



Serving Communities
Internship Program

Professional Communication Policy Development Guide

Your professional conduct policy should include the following professional communication policy between your staff and interns:

- The policy should clearly state that all communications will be of a professional manner in line with the included description of professional communication.
- The purpose and content of communication with interns should be limited to what is necessary for the completion of deliverables in the internships letter of agreement.
- Include the forms of communication. For example, if communication with your intern will be through email, phone, and text message as appropriate.
- The general content of the communication and frequency of communication should be listed.
 - How often will you be checking in with the intern? What are the expectations of the intern when communicating with their internship supervisor?
- Who the intern will be communicating with. Communications between the organization and intern should only come from the internship supervisor listed in the letter of agreement with the intern.
- How your organization will resolve conflict, if any arises, between interns and their respective supervisors.
 - Be sure this policy aligns with SCiP's conflict resolution procedure.

What is professional communication?

Communication with interns must remain professional at all times. Offensive and derogatory language will not be tolerated. Professional communication should be positive, courteous, and conscientious.

Remember to be mindful of tone within different mediums for communication. For example, it is easier to convey the tone of your message through a face-to-face or telephone conversation than it is through email or text messaging. Before sending a message, stop and think if your message is something you'd say to a boss or a close friend, and if your message and delivery method is appropriate for your intended audience.

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Communication should also be clear and relevant to interns' roles within your organization. For example, provide clear and specific instructions for tasks including timeframes and expectations. Communication should also be timely such as ensuring interns receive relevant and appropriate information *prior* to beginning a task or project.

Should someone in your organization need to discuss or raise a concern about an intern's performance, please ensure you follow SCiP's conflict resolution procedure (see attached) and that your language remains neutral. Neutral language is non-judgmental, non-accusatory and non-defensive.