

**WORKING IN A PROFESSIONAL SETTING**Summer & Fall 2020 | all program locations

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Session Title	Facilitator	Purpose
Welcome	All	Introduce the topics & objectives for the meeting.
Working in a Professional Setting	Stephanie	Prepare for working full-time in a professional office with an emphasis on appearance, attire, and email/workplace etiquette that will help you succeed. Consider taking notes in the packet space provided.
Alcohol Etiquette & University Resources	Erin	We will address the presence of alcohol in the professional arena, including business events and after-hours settings. You will learn a few tips and tricks to make the most of this networking opportunity, while avoiding the stereotype of being "that intern".
Things to Do & Things to Come	Erin	Review the upcoming training dates/meetings and applicable due dates of program requirements.

## PROGRAM ELEMENTS

### Program Contact Information

Contained below is contact information for program staff. Please add these numbers to your phones. Additionally, be aware that cell phone numbers are for interns only in the event of emergencies and should not be distributed without prior approval from the individual staff member. Parents, guardians, site supervisors, etc. should use the office contact information only.

	<b>Stephanie Webb</b> <i>Director</i>	<b>Erin Fisk</b> <i>Coordinator</i>
Office Main Line	979-845-3712	979-845-3712
Office Direct Line	979-458-1346	979-845-8094
Fax	979-845-6083	979-845-6083
Cell	512-332-1824	512-680-4936
Email	smcmillen@tamu.edu	erinsfisk@tamu.edu

### Program Office Information

- Physical & mailing address
  - Agriculture & Life Sciences Building
  - 600 John Kimbrough Blvd., Suite 515
  - 2402 TAMU
  - College Station, TX 77843
- Websites
  - PPIP: <http://ppip.tamu.edu>
  - ANRP: <http://anrp.tamu.edu>
- Social Media
  - Twitter: @tamuPPIP
  - Facebook: /tamuPPIP
  - Instagram: @publicpolicyinterns
- Hashtags
  - #AggiesInDC
  - #AggieInternLife
  - #AggiesImpactPolicy

## WORKING IN A PROFESSIONAL SETTING

*What is professionalism?*

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

*6 Tips to Start Now*

1. Presentation
2. \_\_\_\_\_
3. \_\_\_\_\_
4. Have a positive attitude
5. Take initiative
6. Accept the uniqueness of others

*Ten (10) Things that Take Zero Talent but will Get You 100% Respect*

1. Being on time
2. Solid work ethic
3. Effort
4. Body language
5. Positive energy
6. Encouraging attitude
7. Passion
8. Being coachable
9. Doing extra
10. Being prepared

## NAVIGATING DIVERSITY IN THE WORKPLACE

### *Ouch! and Oops!*

*Ouch!* is when someone steps on your toes. *Oops!* is when you step on someone else's.

When you accidentally squash someone's toes (I hope it's never intentional), the natural thing to do is to get off their toes and apologize – immediately. It may sound like this, *"Oops, I'm sorry."* Then, make sure you haven't hurt them, and – very important – don't tread on them again. I'm also hoping you haven't stomped so hard you've caused a lasting injury. If so, I'm sure you would stick around and do what's necessary until you know everything is OK.

Well, it's the same thing when you FIGURATIVELY step on someone's toes. Have you ever said something that is unintentionally offensive – an "oops" you wish you could take back? Perhaps you stereotyped or demeaned someone. When this happens, you have a choice – you can ignore your mistake and hope nobody notices (*hmmm, how well does that work?*) OR you can take action to recover from your communication misstep.

### Communication Recovery

"Communication Recovery" involves acknowledging your mistake, sincerely apologizing, and then changing your behavior. Communication Recovery is an under-utilized skill. When we realize we've said something stereotypical or biased about an individual or group, many of us clam up. We are embarrassed, afraid of making things worse. We don't know what to do. The good news is Communication Recovery is possible; it's not that difficult, and it has a big payoff. Communication Recovery allows us to defuse tension, rebuild trust and rapport, and move forward.

Here's how to do it. It takes just a few steps and less than 30 seconds:

1. When someone lets you know you've been offensive, **Accept** the feedback: *"Thanks for telling me."*
2. **Acknowledge** what happened, both your intent and the impact:  
*"I didn't mean to label you, but I see I did."*
3. **Apologize**: *"I'm sorry I said that."* This is the most important step. It's easiest if you apologize immediately. Your sincerity will help clear the air and allow everyone, including you, to feel more comfortable.
4. **Adjust**: In other words, don't repeat the same offense in the future. Say so out loud, if you want – *"I'll try not to be such a clod in the future"* – or simply demonstrates your intentions to be respectful through your future actions.

Sometimes there is ONE MORE STEP – **ASK**.

If someone gives you feedback – *"Ouch!"* – and you aren't sure why, then **Ask**: *"What do you mean?"* If you sincerely ask for learning, people will educate you. Then **Accept** their feedback with an open heart and an open mind.

You can use the Communication Recovery steps in any order or use just one or two of the steps. Choose what's best for you in the situation.

Here are two examples of when no one speaks up, but YOU know you've said the wrong thing.

- *Oops, I'm struggling here – I think I just stereotyped our employees. That was unfair. I'm sorry.* This response skips **Accept** and starts with **Acknowledge** and **Apologize**. This might be enough, or you can continue with the rest of the steps: **Ask**, **Accept**, and **Adjust**.
- *I saw several of you wince. Obviously, I've said something unacceptable. What is it?* Once you know more, you will be able to **Accept** the feedback, **Apologize**, and **Adjust** your behavior.

## Sincerity Matters

In summary, Communication Recovery involves acknowledging your “oops”, apologizing, and fixing it. There are simple steps you can use: **Accept, Acknowledge, Apologize, and Adjust**. Sometimes you will want to solicit more information, so **Ask**.

Communication Recovery doesn’t work if it’s insincere. People can smell that. If you are unable to SINCERELY apologize, then consider accepting the feedback respectfully by saying something like, *“I didn’t realize that. Thank you for telling me.”*

A final note – Partial apologies or apologies that shift the blame to the listener don’t work either: *“If anyone was offended by what I said, then I’m sorry you feel that way.”*

It’s better to take responsibility for your behavior and its impact on others, and simply say, *“I’m sorry I was offensive. Please forgive me.”*

## Personal Reflection

**Describe a situation where you could have utilized the Oops or Ouch technique.**

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**How would you have used the Oops or Ouch technique if you could rewind the experience you identified above?**

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Adapted from: Aguilar, Leslie. *Ouch! That Stereotype Hurts: Communicating Respectfully in a Diverse World*. Bedford, TX: The Walk The Talk Company, 2006.

## ALCOHOL ETIQUETTE & AWARENESS

**List 4 possible consequences for violating alcohol related laws during your internship.**

1. 

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2. 

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3. 

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4. 

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**After reading the Happy Hour Etiquette below, what is new or sticking with you?**

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## Happy Hour Etiquette

In the professional world, happy hour is much more than tossing back a few cocktails at the end of the work week. After-hours function, often involving alcohol, can be an important part of networking moving up the executive career ladder. The key is figuring out how to handle the alcohol situation at professional (and non-professional-related) social drinking events. Even if you are out with your friends for a [quick drink](#), someone is always looking. A few simple tips and tricks will help you make the most of the after-work social scene, and avoid being stereotyped as “that intern.”

**1. Stay in [professional mode](#), even though you aren’t in the office.** We all like to let our hair down and leave the blazers and suit pants behind as soon as 5 p.m. hits, but certain clothing should not make it in front of your co-workers. Be mindful that possibly everything you say or do at happy hour might be exposed and questioned back at the office. Vulgar and perverse language should never enter the conversation between you and your co-workers.

**2. Know there’s nothing wrong with having a drink.** It’s not necessary to shun alcohol altogether to maintain a professional demeanor. In fact, avoiding events where alcohol is served could negatively impact your career prospects. If you consistently skip the office happy hour, you’ll miss out on valuable face-time and it can create the stigma of not being part of “the team.”

**3. Participate, even if you choose not to drink.** You can opt out of drinking for personal, religious, or health reasons. But make every effort to allow those around you to feel comfortable having a drink themselves.

**4. Remember that [fun](#) is not your primary objective.** Never make the mistake of thinking a work-sponsored happy hour is a chance to “let loose”. Enjoy yourself, get to know your colleagues, but don’t treat it like a get-together with your buddies. Remember that supervisors, bosses, and clients will be there observing your behavior.

**5. Choose your drinks wisely.** If you know you can’t handle that a certain drink, then take it light and easy. A cocktail or a glass of wine is a classy drink that isn’t too heavy on the liquor. Another simple strategy is to sip rather than guzzle your drink.

**6. [Eat](#) before you get there** and then again during happy hour. If you have to ask yourself, “Did I eat lunch today?” then maybe you should consider eating something before you go out drinking. Nothing is worse than alcohol splashing around in an empty stomach. Protein is your best option.

**7. Know your personal limits.** Decide how much you’ll drink over a specific time frame and stick to it. If you’re going to go to Happy Hour, decide exactly when you’re going to head home and how much you’ll drink. Then honor it like a sacred code. You’ll thank yourself when you wake up the next morning feeling refreshed and well-rested.

**8. Don’t push alcohol on others.** Believe your client or colleague when they say they’ve had enough, and don’t automatically order another round without asking.

*Happy hour provides a great chance for friends, colleagues, and [clients](#) to meet on a more relaxed, casual basis. Just remember to keep your wits about you and use the opportunity wisely.*

## PROGRAM POLICIES & TEXAS A&M UNIVERSITY STUDENT RULES

### Program Policies

All program interns sign the *Intern Code of Conduct* and the *Terms of Participation Agreement*. Interns for the D.C. program will also sign a *Housing Contract*.

Students who participate in Policy Internship Programs become part of the larger community in which they are living and have a responsibility to represent the program and the university in a positive manner. These responsibilities include: acting in a professional manner inside and outside of the office and exhibiting personal behavior that shows cooperation, consideration and respect for others. Violations of any policies may result in disciplinary or program action – warnings may or may not be given. Please note that all determination of violations will be made at the discretion of the program and may or may not involve larger University processes through the Student Conduct Office or Aggie Honor System Office.

Violation of a regulation may lead to termination of the participant's scholarship and/or loss of academic credit. Program participation may also be revoked if a student's conduct becomes, in Texas A&M University's opinion, harmful to him/herself or to others, or if the student does not meet the expectations of the hosting organization.

### University-Sponsored Programs

The Agricultural & Natural Resources Policy Internship Program (ANRP) and the Public Policy Internship Program (PPIP) are official Texas A&M University programs. All university student rules apply for the full duration of the internship semester. Ultimately interns represent not only themselves, but the program and Texas A&M University as their conduct has a direct impact (positive or negative) on opportunities for future interns. This includes, but is not limited to, time spent in intern housing, at the hosting office, events outside of "business hours", and personal time.

Policy Internship Program staff will work with the Student Conduct Office and/or Aggie Honor System Office if it is believed that an intern is in violation of the Texas A&M University Student Rules. Possible university consequences may include conduct probation, suspension, and/or expulsion; loss of student leadership positions; loss of scholarships; and/or parental notification if the student is under the age of 21 (alcohol-related offenses).

## REPORTING RESOURCES

The following resources are available for program interns during the internship semester.

- Policy Internship Program staff
  - On-campus staff: Erin or Stephanie
  - D.C. staff: Michael Nepveux (apartment 417)
- Anonymous Incident Report Form
  - Located on the ANRP housing page
  - May be used for all program locations, including Europe.
  - <http://anrp.tamu.edu/housing> (password: "intern")
- Tell Somebody
  - <http://tellsomebody.tamu.edu>
- Student Assistance Services
  - 979-845-3113 | [studentlife@tamu.edu](mailto:studentlife@tamu.edu)