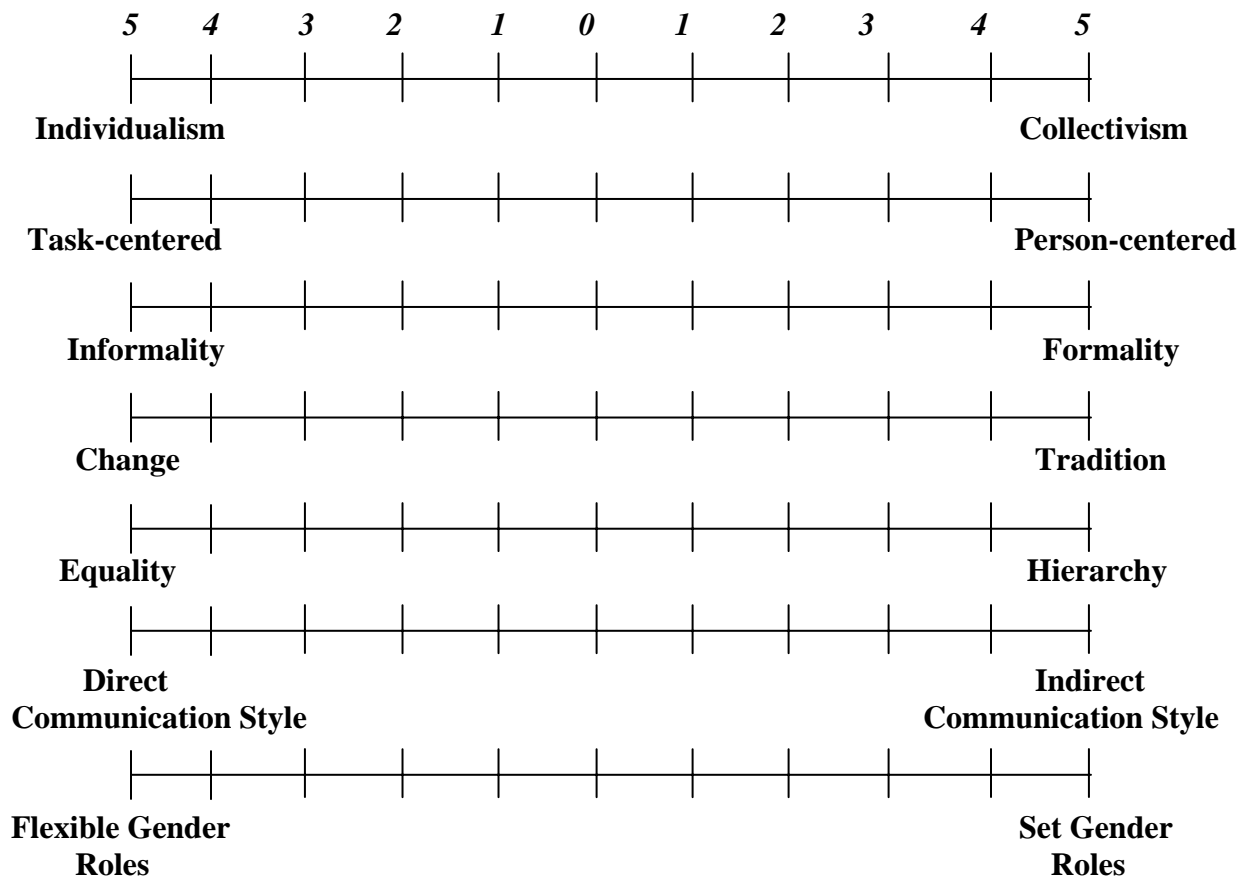
To help you identify where you may face the greatest challenges in working styles, do the following exercise.

Draw "X" on each spectrum where you think your home culture's values lie.

Draw "O" on each spectrum where you think your own individual values lie.

Draw "H" on each spectrum where you think your host culture's values lie.

The numbers are not concrete scores and there is no right or wrong. Whether you think your home culture is a "2" or a "4" is completely subjective. Your opinion about where your home and host cultures are on the spectrum, and even where you fall, may change with time and experience. The numbers are purely there as a guide for you to identify the largest gaps.





BEFORE YOU GO: Mind the Gap

Which value spectrums present the biggest gaps between your own culture and your host culture?

- 1)
- 2)
- 3)

What are the implications of these differences for the following in your internship?

1. *Greetings:*

2. *Meetings:*

3. *Planning:*

Keep in mind that just as your values may differ slightly from those of your home culture, the work culture may differ from the culture at large. Observe, ask questions, and don't be afraid to be outgoing! Keep track of what you observe in your journal.



ACTIVITY ABROAD: Values in Action

Describe an incident from your internship that demonstrates a cultural difference along one of the value spectrums.



CAREER TRACK TIP: Informal Performance Evaluations

Actively seek feedback from your co-workers – not just your supervisor – about your performance. Ask what you do best and where they think you could strengthen your skills. Write this down in your work portfolio for your own skill building.



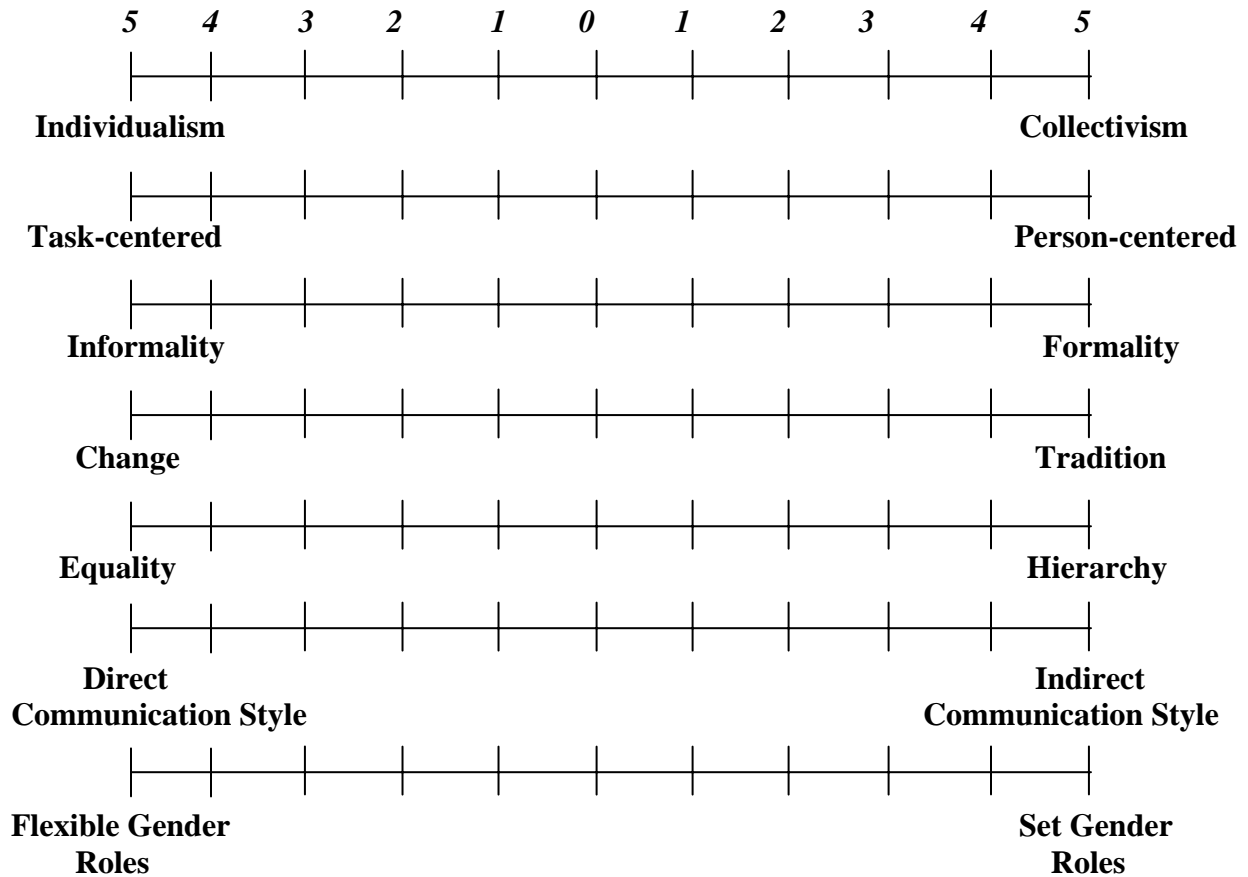
BRINGING IT HOME: Where do you stand now?

Without looking at the value spectrums exercise you did before leaving for your internship:

Draw "X" on each spectrum where you think your home culture's values lie.

Draw "0" on each spectrum where you think your own individual values lie.

Draw "H" on each spectrum where you think your host culture's values lie.



Now look at your answers from before your internship. Has anything changed? Have you?

American Cultural Patterns

Dr. Robert Kohls is a renowned writer and researcher on American cultural patterns and cross-cultural value differences. He has developed a list of 13 commonly-held values which help explain to first-time visitors to the United States why Americans act as they do. He is careful to avoid labeling these values as positive or negative, and cautions others to do the same.

As an American, do you recognize these traits in yourself? Whether you agree with Kohls or not, or are willing to recognize the validity of these generalizations about Americans, his observations are thought-provoking and may help you gain insight into your own variations of "Americanism."

Personal Control Over the Environment

Americans do not believe in the power of fate, and they look at people who do as being backward, primitive, or native. In the American context, to be fatalistic is to be superstitious, lazy, or unwilling to take initiative. Everyone should have control over environmental factors that might potentially affect him or her. The problems of one's life are not seen as having resulted from bad luck as much as having come from one's laziness and unwillingness to take responsibility for pursuing a better life.

Change is Seen as Natural and Positive

In the American mind, change is seen as indisputably good—leading to development, improvement, and progress. Many older, more traditional cultures consider change disruptive and destructive; they value stability, continuity, tradition, and a rich and ancient heritage—these values are not considered to be very important in the United States.

Time and its Control

Time is of utmost importance to most Americans. It is something to be on, kept, filled, saved, used, spent, wasted, lost, gained, planned, given, even killed. Americans are more concerned with getting things accomplished on time than they are with developing interpersonal relations. Their lives seem controlled by the little machines they wear on their wrists, cutting their discussions off abruptly to make their next appointment on time. This philosophy has enabled Americans to be extremely productive, and productivity is highly valued in their country.

Equality/Fairness

Equality is so cherished in the U.S. that it is seen as having a religious basis. Americans believe that all people are created equal and that all should have an equal opportunity to succeed. This concept of equality is strange to the seven-eighths of the world that view status and authority as desirable, even if they happen to be near the bottom of the social order. Since Americans like to treat foreigners just like anybody else, newcomers to the U.S. should realize that no insult or personal indignity is intended if they are treated in a less-than-deferential manner by waiters in restaurants, clerks in stores and hotels, taxi drivers, and other service personnel.

Individualism/Independence

Americans view themselves as highly individualistic in their thoughts and actions. They resist being thought of as representatives of any homogeneous group. When they do join groups, they believe they are special, just a little different from other members of the same group. In the U.S., you will find people freely expressing their opinions anywhere and anytime. Yet, in spite of this independence, almost all Americans end up voting for one of their two major political parties. Individualism leads to privacy, which Americans see as desirable. The word "privacy" does not exist in many non-Western languages. If it does, it is likely to have a negative connotation, suggesting loneliness or forced isolation. It is not uncommon for Americans to say and almost believe: "If I don't have half an hour a day to myself, I go crazy!"

Self-Help/Initiative

Americans take credit only for what they accomplish as individuals. They get no credit for having been born into a rich family but pride themselves in having climbed the ladder of success, to whatever level, all by themselves. The equivalent of this concept cannot be found in most other cultures. It's an indicator of how highly Americans regard the self-made man or woman.

Competition

Americans believe that competition brings out the best in an individual in any system. Value is reflected in economic success and is applied in the U.S. in all areas—medicine, the arts, education, and sports.

Future Orientation

Americans value the future and the improvements the future will surely bring. They devalue the past and are, to a large extent, unconscious of the present. Even a happy present goes largely unnoticed because Americans are hopeful that the future will bring even greater happiness. Since Americans believe that humans, not fate, can and should control the environment, they are good at planning short-term projects. This ability has caused Americans to be invited to all corners of the earth to plan, and often achieve, the miracles which their goal-setting methods can produce.

Action/Work Orientation

"Don't just stand there," says a typical bit of American advice, "do something!" This expression, though normally used in a crisis situation, describes most Americans' waking life, where action—any action—is seen as superior to inaction. Americans routinely schedule an extremely active day. Any relaxation must be limited in time and aimed at recreating so that they can work harder once their recreation is over. Such a no-nonsense attitude toward life has created a class of people known as "workaholics"—people addicted to, and often wholly identified with, their profession. The first question people often ask when they meet each other in the U.S. is related to work: "What do you do?" "Where do you work?" or "Who (what company) are you with?" The United States may be one of the few countries in the world where people speak about the "dignity of human labor," meaning hard physical labor. Even corporation presidents will engage in physical labor from time to time and, in doing so, gain rather than lose respect from others.

Informality

Americans are even more informal and casual than their close relatives, the Western Europeans. For example, American bosses often urge their employees to call them by their first names and feel uncomfortable with the title "Mr." or "Mrs." Dress is another area where American informality is most noticeable, perhaps even shocking. For example, one can go to a symphony performance in most any large American city and find people dressed in blue jeans. Informality is also apparent in American greetings. The more formal, "How are you?" has largely been replaced with an informal, "Hi!" This greeting is often used with both one's superior or one's best friend.

Directness, Openness, and Honesty

Many other countries have developed subtle, sometimes highly ritualistic ways of informing others of unpleasant information. Americans prefer the direct approach. They are likely to be completely honest in delivering their negative evaluations, and to consider anything other than the most direct and open approach to be dishonest and insincere. Anyone in the U.S. who uses an intermediary to deliver the message will also be considered manipulative or untrustworthy. If you come from a country where saving face is important, be assured that Americans are not trying to make you lose face with their directness.

Practicality/Efficiency

Americans have a reputation for being realistic, practical, and efficient. The practical consideration is likely to be given highest priority in making important decisions. Americans pride themselves in not being philosophically or theoretically oriented. If Americans even admit to having a philosophy, it would probably be that of pragmatism: Will it make money? What is the bottom line? What can I gain from this activity? These are the kinds of questions Americans are likely to ask, rather than: Is it aesthetically pleasing? Will it be enjoyable? Will it advance the cause of knowledge? This pragmatic orientation has caused Americans to contribute more inventions to the world than any other country in human history. The love of practicality has also caused Americans to view some professions more favorably than others. Management and economics are much more popular in the United States than philosophy or anthropology, and law and medicine more valued than the arts. Americans belittle emotional and subjective evaluations in favor of rational and objective assessments. Americans try to avoid being too sentimental in making their decisions. They judge every situation on its own merits.

Materialism/Acquisitiveness

Foreigners consider Americans more materialistic than they are likely to consider themselves. Americans would like to think that their material objects are just the natural benefits that result from hard work and serious intent, a reward that all people could enjoy were they as industrious and hard working as Americans. But by any standard, Americans are materialistic. They give a higher priority to obtaining, maintaining, and protecting material objects than they do in developing and enjoying relationships with other people. Since Americans value newness and innovation, they sell or throw away possessions frequently and replace them with newer ones.

Text taken with permission from the AHA International Student Handbook, adapted from Robert Kohls' work.



BEFORE YOU GO: Unleash your Inner Anthropologist

Pick two of the above “American” cultural patterns. They can be the ones that you agree with most or ones that you disagree with. What do you think someone from your host country would think of this pattern? What is the corresponding or contrasting pattern in the host culture? Glean your answers from research, movies, or interviews.

Pattern #1:

What would the host country think of this pattern?

What are the corresponding or contrasting patterns in the host culture?

Pattern #2:

What would the host country think of this pattern?

What are the corresponding or contrasting patterns in the host culture?



ACTIVITY ABROAD: Anthropologist Abroad

What examples of the host country's contrasting or corresponding cultural patterns have you encountered in your internship? Write a journal entry.

What Does This Mean in the Workplace?

Adapted from John A. Hartt and Alan P. Goodman, NAFSA: Association of International Educators, Fall 1992 Aspire Newsletter.

Below on the left are some common workplace expectations in the U.S., on the right are sample cultural variations. The sample variations may not apply to your host culture, but should provide a useful starting point for comparisons.

U.S. Employer Expectations	Cultural Variations
<p>Self-Help/Initiative/Self-Promotion</p> <ul style="list-style-type: none"> *Assertiveness in meetings *Confidence in openly discussing goals and accomplishments *Quick, unilateral decisions 	<ul style="list-style-type: none"> *Unless presented as part of group activity, citing accomplishments and skills is viewed as boastful, self-serving, and too individualistic * *
<p>Directness in Communication</p> <ul style="list-style-type: none"> *Open and direct responses to questions *Eye contact is a sign of openness and honesty *Requesting direct feedback *Asking questions, expecting a “yes” or “no” answer 	<ul style="list-style-type: none"> *Eye contact, especially with persons of higher status (e.g. boss, interviewer) is disrespectful *Appearance of criticism must be avoided to save face * *
<p>Self Disclosure</p> <ul style="list-style-type: none"> *Personal descriptions of experiences, hobbies, strengths, weaknesses *Answer questions related to personality (e.g. leadership style, problem-solving abilities) 	<ul style="list-style-type: none"> *Personal questions about likes, dislikes, etc., are considered an invasion of privacy and are discussed only with closer friends and family. * *
<p>Punctuality/Task Orientation</p> <ul style="list-style-type: none"> *Punctuality is extremely important *Performance is judged by tasks performed 	<ul style="list-style-type: none"> *Time may be a vague guideline *Relationship building is critical to success * *
<p>Informality</p> <ul style="list-style-type: none"> *Congenial meeting environments that encourage openness, some joking *Relaxed body posture and dress *May address boss by first name *No appointment necessary to talk to supervisor 	<ul style="list-style-type: none"> *Person of higher status requires deference *The lower ranking person does not ask any questions or provide information in a meeting that may indicate lack of respect *Handshaking, touching, using first name, and crossing legs are inappropriate * *
<p>Individual Equality</p> <ul style="list-style-type: none"> *Race, sex, age do not impact duties assigned *Everyone has a chance to express their ideas in a meeting 	<ul style="list-style-type: none"> *Males are expected to assume dominance in interactions with females. *Females, regardless of rank, may be required to perform menial duties such as making tea *Younger persons defer to older ones * *



POSTCARDS FROM THE EDGE: Learning to Work Together

The major challenges I faced in the workplace revolved around concepts of time and efficiency. Coming from the American work force I expected time management, efficiency, and follow-through to be important aspects of WAO's practice. I was surprised to find they were not. In the beginning I found it quite frustrating to sit through a three hour meeting where no concrete plans or actions were accomplished and where round about discussions were predominant. However, as I learned more about how the office worked and about how conversations are conducted I realized that this process did not reflect inefficiency or a lack of direction, but rather a complex communication process where ideas are discussed in groups and where people take away their own direction without specific instruction or plans being stated.

Kathryn Phillips, Women's Aid Organization, Malaysia

I was offered very little criticism, which I had expected due to the hierarchical structure of business in Mexico. However, even upon asking for criticism, I found that no one wanted to offer it. Even on the final evaluations for my classes, my students were hesitant to tell me what I could have done better. I was able to coax it out of them eventually, but it took a bit of cajoling. I was asked for advice on occasion, and felt completely at ease offering constructive advice. However, I was careful not to critique or directly disagree with the way that something was done, as I did not want to offend anyone inadvertently.

Brendan DeCoster, Celanese Mexicana, Ocotlan Mexico

The way I was able to adjust in London was that I really paid attention to how people interacted with each other as soon as I got there. I saw that people who had worked together for years were pretty formal when it came to work. So I took my cue from others and made sure I wasn't too informal even though I am usually a very informal person. But changing how I spoke to my Advisers, bosses, and coworkers did not change me. It just showed everyone that I respected them enough to adjust to how they work.

Jenny Rowe, Globe Theater, London, England

Punctuality is almost unheard of in India. Before I came I was told about “Indian time,” but I did not give it much thought. I figured that Indian time was more or less the equivalent to fashionably late. Over the course of ten weeks I found that showing up anywhere from 15 minutes to two hours after the agreed upon time is the customary practice. For a person that is always fifteen minutes early this was a difficult thing to adapt to. I learned to leave a little bit later and to bring along books and things to occupy my time. Waiting paid off though because the days when I had to wait the longest always turned out to be the most interesting days at the clinics and hospitals.

Megan Doty, CFHI Infectious Diseases Rotation, Mumbai, India

As part of my orientation before going to Mexico, I read an article entitled, “Values Americans Live By” that listed the thirteen values shared by almost all Americans. It kind of shocked me to find that all thirteen applied to me. I shared this article with my students in Mexico and one of my students gave me a copy of a similar article on Mexican values and how they should change. I found it interesting that some of the proposed changes would make Mexican culture more like American culture. If anything, this experience has shown me just how American I am. After years of interaction and involvement with the Hispanic community in Oregon, I sometimes feel more Mexican than American. However, after spending a couple of months in Mexico, I have realized that there is still a lot about me that stems from my own culture. I am very independent, enjoy my privacy, am very goal-oriented, always looking to change things to make them better, am fairly materialistic (although I do not feel materialistic), I am almost always on-time and I am very open and straight forward about many things. I do not know if these aspects of my personality are permanent, but it will be interesting to see what I am like after spending two years living in a developing country with the Peace Corps. Perhaps I will have changed and some of these cultural values will no longer apply. Or, perhaps I will be the same old American girl I have always been and always will be.

Erica Kindrick, Celanese Mexicana, Ocotlan Mexico



BEFORE YOU GO: Abroad At Home

Interview someone from your host culture or region who has had experience working in the U.S. and ask her or him what the most difficult aspects of adjusting to the American workplace were. Look at the employer expectations on the previous page and ask him or her to help you identify what the cultural variations are in their home culture/your host culture. Write these in the blank lines by the asterisks.



ACTIVITY ABROAD: Office Observer

Observe the following aspects of your workplace and comment.

How do people greet each other in the morning?

How does one express disagreement in the following situations?

- 1. In a group*

- 2. With a supervisor*

- 3. With a peer*

What kinds of behaviors are rewarded/criticized?

What is the prevailing attitude toward rules and procedures?

How do people address their superiors? Their subordinates?

What cultural patterns and values are expressed in the above behaviors? Are these typical of the culture at large or only of the cultural sub-set in this work environment?



CAREER TRACK TIP: Find a Mentor

Hook up with someone who has knowledge, wisdom and experience and can share it with you. In return, offer to help your mentor with a project or task at work.

Intelligent Intelligence Gathering

Apart from your powers of observation and **D.I.E.**, one of the most powerful tools to help with cultural adjustment is the humble question.



Questions allow you to learn. They can provide you with answers that years of observation might not. Questions contribute to your safety, your social relationships, and your understanding of the host culture. Questions should be an integral part of your pre-departure preparation, your daily life, and your return.

While there is no such thing as a stupid question, some questions **are** better formulated than others. Here are some tips for getting the most out of your questions:



- **Ask open ended questions to get more information.** Try to avoid questions with yes/no answers. Open ended questions usually begin with the “Five W’s” (who, what, when, where, why and how). An open ended questions such as, “How do I get to the store?” will get you more information than “Is the store this way?” Also, it’s much easier for someone who doesn’t understand your question, or who doesn’t speak the same language, to just nod their head yes than to explain to you that they don’t understand.

Asking open ended questions helps you to avoid being misled by people who don’t understand you in the first place.

- **Ask multiple sources.** This is especially important if you are in a culture where not giving an answer might be considered rude. It is actually more polite to send you in the wrong direction than to not try and help! In that case, be sure to ask a few people until you get similar answers.
- **Know when enough is enough.** Pay attention to question fatigue on the part of your cultural informants. If you are always asking the same person and they seem to be weary of your inquiries, take a break and find someone else to ask questions of for a while.

I have learned to take risks, suffer humility at times, and to be assertive in communication. This experience has forced me to ask for help in certain situations I am not used to asking for help with. I have had to learn how to live differently than what I am used to, to ask many questions, and to slow down.

Heather Walenter, John F. Kennedy School, Mexico

Sample open ended questions:

1. What is the appropriate way to greet each other?
2. How does the work style and/or philosophy differ from your home culture?
3. How is respect shown for others?
4. What types of things are discussed in the organization and how?
5. Which particular words and phrases are important to know?
6. What behavior is considered to be shocking?
7. Who does what in the family?



BEFORE YOU GO: 20 Questions – Part I

Write 5 more open ended questions about the host culture you want to find out the answers to before starting your internship.

8.

9.

10.

11.

12.



BEFORE YOU GO: 20 Questions – Part II

As you prepare for your internship, take time to meet with past program participants, the regional director, or host nationals to learn more about life in the host country. Watch movies or TV and read online newspapers from the host culture. Try to get answers to the five questions you posed and the seven on the previous page.



CAREER TRACK TIP: Informational Interviews

Conduct informational interviews (formal or informal) with your colleagues, supervisor and/or people at other organizations to learn more about what people do in this field. It will also help them get to know you better as you settle in. When conducting the interviews, remember the power of the open-ended question. Write down notes during or after your interviews and put it in your work portfolio. Check out: <http://www.career.fsu.edu/experience/information-interviews-guide.html> for helpful tips on how to do this.



ACTIVITY ABROAD: 20 Questions – Part III

Now that you have been abroad for a few weeks, come up with 8 additional questions that you want to find out the answer to during your internship:

13.

14.

15.

16.

17.

18.

19.

20.

Make it your goal to find answers to all 20 questions before you return to the U.S.



BRINGING IT HOME: The \$64,000 Question

What was the best question you asked and what did you learn from it? What was the outcome of asking the question? Why was it an effective question?

Cultural Adjustment and “Culture Shock”

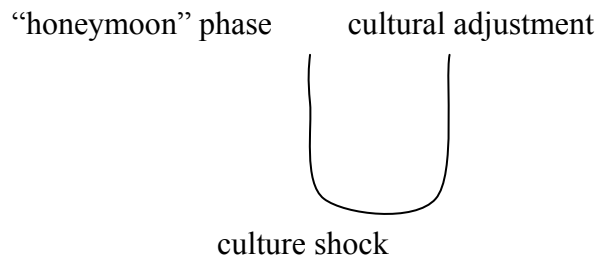
After all this preparation, adjusting to a new culture ought to be easy, right? Not necessarily. No matter how much you prepare, you can still experience culture shock.

What is culture shock?

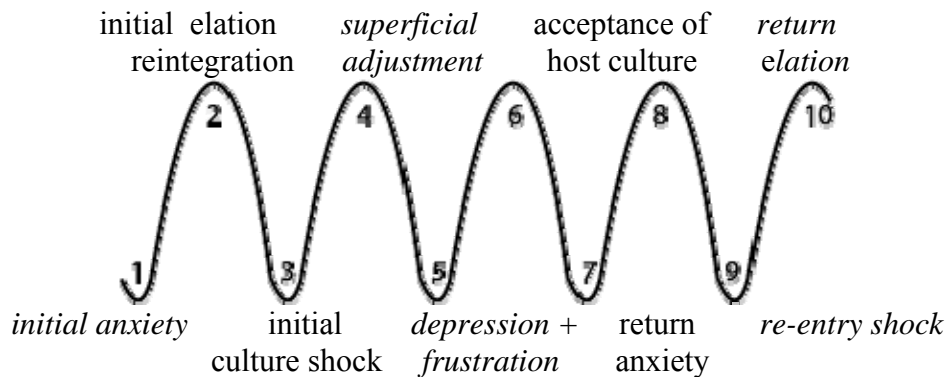
The term "culture shock" refers to the disorientation that occurs when we lose the familiar cues of our home culture and are surrounded by a new set of rules, guidelines and cultural manifestations. There is an adjustment cycle of highs and lows that most people experience in this situation. The emotions range from anxiety to euphoria and can be unfamiliar, sudden and confusing.

What does culture shock look like?

Graphic depictions of the culture shock cycle range from the simple "U" curve showing initial excitement, culture shock and adjustment:



to Rhinesmith’s Ten Stages of Adjustment:



Courtesy of USC safety handbook website (as taken from Returning Home, Canadian Bureau for International Education, 1984, p. 7.)

Most people experience a set of ups and downs that is somewhere in-between. Just remember, if you feel like you are on an emotional roller coaster, you are not alone.

What causes culture shock?

Culture shock is caused by the anxiety of losing the cultural cues you consider "normal" in your home culture. In short, you aren't in Kansas anymore, Toto.

Some of the differences are obvious: no running water, driving on the other side of the street, exotic animals, hot/cold weather, foreign (to you) language, "interesting" food, unfamiliar postal system. Other differences are more subtle: the length of pauses in conversations, direct or indirect ways of conveying messages, eye contact (or lack thereof), physical distance or proximity. Your definition of "normal" on the above is determined by where you grew up and what you have learned in your home culture (and any others you have already adjusted to).

The important thing to understand is that your new surroundings may be affecting you more than you initially realize. Triggers for emotional swings are not always obvious. It may take you weeks to figure out that your nervousness about going grocery shopping is an emotional reaction to the fact that it is not culturally acceptable to smile at strangers. Or you find yourself retreating to a good book in bed instead of accompanying your coworkers to dinner because there are longer periods of silence than you are used to in conversations.

How do I avoid culture shock?

No one is immune. Even experienced travelers succumb to the stress of adjusting to a new culture. Doing your homework to understand the host culture, etiquette, and current events will help you prepare to integrate into society and the workplace. Talk to people who have been to the country you are visiting and find out what was a challenge for them. Talk to people from the country who are here and ask them what was difficult about coming to the U.S.

Your own expectations and attitude are absolutely critical to your ability to adapt to a new culture and new work environment. You'll notice in the graph on the first page that the highs are followed by lows, and vice versa. The higher your expectations, the lower your lows will feel. That's not just culture shock, that's human nature. Expect to face challenges and come prepared to work at it. Some tips to help you in the adjustment process are provided later.

How do I know if I have culture shock?

Symptoms of culture shock can be both physical and psychological. Some commonly experienced symptoms are:

- Extreme homesickness
- Desire to avoid social settings
- Physical complaints (headaches, stomach aches, nausea, rashes)
- Sleep disorders (insomnia or excessive sleeping)
- Depression and feelings of helplessness
- Difficulty concentrating
- Loss of sense of humor and/or hostility towards the host culture
- Boredom or fatigue
- Excessive frustration
- Crying fits

What should I do if I think I am experiencing culture shock?

If you think you are experiencing culture shock, congratulations! The battle is half won. Recognizing that it is a normal phenomenon and understanding why you are experiencing these unfamiliar feelings is a big step. Now you can do something about it.

Following are suggestions for dealing with culture shock:

- Remember that your situation is temporary, and that your feelings are a normal part of an exciting experience. Be prepared for ups and downs, but focus on your goals for being here.
- Take time out for yourself. Give yourself personal time, read a book, rent a video, indulge in a good meal or familiar food, meet a friend, or write a letter home.
- Look for reasons behind things in the host culture which seems strange to you.
- DON'T succumb to the temptation to disparage the host culture, and don't hang around people who do so.
- Identify some personal habits that help you maintain equilibrium. These may include regular exercise, writing in a journal, reading books, getting enough rest, practicing a portable hobby (painting, drawing, a small musical instrument), dancing.
- If you find yourself making frequent negative comparisons of the new culture to your home culture, challenge yourself to look for the things that you like about the society you're experiencing, and concentrate on enjoying those things.
- Keep in touch with family and friends at home, *write a letter* or E-mail them. This may remind you of your perspective as an observer of new culture and help restore your spirit of adventure and sense of humor.
- Speaking of sense of humor--try to remember to use it! Ask yourself, just how serious is this really?
- Keep a personal journal! It will help you gauge your feelings and keep things in a clearer perspective. You may see a clear pattern that indicates the peaks and valleys of culture shock. It will also help you remember your experiences after you return home.
- Be patient, do not expect too much of yourself. Be content for the moment with small success. Stop trying to conquer everything! Try to quit worrying about whether you are "succeeding" and just be an observer of yourself and others, knowing that you can "analyze" the experience later if you want to.
- Take care of yourself physically: Get plenty of rest, eat properly, and stay fit.

Learn How to Learn

Paying close attention to your surroundings can speed up the cultural adjustment process. If you have a situation where you are not sure how to react (or feel awkward at how you DID react):

- Observe how other people act/react in the same situation

- Ask someone from the host culture or someone who has extensive experience how they would have handled the situation and what it means in the host culture
- Plan how you might act in the future if you face the same situation
- Test the new behavior and evaluate how well it works
- Decide how you can apply what you have learned the next time you find yourself in a similar situation



BEFORE YOU GO: Curves Ahead

Have you experienced culture shock in the past? When? What did you do that helped you come out of it?

What aspects of the host culture do you think will be most likely to trigger culture shock?

What are three things you will do to help overcome culture shock if you experience it?



ACTIVITY ABROAD: Riding the Roller Coaster

After being in the country for a few weeks, have you experienced culture shock? Was there any specific trigger? What did you do to help yourself feel good about the culture again? Were any of the three things you listed above helpful? Include these in your final report so future interns know what they might expect and what they can do.



POSTCARDS FROM THE EDGE: Culture Shock

The week after I got here was a big celebration called "city day" and it's sort of like a birthday party for the city. Of course I went and it was wonderful...until I got caught in a crowd and someone stole my camera out of my pocket! It was the classic situation really and mostly I was angry with myself about it that someone had "finally got me," so to speak. I am very careful about these things and since I have traveled a lot before (and alone) and have never had anything stolen I guess I sort of thought that it couldn't happen to me . . . I mean, it was just a camera but it made me feel pretty powerless and vulnerable and that made me angry and upset. All of the cultural differences that I had encountered and not been too bothered by suddenly seemed hostile and offensive. To be specific-- issues of personal space, eye contact in public, pushing and shoving, slower response time, non-task oriented behavior, the Russian sense of pride in rank, title or intelligence that can come across as arrogance when interpreted incorrectly, stray animals, homeless people visibly wounded on the street as people passed by . . . I was horrified that the sound of people speaking Russian just made me incredibly anxious-- I have never felt anything like that before in regard to Russian and in fact I didn't expect it to happen at all. It has happened to me in periods of shock when I was in countries where I did not speak the language, but I speak Russian-- that really threw me off. A lot of the standard Russian/American cultural differences were also things that I didn't expect to find too difficult to adjust to since I was expecting them . . . I know better now! All of this stuff, some of it hard to deal with already, suddenly seemed critically unbearable and I took the handbook's advice and just gave myself some time off and actually found a lot of relief just reading novels in English and not forcing myself to go out when I was uncomfortable. After about a week of this ugliness I came out of the fog, much to my relief. – *Anonymous*

Living and working in Dublin completely changed my perception of Ireland. My experience in Galway had given me a cozy, safe feeling about the country. In Dublin, however, I lived in a rough neighborhood in the city center and spent the first two weeks in the city clutching my bag to my chest. Living in the city was a completely new experience for me, and I was not prepared for the difference. I also was not prepared for the loneliness. In Galway, I had 10 other American students from my college with me. I lived with them, and they all knew me. This time around, I lived with four other Irish girls, three of whom I had never met. I was the only American virtually everywhere I went (except for the streets, which were always full of American tourists). I had no idea, even though I'd been warned, how lonely I would become. I didn't cling to my American friends in Galway, but they were always there, like a backdrop. This time, there was no backdrop...just me. *Heather Minton, Irish Film Institute, Dublin, Ireland*

Culture shock hit me rather hard, but I tried to deal with it in a very unobtrusive manner. At first I simply didn't want to have anything to do with anybody. I stayed in my room and watched TV. However, I soon started to break out of my shell and I found that the more activities I tried, the more I felt at ease. One of the key things that I did was to take trips to other towns. In doing that, I somehow felt much more at ease coming back to Ocotlán and going to work again. One of the best pieces of advice that I could offer to a student suffering from culture shock is to get busy and do things. In doing so there is no time to contemplate, and contemplation is the killer.

Brendan DeCoster, UO, Celanese Mexicana, Ocotlán Mexico

I arrived in Malaysia late on a Wednesday night, I was so exhausted and overwhelmed all I could say was 'Oh my gosh' for the first few hours after my arrival. I didn't have to report to the WAO office until Monday, so I had lots of time before I needed to think about starting work. All I could do the first day I was in Malaysia was find my way to a bank, because where I stayed didn't take VISA or Travelers Checks, only Ringgit, which I had none of. So my block master, Mr. Hanif took me to a bank close to Millennium Court. I don't know if it was because I was so exhausted or overwhelmed or both, but all I could not stop the tears from flying out of my eyes. I think it was probably my first cultural faux pas, but I couldn't help it, no matter what I did the tears would not stop. I have come to understand from friends who have gone abroad that this nonstop tear rolling is a common phenomenon. So because of my inability to hold back my emotion the head manager of Millennium Court fondly deemed me the "cry-baby" of M.C. This was only on my first day, I couldn't imagine what I would do for a whole weekend, it terrified me to think of staying in my little cubicle room for three more days, and I had no idea how to get anywhere else or even where to go if I did figure out how to hale a taxi.

Danielle Degenault, WAO, Malaysia

I did not experience any blatant discrimination and I still was privileged to have light skin, even in Mexico. However, I felt firsthand what it was like to be stared at, treated like an idiot because I could not always communicate clearly, and I felt the immense stress of being in an unfamiliar place.

Heather Walenter, John F. Kennedy School, Mexico



Chapter Two: Getting the Most from Your Internship

Your planned internship – whether 10 weeks or six months – may seem like a long time now, but the majority of interns express two regrets when they return home:

- 1) that they wished they had more time, and
- 2) that they had been better prepared for some aspect of their internship abroad.

This section is dedicated to providing you tools to get the most out of your internship. There are tips on communicating in the workplace, problem solving, establishing a work plan, identifying cultural variations in workplace behavior, and words of wisdom from former interns.

The Difference Between Study Abroad and an Internship

You've already begun to realize the unique advantages that an international internship brings: a chance to explore and experience your host country in a focused, in-depth manner; professional international experience in your field; and the opportunity to put your academic and professional knowledge to work outside of the classroom in a challenging cross-cultural environment, to name a few.

Most students who want to add an international component to their educational experience elect to complete a study abroad program; in fact, you may have completed a study abroad program yourself. However, the structure and challenges of international internships are very different than those in study abroad programs. Therefore, it can be helpful to compare the similarities and differences between a study abroad program and an internship.

<i>Study Abroad</i>	<i>Internship</i>
1. Overall program structure is defined	1. Internship description may or may not reflect actual duties
2. Host university staff assistance	2. Organization staff may provide varying levels of orientation, supervision and assistance
3. Familiar structure of course expectations	3. Work tasks may be vaguely defined or unfamiliar; or performance expectations may be less clear
4. Dormitory housing	4. Accommodations vary widely, may not be to the standards of campus housing in the US and may not be provided by the internship site.
5. Faculty support	5. Staff may provide varying amounts of support; and may be unfamiliar with your specific abilities and knowledge base
6. Planned off-campus events to explore host country	6. Staff goes home at the end of the day and there are no structured activities to introduce you to your host city
7. Friends all going through the same thing	7. You will likely be the only intern at that site at that time, and not be another intern there to serve as a point of reference
8. Host country language used in class is often tailored to second language learners	8. You likely will not have developed a professional fluency in your host language



BEFORE YOU GO: What's the dif?

If you have studied abroad previously, list below what you liked best about it and what you wish you had been able to do.

What I liked best:

What I wish I had been able to do:

I spent time outside of the US while in study abroad programs, but those experiences did not prepare me for the culture shock I was confronted with in Southeast Bolivia. My life was put under the microscope and I became both a spokesperson and an example of the USA... This questioning forced me to be clearer on my opinions and even critical think about where I stand on issues and ideas in the current news.

Abby Auch, Bolivian Forestry Development Project, Bolivia

How do you anticipate your internship experience will be different from your prior international experience? What are some challenges you anticipate and what do you look forward to? If you have not been abroad before, compare it to the most different cultural experience you have had so far.

Differences, challenges, and opportunities:

As you might imagine given the variability of the factors listed above, international internships are truly unique experiences. What's more, each student's internship is unique and individualized, even compared to other student experiences at that same host organization. Each student intern brings their own skills, experiences, personality and goals to their internship. Moreover, the host organizations themselves change over time: the organization's external environment changes; new staff comes on board; the needs and priorities of the organization shift. While the internship description and the type of work may stay consistent from term to term, two interns may have completely different experiences.

What does this mean? Two Tales of Two Internships

Tale #1

Not too long ago, a student returned from an IE₃ internship in Mexico. When his regional director asked him how he felt the internship went, he said, "Great. I exceeded my goals for the internship, and I think I made some real contributions to the host organization." Soon thereafter, the regional director talked to the intern's former supervisor to see how he felt about the student's performance. "Not too great," the supervisor said. "The student just came in and went straight to their desk and stayed there all day. He never really got to know the organization, so his work was too narrowly focused."

Soon thereafter, another IE₃ intern went to the same site. At the conclusion of the internship, both the student and the host organization agreed that it had been an exceptional experience. The supervisor remarked, "He took the time to meet all of the staff and to find out what projects they were working on. And he took a real interest in the work and the organization." As a result, this organization invited the intern to accompany staff members on multiple business trips to other parts of the country.

Tale #2

Once upon a time, an intern went to a new site in Asia. She was the first intern at this new organization. When she arrived, she discovered that the organization was experiencing some serious start-up pains. Some of the staff were not getting along and she tried to mediate a resolution. After about a month, she became discouraged and returned to the United States.

Two months later, another intern went to the site. He noted that the staff seemed pretty disorganized, but didn't get involved in the office politics. When it looked like his first internship plan wouldn't work out due to language difficulties, he took the lead in suggesting two additional projects that might help the organization. As a result, he produced a marketing video for the organization and developed an on-site wood-working workshop that is now producing materials that the organization can distribute or sell.

Learn to “PACE” Yourself!

Obviously, the previous examples are simplified versions of complex organizational and internship environments. The moral of both stories, however, is that two different students can walk into similar internship environments and one can thrive, while the other just gets by or comes home early.

Interns may have very similar skill sets in terms of “hard” skills (teaching, word processing, analysis, etc.), but it is the “soft” skills that can make or break an internship.

We have identified four “soft” skill clusters that almost all successful interns share.

PURPOSE: you have a solid sense of why you are on this internship, including your own goals and the goals of the internship site. You remain committed to learning about your host culture, profession, and self.

ADAPTABILITY: you can adjust mentally as the situation requires. You are not stuck with a fixed idea of how things will or should be. You are able to work with changing circumstances and make the best of them.

COMMUNICATION: you work to understand others and have them understand you. Communication skills include reflection, question asking, and developing relationships based on open conversation. You maintain regular contact with the regional director and your supervisor and express any concerns or issues you have during your internship.

EFFORT: you are positive, engaged in the organization, and take initiative. You approach challenges in life as opportunities to learn and use skills that allow you to rapidly integrate and problem solve.

In other words, successful interns “PACE” themselves.

You have been selected to do this internship based on your abilities, so you may already feel that you are fairly strong in several or all of these soft skill areas. Within each of these skill “clusters,” however there are a variety of strategies to maximize your inherent abilities.



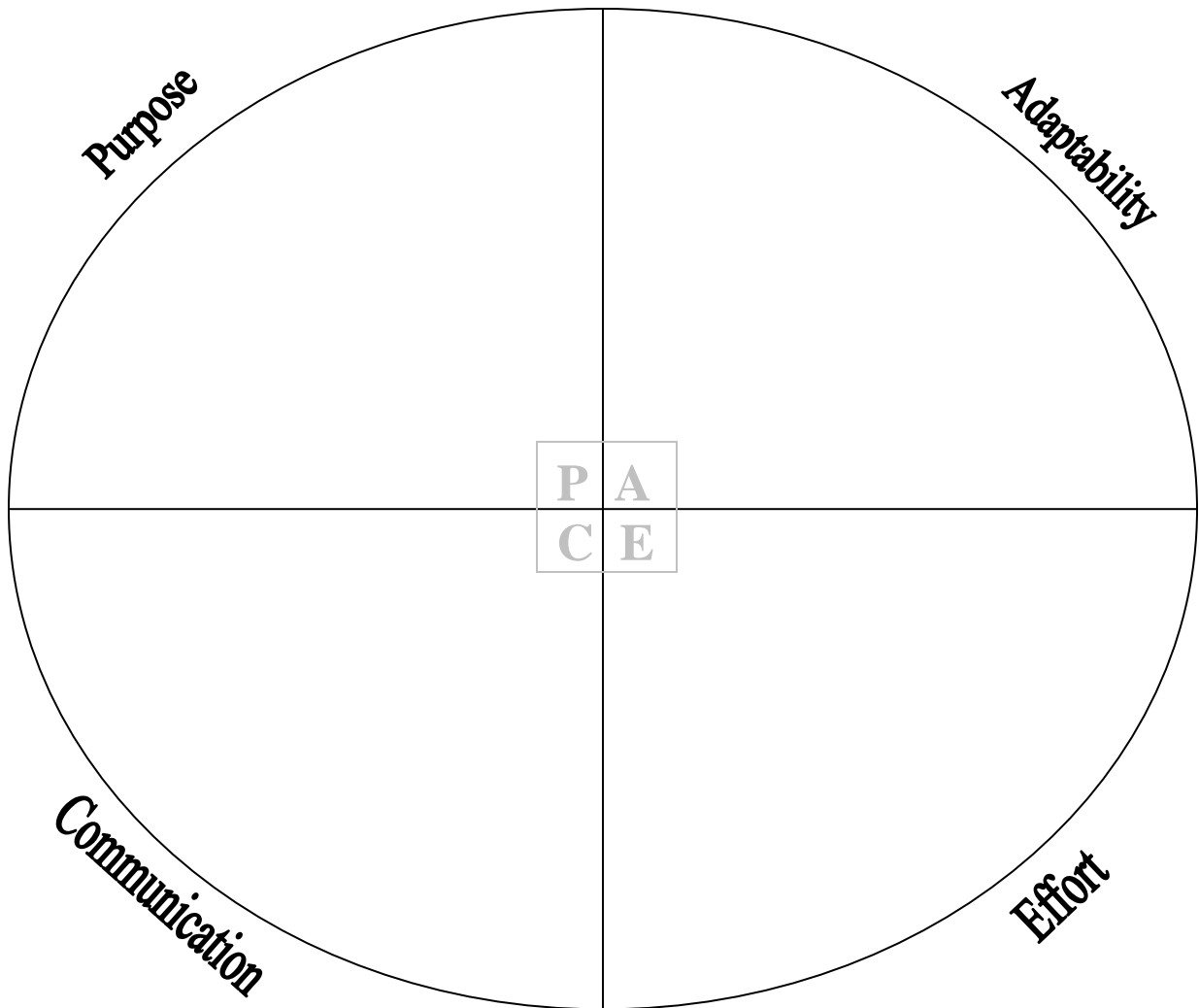
CAREER TRACK TIP: Become Self Aware

Pay attention to your “passions” during this experience – a first step in career planning. Key in on your interests, skills, personal, work and cultural values and the life experiences you are drawn to. Record these responses in your portfolio like a journal.



BEFORE YOU GO: Your Internship Inventory

Take a few minutes to think about your past experiences and about this upcoming internship. Log an inventory of your experiences, skills, and goals that will help you succeed under each category. Brainstorm key words that identify your **PURPOSE** for the internship, evidence of your **ADAPTABILITY**, your **COMMUNICATION** skills, and how you plan to apply **EFFORT**.





ACTIVITY ABROAD: Update Your Inventory

Refer to the PACE diagram on the previous page. What activities or events in your internship have revealed or developed PACE skills you want to add (or elaborate on)? This makes a great journal question if there isn't enough room below to answer.



CAREER TRACK TIP: Resume Prep

Think of how you can express these skills on your resume. Jot down a few anecdotes from your internship that demonstrate these skills so that they stay fresh in your mind for future interviews. Look ahead for tips on identifying what accomplishments, skills and characteristics you should put on your resume.

Supporting Cast: Key Actors in your Internship Experience

While we emphasize the individual nature of the internship experience, it is important to remember that there are a number of people who will play a role in your internship experience. Each of these people can help you in specific and different ways to negotiate your internship experience, but each also have expectations of your contribution and efforts as well.

It's often complicated to navigate the maze of support and expectations. This exercise is designed to generate a discussion about who these people are and to whom you can turn for specific types of assistance and support.



BEFORE YOU GO: Who's Who and What do They Do?

Use the space provided to make note of your ideas as well as ideas of others that you think will be useful to you during your internship.

Each of the actors we have identified here can provide unique types of support to you in your internship. They also each have expectations as to what you will and will not do, and how you will act during your internship.

Who are some of the actors (individuals, groups of people or social/cultural entities) that can impact the success of your internship experience?

Select one of these actors and answer the following questions:

Actor: _____

What kind of support can this person provide to you during your internship?

What does this person expect of you and/or your internship work?

In addition, consider the following two questions:

What are my own expectations of myself during my internship?

How can I support myself as I strive to meet these expectations?

As the other groups present the results of their discussion, you may wish to make notes of their ideas here.

Actor	Support for Me	Expectations of Me



ACTIVITY ABROAD: Who's Who – and How Do You Do?

After having met the people in your internship, how do they live up to your expectations? How do you think you are living up to theirs? What revisions do you want to make in your notes for the above activity?



CAREER TRACK TIP: Informational Interviews

Conduct informational interviews (formal or informal) with your colleagues, supervisor and/or people at other organizations to learn more about what people do in this field. It will also help them get to know you better as you settle in.

As you begin your internship, keep in mind all the resources you have available to you, both in your host country and back here in the U.S. However, also remember that the internship is different from a classroom experience – you are being inserted into an existing workplace where people already have other jobs and responsibilities. While they are available to help you, they are not there primarily for you.

This is why it is so important to think about what you can also do to support yourself. In particular, consider:

- Setting goals in advance (professional, academic and personal) and returning to them regularly to assess your progress or adjust your goals (see page 48)
- Work with your supervisor to write a work plan that will guide your work and help you keep on track with your internship responsibilities (see page 50)
- Keep a journal to help you process your experience, your reactions and your emotions. You may want to use or adapt the journal questions found in Appendix 8



POSTCARDS FROM THE EDGE: Getting Started at Your Internship

The first week of the internship was fairly slow as I was still feeling out how I could contribute best. I almost felt in the way at the beginning even though I was always made to feel welcome. After a short time, however, I knew where everything was, what exactly they did at AIB, and I became very comfortable using my German on the phone.

Trevor DeVos, AIB, Düsseldorf, Germany

I watched several interns complain and not help when needed; as a result the faith the party had in them died out. Instead I put a smile on my face and did tasks that I might not have enjoyed, and as a result I was given more responsibility and my choice of tasks. It helped me get more out of the experience. In reflection, I cannot stress how important it is to complete the tedious tasks so that important ones can follow. At first I did help with faxing and typical office stuff, in the end I was writing briefing reports and press releases.

Karlina Christensen, Scottish Parliament, Edinburgh, Scotland

One of the most challenging parts of my internship experience was realizing that the hospitals and clinics I was working in did not need me to be there. With my limited knowledge I was more of a student than someone who was making a difference to alleviate the medical problems in the country. Even with a college degree, I had very little skills that were needed in the hospital. They were doing me a favor by letting me be there to learn and observe.

Mark Goodman, CFHI, South Africa

Setting Your Internship Goals

Before leaving for your internship, take time to identify your goals for the internship. An international internship will provide opportunities for you to grow and develop professionally, personally, and cross-culturally. Be realistic in the scope (e.g. you will not be CEO by the end of your internship) and write down these goals to give yourself something to focus on.

Some weeks you may find you are developing more in one of these areas than in the others. The week may have been more rewarding from a cross-cultural perspective than from a professional one, for example. Acknowledge the progress you are making in all areas. Also recognize that there may be some weeks where you don't feel like you are making any progress at all, or may even feel like you are going backwards. Not to worry! This is all a part of the great international internship experience. Give yourself a couple weeks space and then look back on those weeks; you may find you made more progress professionally, personally or cross-culturally than you initially thought.

Identifying goals will also help you when you have your work plan discussion. Letting the host organization know what your interests and goals are will help them know where to best utilize you. There is no guarantee that they will be able to accommodate this, but it gives them a better idea of your interests and talents.

After meeting with your supervisor and settling in, revisit your goals. If any of them seem unrealistic, revise them.



BEFORE YOU GO: Goal Setting

List three of your goals for this internship in each of the following areas:

a. Professional development

- 1.
- 2.
- 3.

b. Personal development

- 1.
- 2.
- 3.

c. Cross-cultural understanding

- 1.
- 2.
- 3.



ACTIVITY ABROAD: Revise Your Goals

After your first week, take time to reflect on your goals. Is there anything you want to revise based on new information?



BRINGING IT HOME: Goooooooooooooooooal!

After completing your internship, list here your three greatest personal, professional and cross-cultural accomplishments.

Personal Accomplishments:

- 1.
- 2.
- 3.

Professional Accomplishments:

- 1.
- 2.
- 3.

Cross-Cultural Accomplishments:

- 1.
- 2.
- 3.

Now look back at your initial goals. How do your accomplishments align with your initial goals you set for yourself? How do they match up or how do they differ?

Preparing a Work Plan

Within a week or two of arrival (sooner, if possible) outline a work plan with your supervisor. The purpose of this plan is to:

- Jointly identify and agree upon the **major objectives/products** you'll be expected to produce (usually 2-4);
- For each **objective**, identify **key steps or tasks** which need to be done to accomplish it and a **timeline** for completing the different stages;
- Clarify any specific **resources** you'll need to accomplish the task and ultimate objective.

A point of departure for preparing the work plan is to go over the job description section of the host organization's Position Description. Discuss current needs and priorities of the host organization, and what specific skills, interests and learning objectives you might bring to the job. Then lay out the agreed upon work plan.

Below are examples to illustrate simple work plan statements:

OBJECTIVES/ PRODUCTS	TASKS/ACTIVITIES	RESOURCES	TIMELINE
Research and write 2-3 assigned articles by deadline time each week	Contact and interview subjects Research archives and internet Editorial review with staff	Transportation to interviews Hours for internet access	Weekly articles due on Wednesday
Prepare forest inventory of Caudal Watershed	Collect and assess existing data Reconnaissance of area Physical cruise of forested areas Document and map preparation	Access to maps, aerial photos, GIS files, software 3 days of jeep and crew 8 days of crew, equipment and vehicle 30 hours of computer time 20 hours draftsman time	Primary research completed by week 5 of the internship. Draft of final inventory to supervisor by end of week 10.
Prepare diabetes education module	Research existing materials Adaptation/translation of materials Peer review/corrections Test presentation in villages Final compilation of module Training of trainers workshop	3 hours internet time Bus fare to Ministry of Public Health and health posts 4 days travel costs 3 hours section of in-service training workshop	Initial research done by end of week 2. Test presentation in week 13. Training workshop completed by week 20.

After outlining the work plan, establish a date mid-way through each objective for a joint review session, in which the objective, related tasks and resource needs can be discussed and amended, as necessary.

Work Plan Flexibility

Cultural Variations

Different cultures have different ways of outlining the tasks that are your responsibility as an intern. In some cultures, you may be presented on your first day with a typed document outlining your projects, in others you might spend the first three weeks getting to know the staff of the organization before you are given any formal responsibilities. It is important to be prepared to adjust. If you are not receiving any formal direction about your internship, contact your regional director to find out if there is a history behind it.

Changing Needs

Also bear in mind that there will be other assignment opportunities and needs that come up as your internship progresses. You may be asked or want to get involved. Be sure, though, to check with your supervisor to see if these are compatible with fulfilling your original objectives, or whether you both agree to change the work plan to accommodate these.



ACTIVITY ABROAD: Your work plan

In the first or second week, make sure that you and your supervisor both have a clear understanding of what your main activities and tasks are. You can use the chart below in your discussion, or you can fill it in later, after your meeting.

OBJECTIVES/PRODUCTS	TASKS/ACTIVITIES	RESOURCES	TIMELINE



CAREER TRACK TIP: Ideal Work Environment

While it is still fresh, write down the characteristics of your work environment you liked and those you did not like and put it in your portfolio. This will help clarify your ideal work environment during your job search back home.

Communicating in the Workplace

As indicated in the PACE activity, communication is a critical part of the success of your internship. There are three ways you will most likely be communicating when abroad:

- 1) in a language foreign to you, or
- 2) in a language foreign to others, or
- 3) in the “same language” (possibly, however, with no idea what each other is saying)

Whether using English in a country where it is spoken differently or using your foreign language skills, communication can be one of the biggest challenges. Below are some tips for making yourself understood and understanding others when language or culture threaten to get in the way.

If You Are Using a Foreign (to you) Language:

- **Begin your preparation before you leave** by familiarizing yourself with vocabulary words you may encounter in the internship environment (e.g. teaching, medical, or business vocabulary). Read about the organization in the host language and jot down any words you need to learn. This may be the case even in an English speaking organization since many have their own jargon.
- **Read journals** in the target language that focus on the industry or organization where you will be working.
- **Practice some phrases** using the level of politeness that will be expected of you. For example, if you regularly use the informal “tu” when you speak Spanish and you suspect you will need to use “Usted” with your supervisor, practice using it before you leave so that it comes naturally.
- **Keep a journal** of words and phrases you hear around the work place. If you have questions about the meaning write it down and ask someone. A small spiral notebook can be very useful for keeping track.
- **Ask questions** to clarify any information you are not certain you understood.
- **Paraphrase** what you think someone just told you in language you are comfortable with. Ask them to confirm if this is what they meant.
- **Keep a sense of humor.** Being frustrated won’t help you understand any faster.
- **Don’t be shy to remind people that you are not a native speaker.** Let them know you want to learn.

If You Are Using English (or a Variation) in the Workplace:

- **Slow down!** If you’re a native of Portland and have worked in New Orleans, or vice versa, you may already know how hard it is to comprehend a different way of speaking the same language. People from a different linguistic background can find it doubly difficult to understand you.

- **Use basic vocabulary and keep it simple.** Stick to the most common and easiest words in the language. Don't say, "I need to have a conversation with you at your earliest possible convenience," when "I want to talk to you this morning," will do.
- **Listen actively.** From time to time, ask people what they understood you to have said, and paraphrase what they have said to you. For example, someone talked about "influencing" as a communication skill to a group of Asian managers. When asked to paraphrase what was said they thought he was encouraging bribery!
- **Repeat, rephrase and illustrate messages and instructions.** Repetition is the mother of learning and a picture can still be worth a thousand words, maybe more. Say what you have to say in several ways. Giving your audience the same message in a variety of words and images may help them understand you.
- **Avoid slang, jargon, and colloquial expressions.** If you ask, "Where are you coming from?" others may tell you the name of their hometown or their last travel destination, instead of explaining why they said what they just said. A post office clerk who greeted a recent immigrant with, "How's it going?" got the answer, "Airmail."
- **Go easy on the acronyms.** Using initials, acronyms and made up product names may be a convenient shortcut in your own culture where USDA, EPA and IRS may be household words. Realize that many acronyms change in foreign languages (for example, where romance languages are spoken AIDS is SIDA).
- **Pre-test any humor.** Humor and jokes frequently depend on intricate nuances of language. The same joke can be funny for an entirely different reason. Try them out with someone who knows the culture before using jokes in public.
- **Expect delayed reactions.** Reactions from people not speaking their native language may be longer in coming than you are used to. This is especially true when speaking publicly to a group or through an interpreter.
- **Don't assume congruence.** Your experiences are yours, not theirs, and their metaphors may be different. A male woman-chaser in Sumatra is a "crocodile," not a "wolf." Tell about your experiences, feelings and reactions as your own and as a member of your own cultural group. Then ask others if what they experience is different and how it may be different. Listening to the images and metaphors of people from a different culture, besides being very interesting, tells you a lot about how to communicate and work with them. For example, a Japanese negotiator observed, "American business people are like hunters. They go on expeditions and expect to fire a couple of shots and come home with a trophy. My people on the other hand, do business like we farm. We carefully plow, plant, and water and hope for many harvests from the same field."
- **Use visual aids.** Keep pictures, models, and diagrams simple, just enough to help the listener to see what you are seeing. Make sure that the images or training materials you use are not so culture-bound as to cause misunderstandings or offense, or nonverbally send the message that our culture has the only right way to see or do things.



- Adapted from Transcultural Leadership, by George Simons et al.
(1993)

POSTCARDS FROM THE EDGE: Language and Communication

Right when I started at La Rabta, I would secretly get frustrated when [colleagues spoke in Arabic], because it would completely interrupt my French train of thought. But quickly, I learned it was me that had to change, not them.

David Sanders, Tunisia

I would advise future students to not underestimate the challenge that accents, new slang and different expressions can place on you. I actually have had several afternoons filled with the staff trying to teach me the proper Scottish way to say things such as local names and such. It is a good way to get to know people here.

Karlina Christensen, Scottish Parliament, Edinburgh, Scotland

As strange as it sounds, when I first arrived at Salomon I had to learn French all over again. After a year abroad, you would think I would be fluent, well I thought so too. But when I came to Salomon I realized my French was excellent in social conversations (talking about the weather and so on), but when my boss and colleagues would talk to me about company turnover or market shares, I was lost in translation. There is a big difference from topics you will discuss at university and topics you will discuss at work with your colleagues: lots of new words, expressions, vocabulary, grammar, etc to learn. Though it definitely helped to study abroad, I still had a lot to learn in the workplace.

Jennifer Barringer, Salomon S.A., Annecy, France

I came with four straight years of college Spanish, plus a summer term in Spain and previous travels to Mexico, Ecuador and Panama. Yet when I arrived I still felt timid when speaking and didn't always catch the nuances of complicated conversations. Over time, however, and being forced to communicate in another language, I could feel the ease of dialogue wash over me as I learned new vocabulary, local lingo and Spanish idioms. My host family was extremely patient with my language skills and was always eager to help me out with new words and good ways to handle certain situations. It especially helped that I lived in a family with three girls in college who were always up for a conversation and loved sharing about their lives and hearing about mine.

Ashley Blake, ICAS, Costa Rica

Interning in New Zealand meant that I didn't have to learn a new language, but as with any part of the world I did have to learn a new dialect and terminology. I was a bit confused at the first Monday morning staff meeting as people were describing what their tasks were for the week. The lingo they used was Greek to me, but I soon deciphered and even started using both the kiwi slang and technical terms used for conservation work.

Arista Hickman, Boundary Stream, New Zealand

Body Language

Have you ever felt uncomfortable because the person you were talking to was standing too close? Has someone's posture or expression ever made you feel the person was insincere even though their words were warm and friendly? We have all experienced these feelings at one point or another, and we recognize that only a portion of your communication depends on words alone; a large portion is conveyed - intentionally or unintentionally - through body language. Body language includes all of the following: physical distance, posture, facial expressions, and gestures. Some of it is conscious, but much of it is done without thinking and our reactions to perceived messages are equally instinctive.

You may think you know examples of positive and negative body language. However, do you realize that body language is culturally specific; that all of the aspects and meanings of body language that you take for granted might be interpreted very differently in a different culture? When you are learning to communicate in another culture, it is very important to learn to observe the body language that accompanies the words. What is encouraged? What is taboo?

Physical Distance

Different cultures have different comfort levels of physical distance. Whatever your concept of personal space is - 6 inches or 6 feet - nothing is quite as awkward as when someone steps into it and stays there. If you are in a culture where people like to be closer to - or even touching - their conversation partners than you are used to, it will take time to not feel invaded every time someone comes over for a chat. Likewise, if the culture is used to more distance, you may feel lonely and isolated.

Greetings are another aspect where physical distance comes into play. Some cultures require touching (e.g. a handshake or a kiss on the cheek) while others prefer respectful distance (a bow or nod). Pay attention to how and when members of the opposite sex interact. In some cultures touching between men and women who are not related is forbidden.

Posture

Your posture also says a lot about you. But what is it saying? Be aware of not just verbal expressions of formality, but also physical expressions. Is slouching acceptable or does it send the wrong message about your attitude? What is acceptable posture at an 8 am class at your home university, may not be acceptable to your internship site.

Facial Expressions

Smiles, laughs, nods and head wobbles can all mean something totally different in another culture. Be aware of possible interpretations. In some cultures smiling to a member of the opposite sex may be construed as a come on, when you were just trying to be polite! You might end up in a very awkward situation.

Gestures

People use gestures for all sorts of things, from greetings (e.g. a handshake, wave or bow) to insults. Some accompany language. Some stand on their own. And some do not translate well across cultures. Consider the following:

- Asians, Puerto Ricans, and West Indians can consider direct eye contact to be rude or intimidating.
- North American hand waving for "hello" or "good-bye" means "no" to most Europeans. Europeans raise the arm and flap the hand up and down at the wrist to wave.
- Europeans and Asians raise the arm, palm facing down, and make a scratching motion with fingers to beckon. In Australia and in Indonesia, curling the index finger is only used for beckoning animals.
- The "V" for Victory or peace sign if made with the palm facing inward is obscene in England.
- Be careful where you make the O.K. gesture (a circle with your thumb and index finger). In France it means zero. In Japan it means money or coins. In Brazil, Germany and Russia it is obscene.
- While a thumbs up is used in North America to mean, "everything is good" or to hitch-hike, in Nigeria it is considered rude, in Australia it is obscene and in Germany and Japan it is the symbol for "one."
- Nodding your head means "no" and shaking your head means "yes" in Bulgaria, parts of Greece, Yugoslavia, Turkey, Iran and Bengal.
- In many parts of the Middle East and Asia the left hand is considered unclean and therefore it is considered rude to eat, greet and touch others with this hand.
- In Argentina, spinning your finger around your ear doesn't mean "you're crazy" but rather "you have a telephone call."

(Examples taken from: http://www.learnoverseas.com/article_view.cfm?artId=3087)



BEFORE YOU GO: A Gesture is worth a thousand words

Observe the body language of people from your host culture either in person or in film or movies, or ask someone who has been to that culture.

How far apart do people typically stand while having a conversation?

What are three gestures commonly used in the country and what do they mean?

Are there any gestures I should avoid?

Are any parts of the body considered taboo to touch or to reveal? Which ones?

What are good guidelines for interactions between members of the opposite sex?



ACTIVITY ABROAD: Journal Entry – I said WHAT???

Have you made any body language faux pas? Did someone's meaning get lost in translation? Have there been any funny, or not so funny, misunderstandings involving body language? Write a journal article and include excerpts from it in your final report.

Life Outside the Office

Making Yourself at Home

Not all of your learning – or challenges - will be at the internship site. In fact, many times, your experiences outside your internship are really what can make or break your sojourn abroad. Finding friends, settling in with your homestay family or international roommates, and mastering public transportation are all part of the experience. Taking ownership of each aspect of your life abroad – personal, professional and cross-cultural - is what will make it successful.

The same qualities that will help you succeed in the internship can help make your out of office hours rewarding. Take initiative. Seek out people who can teach you about the local customs, events, or cuisine. Find a group that has similar hobbies. For example, if you love to mountain bike, visit your local bike shop and find out about group rides or clubs. If you volunteer in a local boys and girls club in the US, ask around to find out about similar mentor organizations in your community abroad. Create a “dinner club” by asking a friend to teach you to cook local cuisine in exchange for sharing some of your own recipes with them once a week. Or this could be your chance to try that one thing you keep thinking about, but have been holding yourself back from.

Do some research before you leave for your internship site to find out about opportunities in the area you want to take advantage of while you are there. The time will go by quickly!

Being an Ambassador

It is also important to remember that wherever you are, you are an informal ambassador for your country. The way you interact with people will, whether you want it to or not, reflect on your country. You may encounter assumptions and stereotypes based off of people’s previous experiences with your fellow citizens – or lack thereof. Do your best to leave those you encounter with a better impression – for your sake and for the sake of others who come after you.



POSTCARDS FROM THE EDGE: Life Outside the Office

If there is one thing I wish I knew before coming, it would have been about the cultural celebrations in September. It turned out that I left right before El Grito and La Pamplonada, two of the biggest festivals of the year. By experiencing these celebrations and being there for all of September, the patriotic month of Mexico, I think I would have been exposed to the deeper roots and traditions of Mexico. I think this would have likely given me an even greater understanding and appreciation for Mexican culture.

Raquel Hartley, Hogar de los Angeles, San Miguel de Allende, Mexico

Not all of my stay centered around work, either. I made many friends, and had many laughs. Making friends is highly important in such a situation. Jobs can be stressful or downright difficult, but friends make the trying times doable.

Kari Page, CCF, Namibia

There was something very stimulating and exciting about being a representative of my country and my people. Though I had never considered myself a good representation of the American people, nor have I been much of a banner-waving patriot. But I constantly found myself being the embodiment of America, at least symbolically in the view of the Romanians that I came in contact with. I was for all intent and purposes the American, and anything that I did, for better or for worse would be taken as the actions of an American. I was no longer representing just myself, whether I wanted to or not. Therefore, I could not afford to be rude, mean, discourteous, short, impatient, inept or especially unthoughtful. I had the chance to change opinions about Americans, if not American politics (and sometimes actually trying to distance average Americans from American foreign policies). I enjoyed that ability, and at the end of my internship I came to understand that it was really making an impact on people's perceptions when a high school girl made the comment that through knowing me she was dispelled of the notion that young Americans were shallow people.

Alex Winterle, Fulbright Commission, Romania

Living with a Homestay Family

If you are lucky enough to have a homestay family, take the time to really settle in and get to know them. You have a rare and honored position as a guest in a home. By observing and participating in the home life, you will add a dimension to your experience that few travelers are allowed. Be aware of guidelines in the home and be respectful of the feelings of your homestay family. In many cases you may initially feel like your independence is limited by family rules, but the benefits you will get from bonding with the family outweigh the cons of curfews and questions.



BEFORE YOU GO: Home is Where the Heart Is - I

If you plan to live with a homestay family, talk to someone who is familiar with the country and ask questions about life in a home. Some suggested questions are:

What is expected of a guest?

What kinds of gifts should I bring?

What issues should I be aware of when interacting with a person of the opposite sex?

How is laundry done?

Who typically cooks?

What are typical attitudes toward vegetarianism or meat? (Whichever is most relevant to your own case.)

What are ideas around privacy?

What is important etiquette for entering a home, eating a meal, etc.?



ACTIVITY ABROAD: Home is Where the Heart Is - II

Now that you have moved in with your homestay family, it is important for you to be aware of the “mini-culture” within your family. Try to answer questions similar to before. If you are struggling with answers, seek appropriate ways to find the answers either through conversations with your host family, observation or talking with friends you have made abroad. Some suggested questions are:

What is important etiquette for entering your home, eating meals, etc.?

What time are meals and what are expectations around attendance?

If I am not going to be home for a meal, what kind of communication is expected?

Who is expected/ permitted to help in the kitchen?

How is laundry done?

What are ideas around privacy and what are expectations around social time together?

What is acceptable behavior for inviting guests into your new home?

Is it appropriate for me to use the family phone?

Are they more or less concerned than Americans about the usage of electricity/water?

Are there things I should be aware of in terms of my “burden” on the family financially?

What are common political and religious views or customs that I should be aware of?



ACTIVITY ABROAD: Home is Where the Heart Is - III

Now that you are settling in with your family, what are some tips that you would pass on to anyone planning on staying in a home here? Include these in your final report. If you have a humorous anecdote of settling in with your homestay family, write your regional director. We love to hear your stories!

Notes:



BRINGING IT HOME: Home is Where the Heart is - IV

You've spent three months with these people. You have lived, laughed and learned with them. Do you plan to stay in touch? As you re-enter your life back home, how will you keep the lessons from your homestay family alive in your heart? What are some concrete things you will do if you plan to maintain contact with them? Have you promised them photos? Letters? Emails? Write it down here and make sure you follow through!

Notes:



POSTCARDS FROM THE EDGE: Homestay Family

Much of my happiness with my internship had to do with the host family that I was placed in. I felt like a part of the family from day one. They welcomed me into their home and spoiled me rotten for the next three months. I will have the hardest time leaving these wonderful people. Luckily, I have them convinced to come visit me in Oregon, so I know I haven't seen the last of them. This positive home environment provided me with a healthy foundation for the internship. Whenever I had an exhausting day at work, I could come home and feel safe and relaxed.

Breanne Cross, Kokkola School System, Finland

More than anything, that house became home for me, a place of refuge and learning where I grew more in worldliness than anywhere else.

Colin Mansfield, CFHI, South Africa

As my trip was coming to an end I began to have trouble with my host family. One day they went to the school and complained about me and had me moved out. After two months together in relative tranquility they had been quiet recently but it struck me as a total shock. I felt like I got punched in the gut. I couldn't really get a clear answer from my family, but they told me at the school that it was a bunch of different things that just added up. I used the phone too much and forgot to turn the lights out. I ate too much. I listened but didn't follow directions. I once lost my keys and had to break into the house. My failure to adapt culturally to my home situation caught me off guard. It taught me just how powerful the culture and generation gap (both of my parents were over 70) really were to my success here. Also it taught me that communication is really the most vital thing to a successful home life and you can't just ignore it when it starts to break down.

Anonymous

Houston, We Have a Problem...

The first few weeks of any internship are challenging. There is so much to learn – from the local transportation system to the office hierarchy. Many interns feel slightly overwhelmed as they settle into their new home and new workspace. There may be lulls or overloads of work as the organization adjusts to having an intern and you adjust to it. Culture shock can compound feelings of frustration.

If you are having a particularly bad day, or bad several days, read the suggestions from former interns on page 64 and elsewhere. Remember that what you get out of an internship is a function of what you put into it. **“PACE”** yourself.

If problems at the internship site persist, try the following:

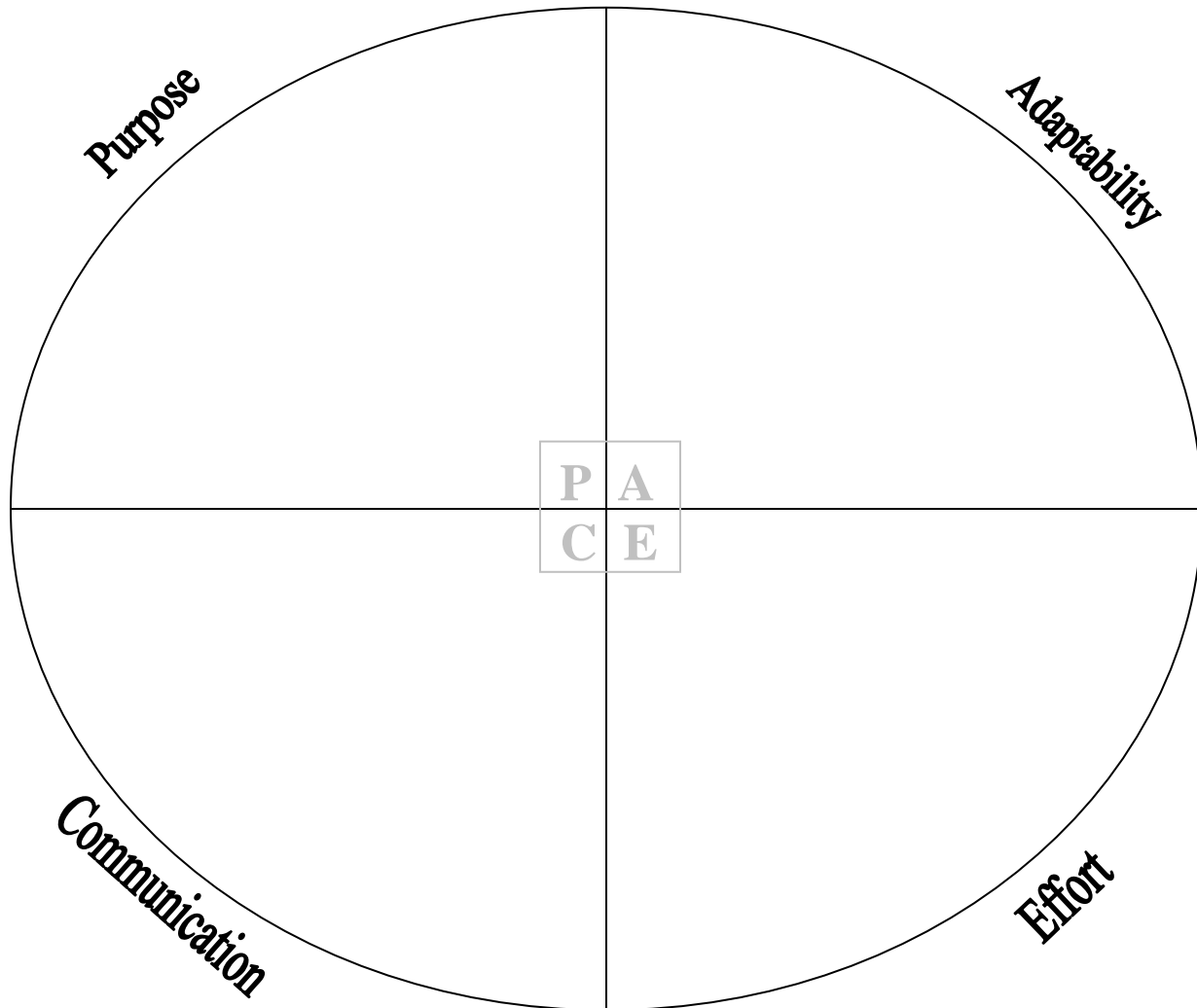
- Make an effort to identify what the underlying issue is – workload, communication, interpersonal issues, cultural issues, unrealistic expectations, etc. Look at yourself and at the host organization. Use the D.I.E. activity (page 12) to check whether you are having an emotional reaction based off of assumptions.
- Make attempts to communicate in a culturally appropriate way with your supervisor and/or team at the organization.
- Communicate with the regional director. If necessary arrange a time for a phone conference. The regional director has probably advised other interns in a similar situation and may have insight into the organization and/or some culturally appropriate advice.
- In a worst case scenario, you may have to change internships or leave the internship site. This is an option to consider only after every other possibility has been exhausted. It is **extremely important** that you have communicated with the regional director extensively before considering this option. **Withdrawing from an internship is not a simple process.** It impacts your academic credit arrangements, financial aid disbursement, and program fee; it impacts the internship site’s planning and any projects that were depending on your participation; it may impact the relationship of the IE₃ program with that internship site, as well as the experience of future interns.

The Golden Rule: Talk to the regional director about any problems!

BEFORE YOU GO: The Big “What If?”



Now that you have become familiar with the PACE model, and several tools and approaches to reinforce your “soft” skills, take some time to put these skills to the test. Read over any final reports you have received for the internship or the activity handed out in orientation. For each one, think about how the intern did or did not demonstrate purpose, adaptability, communication and effort. Drawing on the previous sections of this workbook, as well as on your own experience, use the diagram below to suggest some things the interns could have done to improve his or her situations.



Parting Suggestions from Previous Interns

The quality of your internship experience is largely in your hands. Below are suggestions from previous interns that will help ensure a successful internship.

- There will be an initial period where you need to “prove yourself”; show ability and willingness to take initiative, take on responsibility and be flexible.
- Don’t shy away from responsibility and be on the lookout for ways in which you can contribute your skills and talents.
- Set the tone for the internship early on, discuss a work plan, clarify what your employer expects from you, suggest areas you can help in, and talk over what you hope to learn from the experience.
- Projects/assignments to satisfy credits must not take precedent over, or conflict with, work priorities - discuss these early on with your supervisor.
- This is a full-time position, take it seriously, be on time, keep required office hours, and be professional. Always get advance permission from your supervisor if you are going to be out of the office.
- The internship period is not for personal vacations. Do your traveling at the end of your internship (if family or friends want to visit you, suggest they come at the end).
- Dealing with office politics—don’t!! (stay away from getting involved in office issues. You’re only there for a short time, and it won’t serve you to get involved).
- Similarly, be careful not to criticize your internship provider in front of others—word gets back.



CAREER TRACK TIP: Keeping in Touch

Communication shouldn’t end when you leave your internship. Keep people updated on major events in your life (graduation, new job, etc.) via email.

When you need to ask them for a reference or an introduction, it won’t feel like you are starting the relationship from scratch again. Keep an address list of current contact information in your work portfolio.



Chapter Three: The IE3 Global Internships Program, Behind the Scenes

IE₃ Global Internships started in 1996 as the Global Graduates program when the State of Oregon received a federal grant to help prepare students for the global workforce. Since then we have sent over 1200 students abroad on full-time professional internships.

Each campus has a Campus Adviser for the program, who helps students apply and advises them on campus specific aspects, including credit and financial aid. Regional Directors for the program work with internship placements and mentoring while students are abroad.

Feedback from participants and sites is important to the program. We depend on information from each intern about a site to help orient future interns. This section gives an overview of the IE₃ program and your responsibilities as a participant.

Heather showed initiative, competence and excellent team work skills. She created a very good impression. Both IE₃ interns we've received were enthusiastic and integrated well into our organization.

*Alex Titcombe, Director of Product Development
Caribbean Alliance for Sustainable Tourism*

How IE₃ Helps

IE₃ Global Internships is dedicated to doing everything we can to help you have a positive and rewarding experience. Indeed, all of our activities are focused on increasing the probability of your success:

1. IE₃ regional directors work hard to identify host organizations who strongly support experiential education and whose mission and organizational environment meet the needs of our students.
2. Once we identify a host organization and work with them to develop an internship description, IE₃ works closely with international education Advisers at our partner institutions to match student applicants to the organization that best meets students' needs.
3. Throughout the process of finalizing a student's placement with a host organization, IE₃ remains focused on the needs of both the host organization and the student to ensure the best possible fit.
4. Once placement is confirmed, IE₃ strives to provide students with a wide range of tools (including reports from past participants, country reports, this handbook, and an experiential orientation) to help them prepare for and successfully complete their internship.
5. After the start of the internship, IE₃ remains involved to assess internship progress and the mutual satisfaction of the student and host organization. When necessary, IE₃ engages with the intern and host to help resolve issues that may arise.
6. After the student returns, IE₃ meets with the student in-person or by phone to debrief. Each student's final report is retained to be shared with future students who may intern at that organization.

Your role in helping us do our job is to:

1. Maintain contact while abroad with updates from your internship (as possible)
2. Advise us of any issues in your internship or living situation
3. Provide us with a comprehensive final report and programmatic feedback

The Paper Trail

Paperwork is a necessary part of any job and for this one you have a phase of paperwork before and after the internship to think about. Also, some of the paperwork goes to different locations - some goes to the IE₃ main office, some to your Campus Adviser, and some to your faculty supervisor. See the following table for an outline of what belongs where.

IE₃ Main Office	Campus	Faculty Member
<p>Before you go: Signature Verification Form (w/ ID) Check for IE₃ Application Fee Check for Program Deposit Transcripts Photocopy of Passport *Full Disclosure (medical internships)</p> <p>After your internship: Any additional Final Report materials that cannot be uploaded online</p>	<p>Before you go: Credit Agreement Campus Specific Forms Check for Campus Fee (if applicable)</p>	<p>Before you go: Signature on Credit Agreement</p> <p>After your internship: Written Work for Academic Credit</p>

Information about materials that should be submitted to the IE₃ main office is provided in your online application. The other forms are available on your campus – please contact your Campus Adviser for assistance.

In addition to these material submissions, you will also be asked to sign a number of documents online and fill out all required questionnaires. Use the following checklist to make sure that you have completed all necessary program requirements:

Signature Documents	Questionnaires
<p>Before you go:</p> <ul style="list-style-type: none"> ✓ Learning Agreement ✓ Participation Agreement ✓ Advisory on Safety and Security Issues Abroad ✓ Health Insurance and Immunization Form ✓ Release and Assumption of Risk ✓ Release of Information (Part A) 	<p>Before you go:</p> <ul style="list-style-type: none"> ✓ Academic Supervision ✓ Release of Information (Part B) ✓ Travel Itinerary ✓ Health Disclosure Form <p>After your internship:</p> <ul style="list-style-type: none"> ✓ Final Internship Report ✓ Intern Evaluation ✓ Employer Evaluation

If you are receiving financial aid, you may have additional paperwork. Speak with your campus adviser about your plans and make sure you can answer the following questions:

- Does the financial aid office have the information they need to adjust your loan amount?
- Do you have the information you need?
- Where will your aid be deposited and how will you have access to it?
- Have arrangements been made to pay the program fee, campus registration fee, and other bills that will come in your absence (car payments, insurance, cell phone, etc.)?



ACTIVITY ABROAD: In Country 'To Do' List

The following steps are important for your participation in the IE₃ program.

- Email your IE₃ regional director and your Campus Adviser stating that you've arrived in country.
 - **My regional director:**
 - **My Campus Adviser:**
- Provide your local contact information (residence address, telephone numbers and local email) to the regional director, to your host organization, and to your family members as soon as you have these.
- Prepare a wallet-sized card with important numbers and contact information for internship supervisors, the nearest U.S. embassy or consulate, English-speaking doctors, etc. Include your host family contact information and numbers of other students on the program, if applicable. These numbers will come in handy for slight as well as serious emergencies. Keep this card on you at all times.
- Register with the nearest U.S. Consulate or Embassy, where practical. You can also register online at <http://travelregistration.state.gov>.
- In some countries you may also need to register with the local police/immigration.
- Within the first week, have a formal meeting with your supervisor to prepare a work plan. See page 50 for details. Schedule a mid-term review for updates and changes.
- A couple of weeks before completing your internship provide your employer with the Employer Evaluation Form online address (see Reporting Guidelines, below).
- Complete and submit your own Final Internship Report to your Regional Director and Campus Adviser, and complete the Self-Evaluation and Program Evaluation online. These documents are essential to keep us abreast of the internship experience at this site, to brief interested applicants on the site, to help us prepare any reference letters you might request, and to fulfill your commitment to the program.

The best advice I could give future interns is to be open and willing to try new tasks. The variety of tasks is enormous and everything, even the mundane, can prove helpful and useful. The privileges of an internship can be unexpected and only realized by a genuine appreciation and willingness to learn from others.

Paul Hopp, United Kingdom

Guidelines for Internship Evaluation and Final Reporting

This information is available (with active links) on the IE₃ website at → http://ie3global.ous.edu/accepted/reporting_requirements/. No later than one month after you return from the international internship site please submit the following:

YOUR FINAL REPORT FOR IE₃: Reports should be a minimum of 3-5 pages in length, typed, and double-spaced. Address the following aspects of your internship. Use excerpts from your journal, where appropriate.

- Your first day at the internship site
- Adequacy of your language ability and how it developed
- The most important benefits of your internship - personally and professionally
- The biggest challenges at your internship
- Steps you took to make sure that you became an asset to the organization
- The guidance and supervision by your mentor on site and professor on campus
- How your impression of the country changed in the course of your internship
- What you wish you had known before you arrived
- An overview of your daily routine
- Tips for future interns who will be living in the same city/country
 - Transportation, money, entertainment, culture, housing arrangements,
- Please upload an electronic copy of your final report to the Final Internship Report questionnaire in your online application
- You may supplement your report with pictures or other materials in the form of a power point presentation or video. Contact the IE₃ Program Assistant at ie3global@ous.edu for instructions on how to submit these extra materials.
- Include a copy of any reports you wrote for credit at your home campus with your IE₃ Final Report.

INTERN EVALUATION: You must also complete the IE₃ Internship Program – Intern Evaluation which is available as a questionnaire in your online application. This evaluation combines reflection on your growth and achievements during your internship, as well as your feedback and advice about your internship and the IE₃ program.

EMPLOYER EVALUATION: Your supervisor must complete an Employer Evaluation form. Make sure that you obtain confirmation that the evaluation has been sent before you leave your internship. The employer evaluation is available online at:

http://www.surveymonkey.com/s.aspx?sm=Waex09JKNiJYGm6F17PN1w_3d_3d

The employer evaluation will be held confidential and will be used by our staff only for statistical purposes. It will not become part of your official student record.

**CAREER TRACK TIP: Letter of Reference**

If appropriate, you may want to request an additional formal letter of recommendation from your supervisor, with a general greeting (e.g. To Whom It May Concern) that you can keep for your portfolio. If you do, please forward a copy to IE₃. We will keep it with your file if you need to retrieve a copy within the next 5 years.



Chapter Four: Health and Safety

Staying healthy and safe abroad requires you to be informed, demonstrate common sense, and take responsibility for your own actions – just as it does at home. This section provides an overview of issues you may encounter that could affect your health and safety while abroad. Most importantly, it provides information leads, resources and exercises that you can use to become prepared. No matter what resources and information we provide you, please keep this in mind:

IT IS YOUR RESPONSIBILITY TO IDENTIFY WHAT SAFETY PRECAUTIONS YOU WILL NEED TO TAKE IN YOUR HOST COUNTRY AND TO ACT ACCORDINGLY. AVOID RISKY BEHAVIOR ABROAD.

Top Five Security Tips:

1. Register with nearest U.S. Consulate. You can do this online at: Know how to contact them easily should the need arise; keep up to date on US travel Advisories or warnings for the country you are in or might be traveling to (<http://travel.state.gov/>).
2. Avoid political demonstrations, large crowds and gatherings;
3. Maintain a low profile, do not advertise that you are a U.S. citizen, and avoid American hangouts;
4. Keep local host organizations and host families/roommates informed of your whereabouts.
5. Keep informed and alert of local issues/news and always ask your closest colleagues and friends for their advice and guidance.

Health and Safety Start at Home

Health and Medical Preparations

Visit your physician, local clinic, or student travel clinic. Ask the clinic staff to:

- provide you with an individual portfolio of any printed material.
- review travel itinerary, previous immunizations, and individual health needs.
- provide advice regarding current recommended immunizations.
- supply an official World Health Organization immunization record.
- provide information and prescriptions for diarrhea, malaria, and other conditions.
- advise you with on-going health problems or allergies.
- advise you about the prevention and treatment of illness which may develop while traveling.
- suggest a traveler's "first-aid" kit, which may be purchased at the pharmacy.

It is also a good idea to get a physical and a "clean bill of health" prior to departure for your internship.

Your student health center can be very helpful in supplying advice, immunizations, medications or referrals. Advice can also be obtained from your personal physician or your local county health official. Some campuses have a student travel clinic. We encourage you to make a consultation visit.

You may also want to bring a supply of vitamins and basic antibiotics. If you will be traveling in other countries, we suggest you seek advice about malaria areas and you should take mosquito repellent with you. An International Health Certificate is a handy way to record immunizations and can be obtained from most university student health centers and county health agents, and from some passport offices.

When entering a country, whether it is your host country or home country, do not pack unidentifiable pills in unmarked containers. They will more than likely be taken away at customs. For any medications you take on a regular basis, be sure to bring your prescription – both to demonstrate in customs that any drugs are for a medical purpose and to assist with replacing lost medication if necessary.

Medications and prescriptions

Legal drug use varies from culture to culture. You should be careful about drugs you buy over-the-counter, and drugs you bring in or take out of a country. In some countries, highly potent drugs that would require a prescription in the U.S. will simply be sold over-the-counter. It is advisable to research over-the-counter drugs and to understand how they may differ from similar prescription drugs you might receive at home. Many people choose to take drugs they may need with them. If you do this, it is important to have all drugs clearly labeled, and to carry your prescriptions with you.

When entering a country, whether it is your host country or home country, do not pack unidentifiable pills in unmarked containers. They will more than likely be taken away at customs.



BEFORE YOU GO: A Healthy Start

Look over any information you have received about health and safety in your host country from the IE₃ program or your campus clinic, including the CDC link (see below). Add any questions you want to ask the regional director and take notes in the spaces below.

Health Precautions

What inoculations will I need?

What are the main health threats I might face?

What basic health precautions and practices will I need to observe in my country/region of assignment?

What specific on-campus or community sources of health information and preparation might I access or consult?

See: → <http://cdc.gov> and <http://www.globaled.us/peacecorps/>

Notes:

Personal Health

What might be the physical and emotional impacts of my assignment on any personal health issues, health practices, treatments or prescription drugs I currently have?

Who can I ask about this?

Notes:



BEFORE YOU GO: Emergency Medical Information

Write down details of any of the following health issues and keep it with your identification. The following information is essential:

- food and medical allergies
- dietary restrictions
- current medications and dosages
- blood type
- whom to call in case of emergency
- chronic ailments

- type of health insurance and policy
- immunization history
- physical or mental disabilities

General Safety

Safety from personal harm, theft and threatening situations is often a matter of forethought, asking questions and using common sense. You do this every day where you live now. Soon though, you'll be in a new country, culture, language context and physical location.

What safety matters do I need to understand and prepare for before I arrive and during my stay overseas? See:

→ **Country Safety:** http://travel.state.gov/travel/cis_pa_tw/tw/tw_1764.html

You may want to crosscheck any travel warnings with the British Foreign & Commonwealth Office. <http://www.fco.gov.uk>

→ **Personal Safety:** <http://www.globaled.us/peacecorps>

→ **Travel Safety:** http://travel.state.gov/travel/tips/safety/safety_1747.html#

Notes:

Crime

What should I do if I get mugged and my camera, passport and wallet are stolen? What can I do now that would minimize the time and hassle involved in cancelling and replacing cards and my passport if I am the victim of a crime? **Hint:** See

→ http://travel.state.gov/travel/tips/emergencies/emergencies_1748.html

→ <https://travelregistration.state.gov/ibrs/ui/>

Notes:

Road and Passenger Safety

Automobile or vehicle mishaps are the biggest source of serious injuries to students overseas. Why do you suppose this is? What can you do to minimize the risks of traveling and dealing with traffic risks abroad? (Most road fatalities are pedestrians!) Hint: Take a look at the website of the Association for Safe International Road Travel at:

→ <http://www.asirt.org>

Notes:

Security

While most people you encounter overseas will be friendly and helpful to you, recent world events, and US foreign policy in particular, may have generated concern or anger among many citizens abroad. In the more extreme cases, this may turn into a general anti-Americanism, confrontational attitudes, and violence. If you **are** confronted verbally by an unknown person with strong anti-American views, what will you do?

Notes:

Use all the resources at your command to better understand what is safe and what isn't:

- Regional Directors
- Former Interns
- Students from the Host Country
- Guidebooks
- **Who else might you consult with before you go?**
- Co-workers at your Internship Site
- Homestay Family

Safety Rule of Thumb:

Remember, if it does not feel safe, do not do it. Your best companion is your intuition. Listen to it!

What Do I Do If...?

...I get robbed?

Remember, the first step you should take is to **contact the nearest U.S. Consulate or Embassy**. They can often provide the information and procedures regarding how to report your loss and how to obtain new credit cards, traveler's checks and passport.

Contacting the U.S. Consulate is a must if your passport has been stolen. If your American Express Card or American Express Traveler's checks are lost or stolen, contact the nearest American Express Office. If you need to cancel and replace a MasterCard or Visa, call the number provided by your card (*which you are going to write down before you go and have kept in a safe place*). If you cannot call this number, contact someone at home and ask him or her to do this for you.

Do not forget to report the crime to the authorities. In addition to helping you handle your

loss for insurance purposes, this process will also provide you with an interesting cross-cultural experience.

...I have an accident?

Notify your internship supervisor and homestay family, if possible. Ask them to get you to the nearest safe location for treatment. Ask that the on-site staff arrange for translators, if necessary. Ask that they also assess the extent or severity of the accident/illness, usually through talking with the physician treating you.

Contact, or have someone else contact, the IE₃ regional director and in-country IE₃ or OUS country representative. If you haven't done so already, we can contact your family, and the Gallagher Koster insurance company for you.

Be sure your message contains:

- your name
- your location (name of the country, province, city or town, and location within the city, the street address if possible)
- a brief explanation of the problem, and the type of help you are requesting, and tell us how to contact you (telephone number, FAX number, or email address).

...there is a natural disaster or political crisis?

Make sure the nearest U.S. Consulate is aware of your presence. Stay in close contact with your host organization, family, friends and other staff and inform them of your welfare and whereabouts. In general, be aware of what is going on. Try to stay calm. Follow the advice and directions of your on-site contacts.

Let your family and IE₃ Regional Director know that you are safe or what your circumstances might be. We can relay any messages from you or from your co-workers/homestay family to your family here.

...I encounter anti-American sentiment?

It obviously depends where the sentiment is coming from. Are you facing challenging questions about U.S. policy from your co-workers and homestay family, or is this belligerent comments from strangers on the street or in a bar? The former may require some diplomatic conversations. The latter is a different situation - you are not required or expected to answer. It is preferable to ignore it altogether. Advice from previous interns:

- Use your head and don't be drawn into an argument.
- Try to not engage them at all. Keep moving and don't respond, even if they try to insult you.
- If unavoidable, listen without responding and don't take it personally. Remember, a person who is yelling is not interested in an exchange of views. You will not be able to change their mind.
- Acknowledge that you've heard their views and disengage.



POSTCARDS FROM THE EDGE: Health and Safety

My piece of advice is probably redundant, but I feel it needs to be emphasized. If a person chooses to go out and drink, do so responsibly and don't overdo it. I heard many stories about what happened to previous volunteers (not necessarily interns) who let themselves have one too many and ended up in a bad position at the end of the night. And linking to that, even if one doesn't choose to go out, don't drive around when bars close. Drunk driving is all the rage (the police can only do so much).

Samantha Tochen, Esther Honey Foundation, Cook Islands

You may have heard on the news that there was an earthquake down here. Boy, was there! I wanted to write to let you all know I'm fine. This is the first time I've experienced an earthquake, and honestly it frightened me pretty good. It happened at 12:42am Saturday morning and I was sound asleep. There was a loud crashing noise accompanied by a jerking motion. As I was waking, very confused, there was a continuous rumbling noise and my bed seemed to be wobbling all over the place. I knew instinctively what was happening, but didn't know where I was at first. I couldn't see out the window due to the mosquito netting over the bed.

I totally failed disaster preparedness training, by the way. It never even occurred to me to get out of the house, I kind of just hung on for the ride wishing it would stop. It only lasted maybe 15-30 seconds but it seemed like FOREVER!

Other than that, things are great down here. It has been raining a bit again, which helps to keep the heat at bay a little (at least at night). Forgot the sunblock yesterday and managed to let my back and shoulders get pretty well burnt, had to wear a long sleeve shirt today because of it and that sucked. Won't be forgetting the sunblock anymore!

Victoria Cronin, Mexico

When venturing solo, take your cell phone. Text a mate when you're in a dodgy situation, just so if things head south, at least someone will have an idea of where you were at such and such a time. ALSO, for hitch hiking in NZ, there's a number you can text with the license plate of the car you're in, so if anything should go askew, they can trace it back...sounds a little morbid, but when you're in an unfamiliar place, you're alone, and it's the middle of the night, it's good to think about it. Hope that helps! Otherwise, watch out for widow makers in the bush! :)

Jenna Lindbo, PANZA/ Project Adventure, New Zealand

The ride to Kilifi wasn't bad. Once there it was another ten plus minutes to the clinic. The doctor was nice enough. I got the feeling he didn't fully grasp what I meant by "bloody diarrhea." "So there were spots of blood in it?" "No, there were spots of 'not blood' in it." "Yes so you are sure you saw some blood?" "Positive (!!!)". I was ushered off to the testing center and they pricked my finger for a test. Then the man handed me a cup, a wooden stick and about seven squares of toilet paper to go get a stool sample. I didn't realize at the time, but that toilet paper was the only toilet paper (I supplemented with tissues in my pocket... I'm way too fidgety to not have)... and it was a squat toilet (no seat anything... hole in floor). Anyway, the good thing is that I now have my war stories and am fit to be an old man, "When I was your age I had to walk four miles in the hot coastal Kenyan sun with 95% humidity, at noon, in heavy clothes, with malaria and missing a quart of blood, just to get a couple of pills." Anyway, doesn't kill, makes stronger, etc. So I should come back from this able to stop bullets.

Carrick Flynn, East Africa Centre for the Empowerment of Women and Children, Kenya

Health and Accident Insurance

You are provided with health and accident insurance while abroad on your internship through Gallagher Koster. This includes 24 hour emergency support by Travel Guard Assist and zero deductible health insurance. Starting January 2008, the plan is underwritten by the Insurance Company of the State of Pennsylvania and claims are administered by Health Special Risk, Inc. (HSR). Read the brochure to understand coverage and exclusions.

Automatic enrollment:

You will be automatically enrolled for insurance coverage for the duration of your internship. Check the paperwork you received in your acceptance packet for exact dates. You will also receive an enrollment email from Gallagher Koster with your medical ID number. Put this medical ID number on the ID card you received in your packet and reference it on your claim forms.

Extending coverage:

If you plan to remain outside the U.S. beyond the dates you are covered by the program, it is recommended you purchase supplementary health insurance that covers emergency evacuation and repatriation of remains. It is possible to purchase a plan from Gallagher Koster Insurance by contacting them at:

Gallagher Koster Customer Service: 1- 800-457-5599.

Fax: 1-617-479-0860 **Email:** Studentcare@gallagherkoster.com

Coverage under the plan while on an IE₃ internship includes:

- Up to \$100,000 lifetime coverage, zero deductible [**Note:** Be prepared to pay for your medical care up front, you will be reimbursed for eligible charges.]
- Global Emergency Services from Travel Guard Assist, including guaranteed hospital admission, emergency medical evacuation, and prescription assistance.

Note: In an emergency, Travel Guard Assist should be contacted first to assist you in finding appropriate medical care.

From Outside the U.S. +1.301.656.4152

From Inside the U.S. 1 (800) 872-1414

To file a claim:

Go to www.healthspecialrisk.com. You need to create an account using the following group number and your SSN or Student ID number (use whichever you used to apply to the IE₃ program). **Group Number:** GLB 0009113118

Once you have entered this number and your SSN or Student ID, you should land on a page that says you are part of the OUS Study Abroad plan. Create an account and download a claim form. Fill out the form and submit it with your receipts for treatment.

Keep a copy of the claim form and the receipts for yourself.

Send the completed claim form (one per incident) to:

Health Special Risk, Inc. 4100 Medical Parkway Carrollton, TX 75007

Women's Health and Safety

Women traveling alone must delve into a deeper level of awareness about their host culture than men due to the range of roles and expectations surrounding women from one country to the next. A woman may not have the same status or role in her host country as in her home country and may find herself in situations where she experiences anxiety, fear, powerlessness, and/or anger.

One of the best methods of avoiding hassles is to fit in and try to understand the roles of men and women in the culture in which you are traveling. While it can sometimes be challenging, it is also an opportunity to learn that much more about the country and experience a private side of a culture not always understood by the general public. Following are some words of wisdom for women travelers:

- **Don't neglect your instincts** simply because you are in a different culture – be cautious when making decisions about what people are expecting from you. Find that balance between taking a calculated risk that will be a great learning experience and an outrageous one that you may regret later!
- Be “city smart.” **Be aware of your physical and cultural surroundings.**
 - Walk in a manner that lets others know that you know what's going on: keep your iPod in one ear only or don't wear it at all and don't talk a lot on your cell phone so you can hear behind you.
 - Walk confidently. Even if you don't know where you are going, keep your head up and shoulders back. Lots of research has been done on assault victims and the women most targeted were those walking meekly and/or wearing headphones. These factors were even more important than dress.
- **Remember that you are sending signals through eye contact, dress, facial expressions, etc.** Research what is appropriate for women before you go, and pay close attention to how women are behaving in public when you arrive. Behaviors common in the US may bring you unwanted or dangerous attention.
- **When going out, pay attention to your drink and don't drink too much.** Keep your hand over your glass, hold it in your lap, etc. Don't leave it unattended at the bar.
- **Call for taxi transportation** rather than flagging them down, if possible. This avoids the potential for someone pretending to be a taxi picking you up.
- **Be aware of gestures of appreciation** that may be as much a part of your host culture as food, history and language. Often, whistles and other gestures are simply an accepted part of the culture. That said, remember that your intuition is almost always right. Keep yourself in safe situations even if you are confused by what is culturally appropriate or not.
- **Be clear and explicit** if someone is bothering you and you want them to leave you alone. This can be quite difficult for women from the U.S. who, culturally, are often inclined to not hurt other people's feelings...especially when traveling abroad. If someone is bothering you, be firm and clear in telling them to leave

you alone. You may get a comment about how rude Americans are in return...do not take it personally.

- **Avoid being alone at night** and be aware of any unintended signals that being alone with a man may send.
- **Find a woman at work or socially that you can go to ask questions** about cultural appropriateness for women and men. She can easily tell you if those whistles are normal or excessive and if shorts are acceptable or not.

And finally, one more time because it is so important:

- **Don't neglect your instincts simply because you are in a different culture** – be cautious when making decisions about what people are expecting from you. Find that balance between taking a calculated risk that will be a great learning experience and an outrageous one that you may regret later!

Women's Health

Before leaving, visit with your doctor and be sure to get any prescription medications you will need. This may mean getting a year's supply of birth control pills if you need them. Following is additional important information about women's health from Lonely Planet's Website: <http://www.lonelyplanet.com> (2006).

Gynecological Problems

Antibiotic use, synthetic underwear, sweating and contraceptive pills can lead to fungal vaginal infections when traveling in hot climates. Maintaining good personal hygiene, and loose-fitting clothes and cotton underwear will help to prevent these infections.

Fungal infections, characterized by a rash, itch and discharge, can be treated with a vinegar or lemon-juice douche, or with yoghurt. Nystatin, miconazole or clotrimazole pessaries or vaginal cream are the usual treatment.

Pregnancy

It is not advisable to travel to some places while pregnant as some vaccinations normally used to prevent serious diseases are not advisable in pregnancy, e.g. yellow fever. In addition, some diseases are much more serious for the mother (and may increase the risk of a stillborn child) in pregnancy, e.g. malaria.

Most miscarriages occur during the first three months of pregnancy. Miscarriage is not uncommon, and can occasionally lead to severe bleeding. Pregnant women should avoid all unnecessary medication and vaccinations, and malarial prophylactics should still be taken where needed. Additional care should be taken to prevent illness and particular attention should be paid to diet and nutrition. Alcohol and nicotine, for example, should be avoided.

-Information verified by Traveller's Medical & Vaccination Centres, Australia

For a list of web resources on Women's Health and Safety, visit the IE₃ website or see Appendix 1.

Sex and the Single Intern

Dating

If you are developing a friendship or a romantic relationship with someone from the host culture, be aware of cultural norms. It may be inappropriate for you to stay out past a certain hour, or to be alone in his or her company. While you may be able to walk away at the end of your internship without worrying about long term ramifications, your partner might not be so lucky.

Cultural differences may also lead to misunderstandings about intent. Particularly for women, the freedoms we take for granted in the U.S. may not translate well into the host culture. It may be perfectly acceptable to offer to have a male friend sleep on your couch in one culture, but that could be permanently damaging to your reputation in another. In many cultures it is not appropriate to invite someone of the opposite sex over to your apartment or to enter your bedroom. Even if the intentions are innocent, the message it sends is not.

If you are living with a homestay family, be sensitive to what they are comfortable with. Remember, as your guardians in the country, your actions may reflect negatively on them as well.

Sexual Health

Sexually transmitted diseases are a major cause of health problems at home and abroad, yet many people are more cautious at home than when they are out of the country, leading to easily avoidable health risks.

If you engage in a sexual relationship abroad, be aware of the risks and use precautions. Sexually transmittable diseases include potentially fatal diseases such as Hepatitis B and HIV. Be aware that condoms, testing facilities, and health support may not be as easily available in your host country as at home. Besides abstinence, the best thing is to practice safe sex using condoms.

Marie Stopes provides a great travel guide for safe sexual health around the world. It lists birth control and relevant clinic information for every country in the world:

<http://www.mariestopes.org/Resources/Publications.aspx>

LGBTQ Issues Abroad

The country where you are interning may be less open to issues surrounding lesbian, gay, bisexual, transgender or questioning individuals. For more information and suggested resources, see Appendix 2



BEFORE YOU GO: Health and Safety Scenarios

What would you do in each of the following scenarios? Take notes.

- 1) You changed money in the morning and brought your passport with you to work, leaving it in your bag. You go out to lunch, walking through a market on your way back to work. When you arrive back at the office, someone points out a slit in your bag. Your passport is gone!

- 2) You are with local friends on the street. Some slightly inebriated passers-by pick you out as an American and start shouting insulting things about America and Americans. What do you do?

- 3) You have just recently arrived in the country. A man approaches you in the park and starts speaking to you immediately in English. He is very friendly, clapping you on the shoulder and holding your arm. He insists that you come with him to a local tavern so he can buy you a drink. You feel uncomfortable about the idea. What do you do?



CAREER TRACK TIP: Show your Appreciation

Thank everyone who has assisted you throughout your internship experience.



Chapter Five: Travel Preparations

There is a lot to do before you set off. You may be juggling exams, packing, and filling out a visa application, but preparation is one of the most critical steps in your internship. It pays to be well organized and up to speed on that first day of your internship, and you have to lay the foundation for that in the weeks and months before you get on the plane.

Just some of the preparations to consider:

- Academic
 - What paperwork do your professors need?
 - Is there information you need prior to starting your internship that will help you be more effective? Should you reread that paper you wrote last term, or brush up on technical skills with a professor?
- Cultural
 - What is appropriate behavior, communication style, humor, etc.?)
- Contextual
 - What are the current events and the historical events that influence daily life in the host country?
 - What are the industry trends that are effecting your organization?
- Financial
 - What arrangements need to be made for paying bills while you are gone?
- Packing
 - What do you need to take with you? What is the weather like? What is the organizational dress code (if any)?
- Programmatic
 - What paperwork do you need to submit?
 - What information do you need about your responsibilities and about the organization?

And of course you will want to know what to see in the country, where to eat, and how to get around! A complete pre-departure checklist is available in Appendix 9

Before you leave, equip yourself with a good guidebook and a map of the country and/or city in which you will be living and working. Also, don't forget to ask past program participants and host nationals for "insider information" about living in your host country.

Documents You Will Need

Passports

If you do not have a passport you should apply for one immediately. Passport application forms may be obtained at any post office. When you obtain the application form, be sure to read through it carefully and fill it out completely. Be sure your passport expiration date is at least six months beyond the date after which you plan to return to the United States. If your passport expires sooner than this, you should check into renewing it before you leave the U.S. Expedited passport services are available for a fee.

Visas

If you need a visa for your program you will receive information about this from the regional director. If you will be traveling either before or after the program to a country where you are certain you will need a visa, contact the nearest embassy or consulate of the country and inquire as to how long the visa process will take and what you must do to apply for a visa. Visa rules and regulations can change with little warning. It is your responsibility to know when their visa expires, what is necessary to change or extend their visa, and to do what is necessary to remain within the laws of the country while abroad. You are responsible for monitoring the status of your visa. If you will be traveling after your internship, it may be easier to obtain your visa in the country where you will be working. UNDER NO CIRCUMSTANCES SHOULD YOU LEAVE FOR YOUR INTERNSHIP WITHOUT THE PROPER VISA AND DOCUMENTS. See Appendix 9 for more information on visa applications.

Medical Documentation

For some countries you are required to provide proof of immunization against certain diseases (e.g. yellow fever). Be sure to check the requirements carefully, get the proper immunizations and document them on the “little yellow card” (World Health Organization immunization record) or with a physician’s letter. Keep this together with other medical information, including a list of allergies, chronic conditions, or medication. Keep one copy with your passport and keep a photocopy separately.

Tickets and Flight Arrangements

Flight arrangements are your responsibility, but this does not mean you must go it alone. If you have found good prices with a particular airline or with a particular travel agent, please share this information with others going to your country.

Be sure to check with past program participants or host nationals regarding flight information and/or in-country travel. They may have "inside information" on reasonable flights and inexpensive ways to travel in the country where you will be interning.

Some resources that have been recommended in the past:

www.kayak.com

www.studentuniverse.com

STA Travel

<http://www.statravel.com>

I could write forever on the subject of my internship experience. Although it was desperately scary and hard at times, I was hopelessly in love with it by the end.

Haley Throckmorton, AAI, Ethiopia

Suggested Preparations

Language and Culture Preparation

It is a good idea to become as proficient in the host country language as possible before your departure. The course work you take prior to departure will help provide structure to your experience. We also encourage you to get as much conversation practice as possible before you leave. Since there are plenty of diverse language speakers at most universities, take the opportunity to get to know some of these people and to practice! The conversational practice you indulge in now will pay handsome dividends later! We also suggest you read as much as you can about your country and area before your departure.

Academic Preparation

See your academic Adviser and the professors who will be granting you credit. Make sure that all academic expectations are outlined clearly. If you plan to use credit from your internship to fulfill either college or major requirements for graduation, double check with your academic Adviser that this is possible. Be sure to submit any required paperwork BEFORE leaving for the internship to the international internship coordinator on your campus.

Administrative Preparations

Photocopy all important documents:

- Passport (and visa, if applicable)
- Birth certificate
- Social Security Card
- Airline tickets

Technological Preparations

Planning to take your laptop, cell phone, digital camera and iPod with you? Better double check about the experiences of past interns. These range from “It was great and I could blog everyday,” to “My laptop was infested by ants!”

If you do plan to take your electronic connections to home, here are some preparations to think about:

- Back it up! Whether it is music, photos or a hard drive, back it up and leave a copy at home. It does you no good if your MP3 player is stolen and all your music was on the laptop that was stolen with it.
- If you have a digital camera with you, upload photos to server based websites (like Snapfish, Ofoto, and Flickr) as frequently as you can. This not only allows you to share the experience with friends and family at home, but it will preserve your photos if you camera or computer is damaged, lost, or stolen.
- If you have documents you need to work on while you are abroad (grad school applications, resumes, etc.) and you don't want to take your laptop, you can either email them to yourself with an internet email account (e.g. Yahoo!, Hotmail, or Gmail) or save them to a server based storage site. Check with your home campus whether you have an account you can use and access while abroad.

- Cell phones from home may or may not work in the country you are going to. Double check with your provider and find out what networks are available in your host country. If you do have a GSM compatible phone, you may need to make sure that you can swap out the SIM card in order to get a local number. Don't know what all that means? Talk to your cell phone provider or do some research on the internet.

Financial Preparations

Arrange for your personal financial needs. These may vary depending on your situation. The following are suggested guidelines, only. The important thing is to assess your needs before you go and make appropriate arrangements so that once you get to your site you don't have to worry about your finances at home.

- **Take a checkbook** if you will need to write checks for bills back home.
- **Designate a person in charge** of your finances in the U.S. while you are away. This should be a person who will have access to your U.S. bank account to either deposit or withdraw money.
- **Sign authorization forms to release financial aid.** If you don't sign these forms, you can expect delays in receiving your financial aid and bureaucratic hassles later. Make sure you discuss your internship abroad plans with the financial aid representative on your campus.
- **Make sure that all your outstanding university bills are paid.** You cannot be registered for your internship program if you have outstanding bills. Please check your account with the Business Office and make sure outstanding bills are settled.
- **Make your program payments ON or BEFORE due dates.** If you have financial aid, you'll probably want to make special arrangements. Your IE₃ campus Adviser can assist you with this.
- **Let your bank know that you will be out of the country.** Some financial institutions temporarily close accounts when there is "suspicious" activity.

Money Matters

Budgeting

Revisit your budget sheet concerning housing, meals, transportation, personal needs, incidentals (i.e. laundry, shopping, postage). Carefully evaluate your expenses and ensure a wide margin. The amount of spending money you should bring with you varies greatly depending on the amount of shopping and travel you wish to do. It is a good idea to bring more money than you think you will need.

If you receive money from home, keep in mind that personal checks or cashiers checks take a long time to clear (at least six weeks, possibly three months). With a Visa or debit card you can draw cash from an ATM or a bank. Perhaps you will want to make arrangements for direct deposits into your account to withdraw from overseas. You should be sure to double-check any bank and credit card fees; some financial institutions charge considerably for international withdrawals and charges.

Debit or Credit Cards and ATMs

Most students have found it easiest to access and change money via credit card or debit card. The number of ATMs is growing rapidly around the world and most ATMs accept cards from U.S. financial institutions provided the systems are compatible (check for the Cirrus, Visa, or other logo that is shown on your card). Students have found it very convenient to withdraw via an ATM and in some cases you can get cash back at grocery stores when purchasing with a debit card. Be aware that many debit and credit cards either charge a flat fee or a percentage for purchases and withdrawals in foreign currency. Check with your bank before you go about what their charges are.

Traveler's Checks

We also encourage you to take a portion of your money in traveler's checks as a good alternative in case your card gets lost, stolen or damaged. American Express is a good choice as there are American Express offices worldwide and they will replace your checks or card within 24 hours. Get the number and keep it with you. Traveler's checks can be purchased in the US at most major banks and at AAA. If the checks are in U.S. dollars you can purchase them immediately. Traveler's checks in foreign currency require time to process. In some cases it may be a good idea to purchase traveler's checks in the local currency (e.g. Australian Dollars, Euros, Pounds) for emergency money to avoid the hassle of changing it when you need it.



CAREER TRACK TIP: Resume Update

Update your resume in the first few weeks of returning home while your new experiences, accomplishments, skills and characteristics are still noticeable to you.

Exchange Rates

Exchange rates reflect the price of one currency in exchange for another. When you exchange money, you are buying and selling currencies. The selling rate is the rate that a bank will pay you in foreign currency for your U.S. dollars. This is therefore, what you ask for when you are preparing to leave for your host country. The buying rate is the rate that a bank will pay you in U.S. dollars for your foreign currency. This is therefore, what you ask for when you come home. Rates may differ depending on whether you are changing cash or traveler's checks.

Exchange rates are published in the financial sections of major newspapers and at major banks. They are also available online → <http://www.oanda.com>

Changing Money

Many currency exchange kiosks charge a percentage and/or a transaction fee to change money. To avoid paying a commission on the transaction, try the American Express Offices if you have their traveler's checks or a bank. Automatic exchange machines are available in some countries, allowing you to insert U.S. \$20 and receive foreign currency. If desperate, try the train station. Take note of bank holidays or closures or train station closures.

Do not be tempted to change money on the black market. In some countries, people will approach you on the street offering to change money for a very good rate. In some cases this is a scam to find out where you keep your money hidden and relieve you of it without providing a penny of local currency in return.

It is usually better to keep most of your money in U.S. dollar traveler's checks and change money periodically. If the foreign currency is not "strong," you may have trouble changing your leftover monies back to U.S. dollars when you return to the United States. Ask around to see how the currency has been doing in the past year. Have there been volatile fluctuations in the exchange rates against the U.S. dollar (in other words, is it a "soft" currency)?

Bank Accounts

Another option is to open a bank account at a major bank. Money can be wired from the U.S. directly to these accounts and you can either withdraw U.S. dollars or local currency. The accounts are useful for receiving cash from home or as an alternative to keeping large amounts of money at your site. **CAUTION:** some accounts will not allow you to deposit money directly into the account once it is established. In these cases, deposits must be in the form of a transfer. Make sure you fully understand all the procedures, benefits, requirements and limitations before you set up a bank account.

Value Added Tax (VAT)

In some countries, a Value Added Tax of up to 25% is included in your purchase price of most goods. If you are not a resident of the country where you are purchasing, you are usually eligible to receive a refund of that tax that you have paid. Ask the vendor or the appropriate tourist office concerning the possibility of a VAT refund.

Helpful Habits

Arriving in a new country is very stressful. You won't want to make it more stressful by not having any local currency on hand. Have enough local currency with you for food, lodging and transportation when you first arrive. Be aware of local holidays that may affect your access to money. Immediately change or withdraw some money at the airport upon your arrival if you need it.

Be sure to also habitually carry some small change for things like bus fare, telephones, snacks on trains, pay toilets, etc. You do not want to ask a bus or taxi driver to change a \$50 for you to get to work on time! It is also a good idea to keep a supply of "emergency money" separate from where you are keeping your spending money. A credit card such as Visa, MasterCard, or American Express can be a lifesaver. Carry your money in less obvious places than your purse or wallet, particularly when visiting large cities. You may want to consider purchasing a special money belt or pouch to safeguard your money during your international travels.



BEFORE YOU GO: Pennywise

Make sure you have the answers to the following questions:

What is the currency and how does it break down in to units?

What bills and coins are used and what do they look like?

What is the exchange rate?

What is the best way to access or change money while I am in the country?



ACTIVITY ABROAD: How Much is that Doggie in the Window?

Take notes on the cost of the following. Include them as tips for future interns in your final report. You will be surprised how quickly you forget the day to day things in your internship once you are back home.

Local bus ride across town =

Average lunch costs =

Cup of tea or coffee =

My favorite snack =

Movie in a cinema =

Other frequent expenses =



POSTCARDS FROM THE EDGE: Finances

Only one crisis so far - for security reasons, US Bank closed out my debit card because some numbers had been leaked and they had to take preventative measures. They didn't notify me of this - I found out the hard way when my card wouldn't work checking out Tesco's - and it's been a real pain trying to work things out. They have to send me a new debit card (via air-mail) which won't arrive until the middle of next week, and because this is my primary source of money, I'm in a pickle. It's also put me in a tough position because I'd made several train and hostel reservations on the card, and I don't know if they're valid or not any more or what I should do to try to clear things up. It's been pretty frustrating, but luckily I have enough money in my back-up account to live off of for the time being, and hopefully things will all come together again.

Erin Baird, OSF/Globe, London

Packing Right, Packing Light

Different programs require different "things." Although there is no unanimous agreement as to what should be on this list, every past participant agreed upon one point:

“TRAVEL LIGHT!”

- Bring comfortable versatile clothes that you can mix and match. Plan on clothes that can be washed by hand, do not need to be ironed, and will dry quickly (be sure to research appropriate dress for the office and culture)
- Small travel alarm clock
- Small flashlight
- Guide book(s)--for example, Lonely Planet Guide Books or Let's Go
- JOURNAL--to keep track of your thoughts and experiences
- Grammar book and dictionary of language you will be working with
- Walkman or small radio and a few favorite tapes
- Pictures of family, friends, home, your town/city. People will appreciate seeing your home and when you are homesick, you will appreciate it too!
- Extra photos of yourself for visas, bus, train passes, etc. (passport size)
- Swiss army knife
- Miniature calculator with metric converter
- "Tourist Medication"- Your University Health Center may have a first aid kit available
- Copies of prescriptions (including those for eyeglasses)
- Small towel
- Typical gifts from home -something small to exchange with hosts or newly made friends
- Favorite book
- Camera, extra film
- Small map of the country

Records and Documents

- Money belt or passport pouch
- Take with you only the credit cards and documents you need.
- Write down toll free phone numbers for credit cards and traveler's checks (in case you lose them) and keep them separate from cards and traveler's checks.
- Photocopy of your passport – kept separate from the actual passport. If your passport should be stolen, contact the nearest U.S. Consulate or Embassy.
- Make sure someone in the U.S. has a copy of your passport and other important documents.

The list of items you will need varies from country to country. The best way to determine what you will need and what is available inexpensively in the host country is to talk with past participants or host nationals on your campus.



Chapter Six: Life After Your Internship

It's almost over already...?!

Hopefully your internship experience was rewarding and has given you new perspective on your personal, professional, and cross-cultural development.

“NOW WHAT?”

It is important to recognize that re-entry shock is a real experience and is often more challenging than the initial culture shock interns experienced when abroad. The primary reason for this is that generally they have no idea there's more to come!

In addition to transitioning back to your home culture, you may also be transitioning back to school or directly into life after graduation. In the process, you may feel like you have entered the twilight zone...life at home seems completely different, and yet, it also seems like time stopped and nothing changed while you were gone. In addition to all this, you are probably still processing what your experience abroad meant to you.

This section focuses on tools to assist you with the re-entry phase as well as assessing what you gained from your internship and learning how to leverage that on your resume and in your daily life.

A great means of fostering a supportive environment for yourself upon your return is to approach returning to your home country similarly to how you approached departing for your internship. Before returning, start reading the paper on-line from your hometown or home state to catch up on current events. Check in with friends and family via email a bit more to find out what activities are going on when you get back. Most importantly, reflect on your experience before you actually step back into your life at home. This is the ideal time to accurately capture the best of your experiences before getting submerged in life at home.

As a result of their internship experiences, many of our students have been accepted to ELL, licensure and MAT programs and have been the first to be hired as teachers in school districts with a high percentage of Hispanic students.

Polly Jeneva, Head Adviser, College of Liberal Arts, Oregon State University



ACTIVITY ABROAD: My Top Three

Before returning (the airplane is great for this), reflect on the following aspects of your time abroad and jot down some notes. Refer back to these later when you feel you are losing touch with your internship experience.

Three things I learned about myself during my internship:

- 1.
- 2.
- 3.

The three things I appreciated most about my host country:

- 1.
- 2.
- 3.

The three things I really could have lived without in my host country:

- 1.
- 2.
- 3.

Three things I really missed about home:

- 1.
- 2.
- 3.



POSTCARDS FROM THE EDGE

Now that I'm back people ask me about the work that I did in Tanzania as if I went there as some sort of martyr. "So what kind of work did you do there? Was it hard to see so much poverty?" The common understanding of Africa as some dark and diseased continent, plagued with war and poverty stands in such stark contrast to the smiling faces that map my memories. All I can tell them is that the most significant and important "work" that I did while I was there was to make friends.

Elizabeth Withers, UAACC, Tanzania

It was the best opportunity of my college career to date and it gave me the knowledge and skills to continue in the field of conservation biology, a field I wasn't sure I was passionate about until now. Traveling to Africa also showed me that I am strong and resilient, and can adapt easily to unknown and sometimes uncomfortable environments. Before I left I was doubting my abilities to cope and adjust to new situations, but I now feel confident that I can go anywhere in the world and make my surroundings as positive and inspiring as the attitude I have going into them.

Tanaya Neff, Cheetah Conservation Fund, Namibia

Over the ten weeks, my impression of India changed dramatically. When I first arrived, I was so overwhelmed by the poverty I saw. Everyone and every place looked dirty and poor -- even the doctors' offices. On our first day in Mumbai, Meghan and I had to stay in a hotel because the guest house was full. When we arrived at the Four Seasons Hotel, we were disturbed by how awful the area was where they were making us stay. All I saw was dust, and garbage, and slums.

Six weeks later, while taking a walk in Juhu, one of the nicest areas in Mumbai where all the Bollywood stars go, I recognized a sign. We walked right past the Four Seasons Hotel! When we first arrived in Mumbai I never bothered to learn the location of the hotel, but ever since then I had wondered what "ghetto" we were put up in. Then, to see that we were actually staying in one of the ritziest areas in Mumbai, I was shocked. The building no longer looked drab or dirty through my eyes. I stood, looking at the building for a moment and laughed to myself. How could my mentality have changed so much?

Cori McClatchey, CFHI Infectious Diseases, Mumbai, India

Being an active member of the daily routines at the nursery school has absolutely solidified my decision to become a primary school teacher. It made me want the next day to come that much faster so I could do it all again. Leaving those students was one of the hardest things I have ever had to do.

Stephanie Pierce, Rabour, Kenya

Personally, I have gained a lot more confidence in my ability to stretch beyond what I had previously thought were my limitations with respect to skill level and cultural competence.

Sriyanthi Gunewardena, Sri Lanka

Anticipating Your Return

Just as it is important to be clear with yourself about your expectations before departing on your international experience, it is also important to be clear about your expectations for returning home. You may not even be aware that you may make assumptions about yourself, your friends, your family, your favorite foods, and your hometown that may or may not be accurate. Often, the most difficult part of coming home is being unaware of your own assumptions and then being disappointed when real life doesn't live up to your expectations. You may have been craving a slice of pizza from your favorite pizza joint, for example, only to find it's half as good as you had built it up to be for the past 6 months.



ACTIVITY ABROAD: Oh, if I could only have a Twinkie!

Before returning (again, the airplane is great for this), write down one expectation you have for each of the following plus one more that doesn't fit in any category.

Assumptions about family:

Assumptions about best friend:

Assumptions about yourself:

Assumptions about school/work:

Assumptions about food:

Assumptions about your favorite hobby you couldn't do abroad:

Assumptions about your favorite place to hang out:

Assumptions about anything else:

Settling In At Home

After struggling through cultural adjustment THERE, you may be surprised to find yourself struggling again HERE. The most common comment we hear from returned interns is that their re-entry was the most difficult part of their experience.

People, places, things, and events may seem different to you, but not to your friends and family. The cereal aisle isn't any bigger than before you left, but the variety suddenly seems overwhelming. The streets may seem overly sterile and empty. The food doesn't taste quite as good as before.

And at the same time, while things seem completely different, it also feels like time stood still with your friends and family. While you have gone through a significant period of personal and professional growth and change, they are still talking about the same things they did before you left and the daily routine hasn't changed at all. It almost feels like you stepped out of a time travel machine and are now on the outside of your own world looking in.

In addition to this disconnect, you may feel some frustration when your family and friends seem only politely interested or may not seem to be able to appreciate or understand the depth of your experience and what it has meant to you. You may also find yourself feeling critical of things in your home society, and feeling homesick for your host country. Some people also report missing the excitement of their international experience, and feeling reluctant to settle back into the everyday routine of their lives at home.

You will find that most of your friends and relatives will be interested in hearing about your experience--for a **short** while. They will **not** be as interested in it as you are. It simply will not be as important to them.

It is important to acknowledge and accept these experiences and feelings and not judge your friends' and families' reactions to your return. It is also important to find healthy ways of moving through this whole experience. The more you can seek to understand yourself and those supporting you, the stronger you and your relationships will be!



BRINGING IT HOME: Putting it into Words

Now that you have been home for a bit, think back on your experience and write down the your most amazing memories from being overseas (Adapted from La Brack, B., 2003. <http://www.pacific.edu/sis/culture/>). These can help you share your stories when you get the seemingly unanswerable “How was your trip?” question:

What made me laugh out loud:

- 1.
- 2.
- 3.

What made me want to cry:

- 1.
- 2.
- 3.

My biggest cultural gaffs:

- 1.
- 2.
- 3.

What I know now and wish I knew then:

- 1.
- 2.
- 3.

Support and Outside Expectations

Just like when you were settling into your internship, there will be a maze of support and expectations on your behalf. It is helpful to think about how you can use this support and recognize these expectations when you return.



BRINGING IT HOME: The Oscar Goes To...

Take a look at the work you did on page 34 before you departed and remind yourself of the conversations you had regarding the actors that would impact the success of your internship. Now complete a similar exercise again, but within the context of returning back to the U.S.

Who/What are some of the actors (individuals, groups of people or social/cultural entities) that can impact (positively or negatively) your return to the U.S.?

Upon your return, you have an opportunity to use each of these actors to shape your experience at home. They may have some expectations of you that you should recognize in your efforts to communicate your needs and experiences with them.

Choose three of these actors and write down what kind of support you would like them to provide to you upon your return and what you believe their expectations of you will be when you return.

1. Actor:

Support the actor can provide for you:

Expectations the actor may have of you:

2. Actor:

Support the actor can provide for you:

Expectations the actor may have of you:

3. Actor:

Support the actor can provide for you:

Expectations the actor may have of you:

Throughout your first few months upon your return, refer back to this exercise and add to it as you gain clarity around who or what you are missing and/or appreciating in the process of re-integrating into life at home.

Re-entry Shock: List of Common Problems

Despite all your pre-planning and work to deal with your return, you may still encounter some common problems as you re-integrate into life at home. Not to worry! You are not alone. Check out this list when you come home, think about the solutions and jot down some action items you can begin to implement as you settle in. When you come full circle a few months later and start to feel that reverse culture shock coming around again, pull this list out again and check in with yourself. Revise your action plan with some new ideas. If you are struggling, this is a great tool to use to brainstorm with friends, family, mentors or Advisers.



BRINGING IT HOME: Avoiding Culture Shock Déjà Vu

As you read through the common problems and possible solutions to combat reverse culture shock write down personal action items in the right hand column.

Common Problem	Possible Solutions	Personal Action Items
1. You may feel confused, especially in the first few weeks after your return, because the values, attitudes, and lifestyles you learned in your host family conflict with predominant patterns at home.	Deep differences in cultural patterns require time to explore and understand. Take time to evaluate <i>both</i> cultural perspectives before deciding on your preference and integrating it into your lifestyle.	<i>Example:</i> Write down what you value most about home and about your host country. Then write down where you will integrate your different approaches to life...with your relationships, daily routine, decision making skills, etc.
2. Sometimes friends and family at home do not seem interested in hearing about aspects of your experience that you find meaningful and important.	You should realize that they may be adjusting to changes that have taken place in you. Furthermore, they may never have had an experience comparable with yours and so may have difficulty sharing your enthusiasm. Be patient and seek other returnees who can help put your experience into perspective.	

Common Problem	Possible Solution	Personal Action Items
<p>3. Friends and family may treat you as the same person you were before you left without recognizing the changes you have been through. But as a result of these changes, you might feel a need for new or modified personal relationships that acknowledge the changed or expanded dimensions of your personality.</p>	<p>Remember that your friends and family may be feeling uncertain about how you have changed or grown. Discuss your feelings about yourself and others with them, trying to encourage positive changes in old relationships. Also seek out new friendships with people who are compatible with the “changing you.”</p>	
<p>4. You may feel uncomfortable talking about your feelings of affection for your host family because your own family feels left out or possibly jealous. Friends might also seem to be envious or jealous of the experience you have had.</p>	<p>Be sensitive to the feelings of others who have not had the opportunity you have. If necessary, try to tone down your discussions; perhaps you are encouraging these feelings in others by dwelling too much on your own experiences. Try to listen to what has happened to them while you were gone, too.</p>	
<p>5. You might be anxious or apprehensive about your academic situation because the subjects you enjoyed studying abroad have little relevance to your education at home. You might also be confused about future educational and career plans in light of new or uncertain goals and priorities.</p>	<p>Take advantage of the wide range of educational opportunities and alternatives available to you by finding informal and nonacademic ways to continue the study of your favorite subjects. Take time to consider educational and career plans that include your areas of interest. Seek out the advice of your counselors or mentors.</p>	

Common Problem	Possible Solution	Personal Action Items
<p>6. If you find that your attitudes and opinions have changed considerably during your stay abroad and are not widely shared in your home community, you may feel isolated or rejected. Furthermore, you may feel highly critical of your home country because you have new perspectives on it; you may be criticized by others for your “negative attitude.”</p>	<p>Try to keep perspective on your feelings; remember that your opinions and ideas may initially be greatly influenced by the perspectives of your host culture and may not represent your final balanced viewpoint. Share your feelings with others, but be cautious in choosing situations in which to bring up controversial issues.</p>	
<p>7. You may become frustrated because people at home are uninformed about, or uninterested in, other peoples and cultures, including those of your host community. Faced with this lack of concern, you might feel that there is no way for you to take an active role in helping solve the problems of others in the world community.</p>	<p>Attempt to generate local interest in other peoples and their concerns. Use your special status as an intercultural traveler to educate others through private conversations or by public speeches and presentations.</p>	

Top Five Tips for Returning

1 – Be prepared for reverse culture shock to come your way!

- Read and work through the activities in this workbook.
- Check out some of the recommended readings and websites.
- Check out resources on the Alumni Section of the IE₃ website.
- Talk with fellow world travelers about what it was like for them.

2 – Give yourself a break!

- It's easy to get wrapped into the whirlwind of returning. Take a mini-vacation weekend after a few weeks with a close friend, family member or even some new fellow international travelers to decompress.

3 – Reserve judgment and be aware of the impact you are having on others.

- Just as you worked hard to avoid judging the values and lifestyles of your host country, try to use that same skill now that you are seeing your home through a new set of lenses.
- We are often so excited about talking about our experiences with everyone, we don't realize that we are not taking time to hear about how things are going with them. Be sure to check in with your friends and family as well.

4 – Find a community of world travelers.

- These are the folks who will talk endlessly with you about your experiences and will have some great stories you can identify with as well.
- Community Groups often meet in coffee shops or pubs to practice their language skills.
- International Student Associations on campus are full of students who may be going through what you went through when you went abroad.
- Find your fellow IE₃ interns through IE₃ alumni activities. They really know what's going on and can identify on a lot of levels!

5 – Get involved with your university, local schools and/ or community groups.

Following are some ways past interns have shared their experiences:

- Presentations on overseas experiences in schools, community groups, and on campus.
- Assisting with promotion and pre-departure training for future interns.
- Language tutoring and translation, both on and off campus.
- Participation in international campus events such as International Week and Foreign Language and International Studies Day.
- Assisting faculty and students with class presentations, international research projects, course assignments, special event planning.
- Skill-building and career preparation with staff in offices which provide international programs.
- Creation of photo exhibits and cultural artifacts from various countries around the world.
- Peer advising for overseas programs.
- Cooperative projects with international students.

- Individualized international research projects and activities.

Assessing the Outcomes of Your International Experience

You have a full journal and unforgettable memories. But what other skills did you develop through your international internship? And more importantly, how are you going to leverage those in your future?

The following was taken from AFS Intercultural Programs Inc (1979) to assist you in the process of determining the changes that have occurred within you and how those could be useful to you when in the job search.



BRINGING IT HOME: What's new?

Read through the list and place a check by each change that you believe has occurred in you.

- I have improved my ability to speak a foreign language
- I am more knowledgeable about another culture and lifestyle
- I have a greater ability to empathize with others
- I understand more fully my own strengths and weaknesses
- I am more confident and positive when meeting new people
- I am more confident and assertive when facing new situations
- I have a greater capacity to accept differences in others
- I have more curiosity about and respect for new ideas
- I have a clearer notion of what I will do with my life
- I am more flexible and able to adjust to changes in others
- I am more tolerant of ambiguous situations
- I have more ability to see myself objectively and in a broader, more realistic context
- I have increased my perseverance and self-discipline
- I am more willing to strive and sacrifice in order to do well in my studies
- I have a greater sense of responsibility for other people
- I am more able to ask for and receive help from others
- I have greater willingness to take on roles and tasks to which I am unaccustomed
- I have increased my capacity to experiment and take risks
- I am more able to accept as valid other values and lifestyles
- I am more aware of the opportunities in life that are open to me
- I am more aware of the way I use and structure time
- I have a greater capacity to profit from my mistakes
- I am more interested in and capable of laying long-range plans
- I am more determined to fully develop my skills and talents
- I feel a greater need to have diverse experiences and friends
- I am more balanced in my judgments (less likely to judge things as “good, bad, right or wrong”)
- I am more capable of solving life’s day-to-day problems
- I think more critically; I am more discriminating and skeptical
- I have improved observation skills
- I am more confident about the decisions I make
- I have a deeper understanding of problems and issues that confront all humans

__ I have greater awareness of political, economic, and social events

__ Other: _____

Conveying your Experience

Now that you have returned and are facing the job market, it's time to figure out how to accurately communicate your great skills and accomplishments to potential employers. The primary purpose of a resume and the interview is to sell you to your target market. To do this, it is important to remember that you are not trying to tell your target market **everything** about yourself, only information relevant to your future employer. The most effective means of doing this is to highlight the end result of your activities – your accomplishments – rather than simply the tasks you completed.

The great asset you have is that you have not only gained outstanding work experience, but you have gained it in an international context. So your accomplishments are going to be one step above those who worked in similar contexts within the U.S.



BRINGING IT HOME: Defining Your Accomplishments

Looking back through your journal and at the entire internship experience, identify five accomplishments or successes of which you are most proud. These can be tangible, such as the final result of your project for the organization, or intangible, such as a new understanding of international events.

Accomplishment / Success #1:

Accomplishment / Success #2:

Accomplishment / Success #3:

Accomplishment / Success #4:

Accomplishment / Success #5:

Articulating your Accomplishments

Now you need an effective means of communicating those accomplishments to others. Complete the following exercise regarding your accomplishments. This will help you to articulate your accomplishments on your resume and will be invaluable in an interview situation. It can take some time, but it is well worth the investment when you go to write your resume and show up at your interview!



BRINGING IT HOME: Interview Anecdotes in the Making

For each accomplishment listed above, outline the context of the situation, any challenges you faced, actions you took to overcome the challenges and what the final outcome was (Lee, Hecht, Harrison, 2001).

Accomplishment #1:

Context of the situation:

Challenges you faced:

Actions you took to overcome the challenges:

Final Outcome (your accomplishment):

Accomplishment #2:

Context of the situation:

Challenges you faced:

Actions you took to overcome the challenges:

Final Outcome (your accomplishment):

Accomplishment #3:

Context of the situation:

Challenges you faced:

Actions you took to overcome the challenges:

Final Outcome (your accomplishment):

Accomplishment #4:

Context of the situation:

Challenges you faced:

Actions you took to overcome the challenges:

Final Outcome (your accomplishment):

Accomplishment #5:

Context of the situation:

Challenges you faced:

Actions you took to overcome the challenges:

Final Outcome (your accomplishment):

Clarifying your Skills and Characteristics

The final step is to clarify for you and for others what your skills and characteristics are. You have learned a lot about yourself over the past few months abroad and have probably discovered some new aspects of yourself you didn't realize you had! Take a look at the checklist you completed and the "actions" part of each of the accomplishments above.



BRINGING IT HOME: So, how did you PACE yourself?

Below, list three skills and three personality characteristics for each accomplishment that you used to ensure the success of your actions. You may find that you are using the same skills or characteristics in multiple contexts.

Skills are things like listening, public speaking, team building, cataloging, auditing, developing systems, setting priorities, marketing, client relations, programming, etc.

Characteristics are personal traits such as committed, adventurous, creative, dedicated, responsive, independent, tolerant, etc.

Accomplishment #1:

Skills

- 1.
- 2.
- 3.

Characteristics

- 1.
- 2.
- 3.

Accomplishment #2

Skills

- 1.
- 2.
- 3.

Characteristics

- 1.
- 2.
- 3.

Accomplishment #3

Skills

- 1.
- 2.
- 3.

Characteristics

- 1.
- 2.
- 3.

Accomplishment #4

Skills

- 1.
- 2.
- 3.

Characteristics

- 1.
- 2.
- 3.

Accomplishment #5

Skills

- 1.
- 2.
- 3.

Characteristics

- 1.
- 2.
- 3.

Pulling It All Together

Now you have all the information you need to effectively communicate your IE₃ experience on a resume. Your final step will be to connect with your career services office on your campus or research some resume books on how to write an effective resume for your target market. Your career services office will help you round out your resume with important components such as your professional objective and your summary statement emphasizing the key information outlined in your resume. Some online resources from some of our partner schools include:

Oregon State University Career Planning Guide:

<http://oregonstate.edu/career/students/3021%20book%2005-06%20rev2.pdf>

University of Oregon Career Planning Guide

<http://uocareer.uoregon.edu/>

University of Washington Career Guide:

<http://depts.washington.edu/careers/guides/index.php>



POSTCARDS FROM THE EDGE: In Summary

Before I left, I was debating between medical school and physician's assistant school. By having the chance to spend time working in a hospital and seeing patients, I realized that this is what I want to do for a career. The initials behind my name are not as important as being able to interact with patients and help people.

Mark Goodman, CFHI, South Africa

My experience taught me to go into new situations with an open mind and attitude. To learn from everyone and everything, including my mistakes. Taking that belief and attitude into the work force has gotten me into a job that they might not have otherwise been willing to give me a chance to do.

Jennifer S. Henderson, EOU

Working for FANJ and living in Havana, Cuba was the most rewarding experience of my life. Not only did my Spanish greatly improve, but I gained work experience in my field and an immeasurable amount of independence and confidence.

Erica Sebastian, FANJ, Cuba

Appendices



APPENDIX 1: Web Resources for Further Exploration

CULTURE

What's Up with Culture? An online learning tool <http://www.pacific.edu/sis/culture>

CURRENCY CONVERSION:

OANDA <http://www.oanda.com>

GENERAL COUNTRY INFORMATION:

CIA World Fact Book <https://www.cia.gov/library/publications/the-world-factbook/>

Department Of State background notes <http://www.state.gov/r/pa/ei/bgn/>

DOS Human Rights Reports <http://www.state.gov/g/drl/rls/hrrpt/>

The Economist Country Briefings and Information

<http://www.economist.com/countries/>

World Bank Country at a glance

<http://www.worldbank.org/data/countrydata/countrydata.html>

EMBASSIES

Embassy lists <http://www.embassyworld.com/>

HEALTH AND SAFETY:

Peace Corps <http://www.peacecorps.gov/index.cfm?shell=learn.safety.safeandsec>

HOLIDAYS:

Earth Calendar <http://www.earthcalendar.net>

LIVING ABROAD:

Study Abroad Handbook <http://www.studyabroad.com/handbook/handbook.html>

MAPS:

Texas Map Library <http://www.lib.utexas.edu/maps/index.html>

NEWSPAPERS FROM AROUND THE WORLD:

Online Newspapers (by country) <http://www.onlinenewspapers.com>

PASSPORTS:

<http://www.passportexpress.com>

<http://www.instantpassport.com>

TIME DIFFERENCE:

<http://www.timeanddate.com/worldclock/>

TOURIST INFORMATION:

Lonely Planet Travel Guide: <http://www.lonelyplanet.com>

WOMEN'S HEALTH AND SAFETY

University of Michigan's advice for women students working abroad:

http://www.internationalcenter.umich.edu/swt/study/women_abroad.html

JourneyWoman is a website dedicated only to women's travel

<http://www.journeywoman.com>

Transitions Abroad has a web portal with articles and web resources for women:

<http://www.transitionsabroad.com/listings/travel/women/index.shtml>

Safety: <http://ease.com/%7Erandyj/secure5.htm#women>

Health: http://www.mariestopes.com.au/services_for_women/sti_check_ups

A complete list of websites referenced in this workbook is available on the IE₃ website at

<http://ie3global.ous.edu/students/links>

APPENDIX 2: Information for LGBT Students Abroad

The following information includes important points for you to consider before departing for your internship. You will find that attitudes about gay, lesbian, bisexual, and transgender issues vary from country to country. Some countries are more welcoming and legally protective than the U.S., while others may be less accepting and more restrictive. The in-country staff of your internship site may represent another culture and present a different climate. Depending on this climate, you may need to look outside of the office for support related to sexual identity issues or LGBT community information.

Before leaving, take time to learn about:

- LGBT organizations and support resources in the country
- Laws, norms and styles of behavior in the host culture
- General attitudes toward LGBT persons
- Meeting places

Home stays/Housing

If you are living in a homestay situation it is important to be aware of the implications of being identified as gay, lesbian, bisexual or transgender in the host-culture and how coming out might affect the host-family relationship.

Relationships

Before you leave the U.S., we encourage you to learn as much as possible about the culture-specific norms of friendship and dating for relationships between people of any sexual orientation. Inform yourself of important safe sex practices.

Safety

It is important to realize how behavioral signals that mean one thing in the U.S. may mean something completely different in the foreign culture. Depending on the situation, the consequences can be serious. Physical harassment, assault, and rape are issues that both women and men have to consider when interacting across cultures because of the chance of misinterpretations of behavior. Furthermore, the legal system in the country may not offer protection for the victim when issues of sexual orientation or other behavior is involved. You are encouraged to explore and research the cultural, legal, and social issues relevant to the country where you plan to live.

Additional Resources available at these web sites:

The Global Gay Guide Network

→<http://gayguide.net/index2.html>

International Gay and Lesbian Human Rights Commission (IGLHRC)

→<http://www.iglhrc.org/>

The International Lesbian and Gay Association

→<http://www.ilga.org/>

The above information comes from a variety of resources including:

- Emory University Study Abroad LGBT brochure, Atlanta, GA
- National Consortium of Directors in LGBT Resources in Higher Education www.lgbtcampus.org
- International Educational Task Force on GLBT Concerns University of Minnesota (7/14/93)
- Chicora Martin, Director of LGBT Education & Support Services, Office of Student Life, UO, 164 Oregon Hall, 346-1134.
- “Welcoming Gay Culture,” by Anthony C. Ogden

APPENDIX 3: Suggested Reading on Culture and Cultural Adjustment

Althen, G. *American Ways: A Guide for Foreigners in the United States*. Yarmouth, ME: Intercultural Press, 1988. **ISBN:** 1877864994

Note: This is a great way to examine U.S. cultural influences before going abroad.

Axtell, R. E. *Do's and Taboos Around the World*. Elmsford, New York, Benjamin Company, Inc., 1985. **ISBN:** 0471595284

Axtell, R. E. *Gestures: The Do's and Taboos of Body Language Around the World*. New York, John Wiley & Sons, 1997. **ISBN:** 0471183423

Axtell, R.E. *Do's and Taboos Around the World for Women in Business*. New York, John Wiley & Sons, 1997. **ISBN:** 0471143642

Brook, C. (1995, April). Around the World in Graceful Ways. *World Traveler*, 52-54.

Hall, E. T. *Beyond Culture*. New York, NY: Anchor Books, 1977. **ISBN:** 0385124740

Hall, E. T. *The Hidden Dimension*. New York, NY: Anchor Books, 1990.
ISBN: 0385084765

Hall, E. T. & M. R. Hall. *Understanding Cultural Differences: Germans, French, and Americans*. Yarmouth ME: Intercultural Press. Inc., 1990.

Kohls, L. R. *Survival Kit for Overseas Living*. 4th ed. Yarmouth, ME: Intercultural Press, 2001. **ISBN:** 185788292X

Morrison, T. et al. *Kiss, Bow, or Shake Hands: How to Do Business in Sixty Countries*. Holbrook, ME: Adams Media Corporation, 1995. **ISBN:** 1558504443

Paige, R. M., et.al. *Maximizing Study Abroad: A Student's Guide to Strategies for Language and Culture Learning and Use*. Minneapolis, MI: Center for Advanced Research on Language Acquisition (CARLA), University of Minnesota, 2002.

Storti, C. *The Art of Crossing Cultures*. 2nd ed. Yarmouth, ME: Intercultural Press, 2001.

Storti, C. *Figuring Foreigners Out: A Practical Guide*. Yarmouth, ME: Intercultural Press, 1999.

And re-entry:

LaBrack, B. (1996, Spring). Preparing to Return Home: Quick Tips. *Aspire Newsletter*, 16.

Quarles, J. (2000, March/April). The Journey Home: Ways to Make the Re-Entry Easier. *Transitions Abroad*, 53.

APPENDIX 4: Learning Agreement

Learning Agreement

Last Name, First Name (Internship site, Term)

As an applicant for the IE3 Global Internship in the above named program, I understand that my selection and participation are based upon the merits of my application and that the information I have provided about myself during the application process and in the selection interviews is accurate and truthful. I also understand that my participation in IE3 Global Internships/OUS International Programs is contingent upon the following conditions:

1. I agree to submit all pre-departure paperwork in a timely and professional manner. My acceptance to the program is, in part, determined by the timeliness of the required documents.
2. I agree that it is my responsibility to be informed about the visa and/or work authorization requirements for the host country and to comply with the instructions for the visa and/or work authorization process (if required). Furthermore, I understand that while IE3 staff will provide me with advice on how to obtain the most appropriate visa and/or work authorization for my internship, it is my responsibility to understand the terms of my visa and/or work authorization, the application procedure, and the impact any changes to my internship may have on my immigration status.
3. I understand that my program application along with supporting documentation will be released to the internship host organization and that my acceptance into the program is subject to their approval.
4. I understand that the pre-departure orientation for my program is mandatory and that I will make arrangements to attend and fully participate in that orientation. I understand that missing the pre-departure orientation is grounds for dismissal from the program.
5. I agree to fully participate in the internship to the best of my abilities. Full participation includes the following:
 - a) I will remain enrolled at my home campus throughout the internship period.
 - b) I agree to fulfill the requirements of the internship to the satisfaction of the internship host organization and the IE3 Global Internships Program.
 - c) Any activities or employment that I choose to undertake in addition to my IE3 internship will remain secondary to my primary commitment to the internship host organization and the IE3 Global Internship program.

6. I agree to discuss with my on site supervisor and IE3 Regional Director any vacation ideas in advance of making those plans. I understand that extended personal trips are to be taken outside of my established internship dates.

7. I agree to represent my home campus and IE3 Global Internships in a civil and socially mature manner. I understand that my behavior reflects on the entire program and those standards of behavior that might be acceptable on my home campus may not be acceptable in a different cultural setting.

8. I agree to the following IE3 Program Fee refund terms and conditions:

- Once I submit my application to my IE3 Campus Advisor, my \$250 deposit becomes non-refundable in all circumstances except if I am denied placement by IE3 Global Internships or by the host site.
- When I am approved for placement, I will receive a participation agreement. To proceed with placement, I will be required to re-affirm my participation in the IE3 Global Internship program and will be responsible for 50% of the program fee plus any additional incurred host site charges from that point forward in all circumstances (the \$250 deposit will be applied to this balance) except if I am denied final placement by IE3 Global Internships or the host site.
- If I withdraw from the internship program on or after the official internship start date as shown on the letter of appointment, I will be responsible for 100% of the first term's program fee.
- If my appointment covers multiple terms and I decide not to complete one or more of the subsequent terms, I must notify IE3 in writing at least 30 days prior to the start of that term. I will then be billed for 50% of the charges due for subsequent term(s). I will be billed 100% of the subsequent term's fees if notification of withdrawal is less than 30 days prior to the start of the additional term.
- I will notify IE3 Global Internships in writing of my decision to withdraw from the program.
- I understand that additional refund terms and conditions apply to some IE3 sites, and that individual position descriptions on the website include this information in the internship costs section.
- It is my responsibility to understand all costs to which I am committing myself.
- I am aware that if I withdraw after placement, costs already paid by IE3 on my behalf may not be subject to refund. I understand that I will be responsible for bearing those costs, and that they will be added to my bill.

Please sign below if you have read and agree to the following statements:

- I have read and accept the conditions of the above learning agreement.
- I recognize that the application fee to my university is non-refundable and my \$250 deposit to IE3 Global Internships is refundable only if I am denied placement by IE3 Global Internships or the host site.
- I wish to move forward with my application for the internship(s) I have indicated.

APPENDIX 5: Program Participation Agreement

Participation Agreement

Last Name, First Name (Internship site, Term)

Congratulations! You have been preliminarily approved for an international internship with IE₃ Global Internships. Carefully read the information provided in this Participation Agreement. Please sign and submit this form as soon as possible. If you have any questions or concerns, please contact your IE₃ Regional Director before signing this agreement.

LEARNING AGREEMENT

In signing the Learning Agreement you submitted with your application, you agreed to:

- Submit all program related paperwork in a timely and professional manner.
- Attend the mandatory full-day pre-departure orientation.
- Participate fully in the internship to the best of your abilities and to fulfill the requirements of the internship to the satisfaction of the internship host organization and the IE₃ Global Internships Program.
- Understand the terms of your visa and/or work authorization and be responsible for the application procedure and the consequences that may result from any changes to your internship on that immigration status.
- Recognize that this is a professional development opportunity and agree to represent your home campus, IE₃ Global Internships, and the internship site in a professional and socially mature manner.
- Remain in contact with your Regional Director while abroad regarding any issues or concerns about your internship.
- Discuss with your on site supervisor and IE₃ Regional Director any vacation ideas prior to making those plans with the understanding that extended personal trips are to be taken outside of your internship dates.

PROGRAM PLACEMENT

The IE₃ Global Internships program fee provides the following:

- Placement in an appropriate internship opportunity (internship conditions are monitored, but not guaranteed)
- Pre-departure advising and orientation
- Continued support and mentoring while on site
- International medical insurance

IE₃ Global Internships and your home campus expect that program participants will continue to demonstrate the ability to be successful overseas through evidence of acceptable academic performance, maturity, motivation, flexibility and similar characteristics. Your participation in this program is subject to the approval of the Oregon University System, IE₃ Global Internships, and its partner institutions, which may grant or withhold such approval at any time subject to their sole discretion, including for behavior/ circumstances that may be deemed detrimental to IE₃ Global Internships or the host organization.

FINANCIAL CONSIDERATIONS

The program fee and any other amount listed on the Cost Sheet under “Tuition/Program Fee” and “Other Program Costs” are fixed costs. All amounts listed in the “Personal Expenses” section of the cost sheet are estimated by IE₃, and are dependent on fluctuating exchange rates and variable personal spending choices.

IE₃ REFUND TERMS AND CONDITIONS

I agree to the following IE₃ Program Fee refund terms and conditions:

- When I submitted my application to my IE₃ Campus Advisor, my \$250 deposit became non-refundable in all circumstances except if I am denied placement by IE₃ Global Internships or by the host site.
- By signing this agreement, I am re-affirming my participation in the IE₃ Global Internship program and am now responsible for 50% of the program fee plus any additional incurred host site charges from this point forward in all circumstances (the \$250 deposit will be applied to this balance) except if I am denied final placement by IE₃ Global Internships or the host site.
- If I withdraw from the internship program on or after the official internship start date as shown on the letter of appointment, I will be responsible for 100% of the first term’s program fee.
- If my appointment covers multiple terms and I decide not to complete one or more of the subsequent terms, I must notify IE₃ in writing at least 30 days prior to the start of that term. I will then be billed for 50% of the charges due for subsequent term(s). I will be billed 100% of the subsequent term’s fees if notification of withdrawal is less than 30 days prior to the start of the additional term.
- I will notify IE₃ Global Internships in writing of my decision to withdraw from the program.
- I understand that additional refund terms and conditions apply to some IE₃ sites, and that these terms and conditions are described in the supplement fee agreement found in the learning content section of my online application. It is my responsibility to understand all costs to which I am committing myself.
- I am aware that if I withdraw after placement, costs already paid by IE₃ on my behalf may not be subject to refund. I understand that I will be responsible for bearing those costs, and that they will be added to my bill.

In signing below, I:

- Agree to abide by all of the terms listed above, and request that my application for placement be submitted to the internship site for which I have applied.
- Acknowledge that I have received and reviewed the IE₃ cost sheet for my proposed internship site. I agree to pay the program and campus fees as indicated. I also recognize that the costs listed under “personal expenses” are my sole responsibility and are estimated costs that may change prior to final placement.
- Will assume responsibility for obtaining my host country visa and/or work authorization and abide by the requirements of the host country and follow protocols for any changes to that immigration status.
- Release IE₃ Global Internships, the Oregon University System and the internship site for which I applied from any liability for my personal, professional, academic or financial welfare.

If you choose to withdraw from the IE₃ Global Internships program, please do not sign below. Instead, click the “decline” to participate button located at the top right hand corner of your

application. Please note that by declining to participate further in the IE3 Global Internships program, you forfeit the \$250 deposit submitted with your application.

APPENDIX 6: U.S. Civics 101

Following is a brief overview of the U.S. government. Do you know the equivalent information for your host country? More importantly, do you know how current events are impacting the relationship of both countries?

The United States of America declared independence from England on July 4, 1776. The government of the United States is a federal government.

The Constitution

The Constitution was ratified in 1789. The Constitution outlines the fundamental structure of the US government and the rights of its citizens. The Constitution has been amended 27 times.

Political Parties

The two major political parties in the United States are the Republicans and the Democrats. The Republican symbol is an elephant. The symbol of the Democratic Party is a donkey. These two symbols are often used in political cartoons.

Other political parties include the Reform Party, Libertarian Party, Green party and many smaller parties, although these are seldom represented in the governmental institutions. Candidates for political office may also run as an independent candidate.

Federal Government

There are three branches of federal government:

- Executive (President and Cabinet)
- Legislative (Congress – broken into the House of Representatives and the Senate)
- Judiciary (Supreme Court)

Executive Branch

The president of the United States is elected for a four year term by the Electoral College, not a direct popular election. Each state is allocated a number of representatives to the electoral college equal to the number of its U.S. Senators (always 2) plus the number of its U.S. Representatives. The president may be reelected only once. Elections are held on the first Tuesday in November of years divisible by 4. The next election will be held in November 2008. The current President of the United States is George W. Bush. He became president in January 2001.

The president appoints the leaders of 15 different executive departments (also known as his “Cabinet”). The Cabinet consists of the Vice President; the Secretaries of Agriculture, Commerce, Defense, Education, Energy, Health and Human Services, Homeland Security, Housing and Urban Development, Interior, Labor, State, Transportation, Treasury, and Veterans Affairs; and the Attorney General. The Office of Homeland

Security was created in the months following September 11, 2001 to oversee 22 previously unrelated domestic agencies, including the FBI, INS, and the U.S. Customs service.

The president also has a team of policy Advisers, councils, and Advisory boards providing input and advice on topics ranging from the Environment to Security. Condoleeza Rice, the National Security Adviser, is perhaps the most well known – both domestically and internationally.

Legislative Branch

“Congress” is the general word for the Legislative branch of government. Congress consists of two chambers – the U.S. House of Representatives (the House) and the U.S. Senate. Elections for House and Senate are held every two years.

The House has 435 members, each elected for a two year term. For every district of approximately 650,000 people in a state, that state may elect one Representative. The Speaker of the House is the highest ranking officer in the House of Representatives. The current Speaker of the House is _____.

The Senate has 100 members, each elected for 6 years. Each state may elect two senators. In the Senate, the highest ranking officer is the President of the Senate, who is always the Vice-President of the United States. The day-to-day leadership of the Senate falls to the Senate Majority Leader, the most senior member of the majority political party. The current Senate Majority Leader is _____.

The Judiciary

All members of the Supreme Court are referred to as justices, not judges. There are 8 Associate Justices and a Chief Justice. The Supreme Court is the highest court in the land. Rulings can be appealed before numerous courts before arriving at the Supreme Court level. Decisions made in the Supreme Court are final, but may be overturned by a later Supreme Court ruling. Justices are nominated by the President of the U.S. and confirmed by the Senate.

Want to learn more?

<http://www.whitehouse.gov/> Official website of the president’s office

<http://www.whitehouse.gov/government/> current Cabinet members

<http://www.senate.gov/> Senate

<http://www.house.gov/> The House of Representatives

<http://www.supremecourtus.gov/> Supreme Court

Newspapers and Magazines covering current events

Where can you learn this kind of information about your host country?

-
-
-
-
-
-

APPENDIX 7: Career Track Tips



CAREER TRACK TIP: Become Self Aware

Pay attention to your “passions” during this experience – a first step in career planning. Key in on your interests, skills, personal, work and cultural values and the life experiences you are drawn to. Record these responses in your portfolio like a journal.

CAREER TRACK TIP: Create a Work Portfolio

Keep a portfolio of materials you create. Collect brochures, research material, or any other publications or products you have been involved in. You can bring these to future interviews. Other suggestions on materials to include in your portfolio are mentioned throughout the Career Track Tips. Check out <http://www.career.fsu.edu/experience/document/portfolio-guide.html> for more information on how to create useful portfolios.

CAREER TRACK TIP: Informational Interviews

Conduct informational interviews (formal or informal) with your colleagues, supervisor and/or people at other organizations to learn more about what people do in this field. It will also help them get to know you better as you settle in. When conducting the interviews, remember the power of the open-ended question. Write down notes during or after your interviews and put it in your work portfolio. Check out <http://www.career.fsu.edu/portfolio/resources/students.cfm> for helpful tips on how to do this.

CAREER TRACK TIP: Find a Mentor

Hook up with someone who has knowledge, wisdom and experience and can share it with you. In return, offer to help your mentor with a project or task at work.

CAREER TRACK TIP: Ideal Work Environment

While it is still fresh, write down the characteristics of your work environment you liked and those you did not like and put it in your portfolio. This will help clarify your ideal work environment during your job search back home.

CAREER TRACK TIP: Informal Performance Evaluations

Actively seek feedback from your co-workers – not just your supervisor – about your performance. Ask what you do best and where they think you could strengthen your skills. Write this down in your work portfolio for your own skill building.

CAREER TRACK TIP: Resume Prep

Think of how you can express these skills on your resume. Jot down a few anecdotes from your internship that demonstrate these skills so that they stay fresh in your mind for future interviews. Look ahead for tips on identifying what accomplishments, skills and characteristics you should put on your resume.

CAREER TRACK TIP: Letter of Reference

If appropriate, you may want to request an additional formal letter of recommendation

from your supervisor, with a general greeting (e.g. To Whom It May Concern) that you can keep for your portfolio. If you do, please forward a copy to IE₃. We will keep it with your file if you need to retrieve a copy within the next 5 years.

CAREER TRACK TIP: Exit Interview

Before you leave your internship, ask your supervisor for an exit interview. This will allow your supervisor to share his or her perspective on your work at the site. Ask for feedback on what you did well, and what you could improve on in future situations.

CAREER TRACK TIP: Keeping in Touch

Communication shouldn't end when you leave your internship. Keep people updated on major events in your life (graduation, new job, etc.) via email. When you need to ask them for a reference or an introduction, it won't feel like you are starting the relationship from scratch again. Keep an address list of current contact information in your work portfolio.

CAREER TRACK TIP: Resume Update

Update your resume in the first few weeks of returning home while your new experiences, accomplishments, skills and characteristics are still noticeable to you.

CAREER TRACK TIP: Show your Appreciation

Thank everyone who has assisted you throughout your internship experience.



APPENDIX 8: Gift Ideas

When deciding what to take with you, remember to keep local climate, customs, religious beliefs, and standards of living in mind. Be aware of taboos against certain animal or food products. In some areas handicrafts may be less exotic than modern conveniences. In this case, ball point pens, hard candy or little toys may be nice gifts. Whenever possible, ask someone who has recently returned or someone from the country what an appropriate gift would be.

Some ideas from past interns:

- Calendars
- Photo books about your home state or region
- Postcards with your address on them to leave with people
 - some people take multiple sets and then ask their acquaintances to choose which postcard picture they like best
- Wooden gifts (combs, letter openers, etc.)
- Flavored teas
- Applets and Cotlets
- Chocolates made locally (WARNING: not a practical gift for hot climates...)
- Local wine
- Magnets with photos of your home region
- Colorful socks or theme socks
- Seattle's Best coffee packs (small and packable)
- CDs from local artists (Pink Martini?)
- small tins of salmon

YOU MIGHT ALSO WANT TO TAKE THE FOLLOWING:

- A map of the US (to show where your home state is)
- A map of your home state
- Pictures of your house, family, pets, etc.
- Holiday paraphernalia (e.g. Halloween decorations, Valentine's Day cards, Thanksgiving themed placemats and other light, packable objects)
- local newspapers and magazines (e.g. The Oregonian, Willamette Weekly)
- Brochures and materials from the Chamber of Commerce about your home city, county, state.....

The above work well as teaching materials, talking points, and just to satisfy curiosity, encourage people to visit you, etc.

APPENDIX 9: Visas 101

What is a visa?

A visa is a stamp or sticker in your passport from the consulate or embassy of another country granting you permission to be in their country. Whether or not you require a visa to enter and stay in a country depends entirely on the government of that country. There are usually several types of visas offered by any given country: tourist, student, business, and transit are among the most common categories. Some countries have a “visa waiver” program, where two or more countries agree to allow each other’s citizens to enter and stay for a determined length of time without applying in advance for a visa. There may also be an internship or trainee visa available.

Why do I need a visa?

If you do not have a visa for a country where you need one, you will not be allowed to enter. You may not be allowed to even board the plane in the U.S. as most airlines check to see if you are holding a valid visa for your final destination.

Can’t I use the one I got from Chase?

Wrong Visa. Go directly to the beginning of this page. Do not pass “Go.”

How do I get a visa?

Check with the embassy or consulate of the country about the application process and fees. You usually need to fill out an application and mail it with your passport (yes, the actual passport), a money order, and an envelope or payment for them to send you back your passport with the visa once it has been issued. Some countries also require digital fingerprints, an in-person application, a letter of invitation, and/or health records (possibly including T.B. or HIV tests). Talk to your regional director about tips for completing the application. Be sure to pay attention when filling out your application. Mistakes can mean a rejected application and starting over from scratch!

You mean I have to send them my passport?

Yes, the actual passport. We highly recommend sending it (both going and coming) with a service that allows you to track the whereabouts of your application and passport.

FedEx, UPS, and Priority Mail all allow you to track a package from drop off to delivery.

What’s an embassy? What’s a consulate?

An embassy is the primary diplomatic mission of one country in another country. A consulate is also a diplomatic mission, representing the country in a region outside the capital of the host country.

Why is Country X making this so difficult?

Actually, one of the most difficult countries to get a visa for at the moment is the U.S. Interviews can take months to schedule and many applicants are turned away or left waiting for a decision. Some countries have a retaliatory visa policy and pass legislation to make it equally difficult for U.S. citizens to get visas to their countries. Changes in the past 5 years include in-person application requirements and the registration of biometric data in applications and upon arrival. If you don’t have to go through all of the above, consider yourself lucky.

This all seems very confusing. Who can help me figure it out?

Ask your regional director for guidance and tips on applying for a visa.

APPENDIX 10: Journal Questions

IE₃ GLOBAL INTERNSHIPS: INTERNSHIP JOURNAL

The questions here provide guided reflection for your internship experience. By beginning your journaling before you leave and continuing throughout the internship, you will have a clearer picture of how the internship has contributed to your professional, personal, and cross-cultural development.

The journal questions are broken down into five sections with recommended timeframes for answering the questions:

Part One: Pre-departure

Part Two: First Week

Part Three: Initial Adjustment (end of second week)

Part Four: Internship Reflection (throughout internship)

Part Five: Post-Internship (ongoing after return to home country)

These questions also provide important material for your final report, which must be submitted to IE₃ Global Internships within a month of returning from your internship.

Prior interns recommend you also include the following in a journal or portfolio:

- Publications and info about the host organization (very helpful in job interviews!)
- A list or portfolio of projects you work on (include photos, reports, articles, etc.)
- A packet of materials about local transportation, good deals, recommended outings, etc. (Keep one as a souvenir and bring one back for the next intern.)
- A page in your journal of notes for the next intern

Good luck and all the best!

Part One: Pre-departure

Answer these questions in the weeks prior to your internship.

Internship Preparation

• List three of your internship goals for each of the following areas:

- d. Professional development
 - 1.
 - 2.
 - 3.
- e. Personal development
 - 1.
 - 2.
 - 3.
- f. Cross-cultural understanding

- 1.
- 2.
- 3.

- What contributions do you expect to make to the organization?
- What expectations do you have of the work environment at your internship site?
- What are your concerns about the internship experience? What are your hopes?
- What are some key issues (political, social, environmental, etc.) influencing the professional field of your host organization?
- What are some current news headlines in the host country?

Values and Culture

- List three values of your home culture which are important to you.
 - 1.
 - 2.
 - 3.
- What behaviors in your home culture are expressions of these values?
- List three values of the host culture that differ from your home culture.
 - 1.
 - 2.
 - 3.
- What social behaviors do you expect to see that are expressions of these values?
- What aspects of the host culture do you think you will find frustrating or challenging? Which aspects are you looking forward to?
- What stereotypes do you expect people in the host country will have about people from your home country?
- What sources of information have shaped your impressions of the country where you will be working?
- What new information have you learned about the host country since receiving your internship assignment? What resources did you use?
- What are three things you can do to combat culture shock?
 - 1.
 - 2.
 - 3.
- Draw a picture that represents the host country to you.

Part Two: First Week

Answer these questions at the end of your first week in the organization.

- What are your initial impressions of:
 - a. the country
 - b. the workplace
 - c. your housing situation
 - d. your ability to communicate
 - e. local transportation

- Describe your first interaction with your co-workers. Looking back, would you have done anything differently?

- Now that you are here, look at the list of goals you set pre-departure. Do you need to revise or adapt any goals or expectations?
 - Professional:

 - Personal:

 - Cross-cultural:

- Is the work environment more formal or less formal than you expected? What aspects?

- What surprised you most in the first week of your internship?

- What are the first three things you learned to do?

- Who has been most helpful to you in your first week of work?

Part Three: Initial Adjustment

Answer these questions at the end of your second week in the organization. You should have already had a work plan meeting with your supervisor.

- Describe the meeting with your supervisor about your work plan. Are the work assignments what you expected?

- Do you feel prepared for the projects you will be working on? Is there anything you wish you had done to better prepare yourself for this internship?

- Do you think the host organization's initial expectations of you were accurate, too high, or not high enough? Is there any additional information about you that you would have liked them to have before you arrived?

- Select several of the following aspects of your workplace. Observe and comment.

How do people greet each other in the morning?

How does one express disagreement in the following situations?

1. In a group
2. With a supervisor

3. With a peer

What is standard protocol for entering someone's office?

What kinds of behaviors are rewarded/criticized?

What is the prevailing attitude toward rules and procedures?

How do people address their superiors? Their subordinates?

- Is the above typical of the culture at large or only of the cultural sub-set in this work environment? What cultural values are expressed in the above behaviors?
- Were you required to register with the police, apply for a work-permit, or otherwise satisfy bureaucratic requirements? Describe the experience.

Part Four: Internship Reflection

These questions are broken down into categories that focus on professional, cross-cultural, and personal development aspects of the internship. When journaling, try to answer at least one question from each category.

INTERNSHIP REFLECTION: PROFESSIONAL

- How well did your coursework prepare you for the internship? What knowledge of your field has been most important so far?
- Are you meeting your professional development goals? If not, have you revisited the work plan with your supervisor to discuss options? What happened?
- Have you improved your professional vocabulary? What tools or strategies have been helpful for this?
- Have you learned about any new possibilities for career paths? Have you done any informational interviews (formal or informal) to learn about the field?
- With your experience thus far, are you more or less committed to a career in this field? What experiences have contributed to this?
- Who in the organization do you admire most? What characteristics of this person do you admire? Which of these characteristics would you like to develop in yourself?

INTERNSHIP REFLECTION: CROSS-CULTURAL

- Looking back at your pre-departure journal, how have your impressions of the host culture changed? What new sources of information have shaped your impressions?
- Describe an event where you misunderstood something due to cultural differences. What did you do? What would you do next time?

- Describe a time when you used D.I.E. (Describe, Interpret Evaluate) to overcome a knee-jerk reaction to a situation.
- What is the most frustrating aspect of the host culture? What is the most rewarding aspect?
- What do you think the most frustrating aspect of your culture is for the people you live and work with?
- Have you encountered stereotypes about your home culture? What are they? Do you think your behavior confirms or contradicts these stereotypes?
- Did you have stereotypes of the host culture before coming? How have your perceptions changed?
- What expressions or idioms in the host culture/language contradict or parallel the following American expressions. What value differences does this demonstrate?

“Never put off until tomorrow what you can do today.” _____

“Nothing ventured, nothing gained.” _____

“Every cloud has a silver lining.” _____

- What are three everyday expressions that embody values characteristic of the culture?
- Read the answers in your pre-departure journal about your expectations of the host country’s values and behaviors. What is different than you expected? What influenced your expectations before coming? What has changed since then?
- Draw a picture that represents the host country to you.

INTERNSHIP REFLECTION: PERSONAL

- What are the most important things you have learned about yourself through this experience?
- What has been the biggest challenge for you personally on this internship? What has been the greatest reward?
- The period of cultural adjustment is often drawn as a “W” curve (refer to the IE₃ Global Internships pre-departure orientation handbook for a picture) with various peaks and valleys:
 - Honeymoon (peak)
 - Initial Culture Shock (valley)
 - Cultural Adjustment (peak)
 - Further Culture Shock (valley)
 - Further Adjustment (peak)
 - Re-entry Shock (valley)

Draw the curve (or any other representation) of your cultural adjustment period— mark the highs and lows with dates, descriptions or drawings of events that represent one of these phases.

- How have your personal goals evolved since beginning the internship?
- Would you do anything differently? What?

Part Five: Post-Internship

Answer these questions after returning to your home country.

- What are the most important skills you developed during your internship?
- What aspects of daily life in your home country do you view differently as a result of your internship experience?
- What surprised you when you returned to your home country?
- What frustrated you when you returned to your home country? What relieved you?
- What experiences from your internship have influenced your decisions about future studies and career?
- How do people around you think you have changed from this experience?
- How have you changed?
- Do you want to go back to the host country? Why or why not?
- What important aspects of your experience do you want to share with others?
- What's next?

APPENDIX 11: Pre-Departure Orientation Checklist

You probably already have many questions about your internship placement and orientation is the place to ask them. To get you started is a checklist of the information you should be sure you have before leaving.

Passport and Visa Documents

- Do I need a visa to enter the country?
- Are there any special procedures I should expect when entering the country?
- Do I need to register my visa or passport when I am in the country?
- What kind of ID should I carry with me when in country?
- Do I need a work permit, if so, what are the procedures before I leave and in country?

Travel Arrangements

- How do I get to the internship site?
- Whom in the host organization should I contact before I leave for the internship?
- What travel resources have other interns found helpful?

Health and Safety

- Do I need immunizations? Are there other health precautions I need to take?
- Where do I get this information?
- What do I need to do if I want to be insured for longer than the duration of my internship?
- Are there any special precautions I need to take in this country regarding health or safety?

Organizational Culture

- What is the dress code of the organization where I will be working?
- Who is my supervisor?
- Are there any cultural issues that previous interns have found challenging?
- What are some tips for getting off to a good start in the organization?

Communication

- Will I have access to email and/or a telephone?
- What is the best way to communicate with people at home?
- How can people at home reach me in an emergency?

Housing

- Where will I be living?
- If I need to find housing, what is the best place to look? What should I be aware of?
- Is it best to wait until I arrive or look for something in advance?
- Do I need to bring anything for my living accommodations (e.g. sleeping bag, etc.)

Finances

- What is the most reliable way to have access to money? (ATMs, Traveler's checks, cash, etc.)

- What do I need to do to make sure that my financial aid will be released?

Academic Credit

- What are my reporting requirements to my supervising faculty member(s)?
- How many credits will the Office of International Programs register me for?

Paperwork

All required forms and documents for the IE₃ Global Internships program are available in your online application. If you have any questions about the paperwork for the program, ask them at orientation, or email the IE₃ Program Assistant at ie3global@ous.edu.

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