

**NOTE:** Welcome to The Borgen Project! This packet is your key to success. Read it today. Read it tonight. And read it in two weeks. It's a little heavy on the "do's and don't" but that's only meant to give you clear expectations. We want you to be successful here and everywhere you go!

# NEWHIRESPACKET

Congratulations! You are now a staffer at The Borgen Project!

**THE BORGEN PROJECT**





## Email/Intranet/Clock Spot Info

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**Wireless Network**

Network: BorgenProject-2.4

Password: Officedog500  
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**Intranet (internal staff site):**

<http://borgenteam.org/>

## Time Tracker (Parktime)

Visit Parktime.com to login and out each day.

**Note:**

- Parktime notifies us when people have clocked in or out from outside of The Borgen Project's office (ie. clocked in from the office, but left work early and clocked out from home). We work for the world's poor! Cheating on hours will result in immediate termination.
- To receive credit for your hours, it's your responsibility to clock in and out. Individuals not clocking out, won't receive hours for the day. You can visit Parktime.com anytime to double check that you clocked in correctly.

## GENERAL OFFICE PROTOCOL & COMMON QUESTIONS



**Dress Code?** Dress professional. We no longer require business attire, but you still need to look sharp.

**Food at Work?** Go for it... Just clean up your crumbs.



**Lunch?** Take a lunch break whenever you want. Clock out if you'll be gone more than 15-minutes.

**Breaks?** Help yourself. Generally 10-minutes per 3-hour shift. You don't need to clock out for breaks.

**Desk Space?** Leave it better than you found it. The Borgen Project's office acts as a docking station with people coming and going throughout the day. Turn your computer bag into a mobile office and take your papers and folders with you when you leave.

**Cellphones:** Keep them in your bag. Cellphones are not your friend when you're at work. Nowadays just about everyone is addicted to their cellphone, so it goes without saying that the constant texts, alerts and other distractions will not help you stay focused and succeed here.



**You Inc. - Establish your Brand:** An internship is a good place to start deciding who you want to be in the workforce. Decide now, who you want to be and how your team is going to view you? Are you going to be the fearless, hard-worker? Or the person who is hunched over bored and quickly trying to hide Facebook from their screen every time someone walks by? Our top interns have gone on to work at Google, Amazon, Microsoft, Congress, Yale, The Clinton Foundation and the CIA among others... All of whom read the newhires packet closely and lived and breathed it's magical wisdom! :)

**Attitudes?** Not happy... quit. Hear someone complaining, tell them to quit. The Borgen Project is a drama-free zone. Whatever junk you've encountered at previous jobs, we strive to avoid it here. The Borgen Project is a purpose driven cause. We're here because we want to be and we're here to help millions of people... That's how we roll!

**Boredom Free Zone:** If you're bored, then you're not working fast enough. Speed it up slug bug! If you ever run out of work, let your manager know that you're hungry to accomplish more. Remember, your end of internship review that goes on file will focus on what you accomplished for the cause.

**End of shift?** Clock out, send your daily report and call it a day. You don't need to check with your manager before leaving, just make sure you work until or after your shift ends.



**Tunes?** Go for it. If you've got earbuds, feel free to listen to music while you work.

**Office Visitors?** We like meeting your people! Bring friends and family down for a tour.

## THE DO'S AND DON'T PAGE

We are a focused, disciplined poverty-reduction machine! Our high-performance is the direct result of the high-expectations we place on ourselves. The organization receives resumes from people all over the world who want to intern at The Borgen Project. Only 12% of applicants are selected to intern at The Borgen Project. Here's the minimum we expect from those selected:

- Keep your cellphone in your bag. It's not your friend when you're working and it's easy to get distracted.
- Stick to your schedule.
- Always work your entire shift, even if you come in early.
- Always respond to emails ASAP.
- Don't send text messages, check personal email, make personal calls, Instagram, Facebook, etc.
- Keep outside life away from work.

### Top Issues Interns have been let go for...

1. Not accomplishing work/off task
2. Arriving late/frequent schedule changes
3. Dishonesty: Please don't lie in your daily reports or weekly tracker. Any form of lying is an automatic termination.

... *Don't do these and you'll do great!*

“With great power comes great responsibility.”

### The Secret to your Success at The Borgen Project (and anywhere)

1. Arrive 5 minutes early, leave 5 minutes late. It convey's that you want to be here and that you're ambitious to have an impact.
2. Respond quickly to emails.
3. Impact, Impact, Impact – Think in terms of ROI – The organization brought you on because we believe in you, now what's your **Return On Investment** for the cause. The days of just showing up to work are over. In today's economy, organizations hire people to meet specific needs and expect to see results out of every member of their team.
4. Take ownership of every assignment you do. Find ways to make it a success. Ask for help if you're having trouble.
5. Take on any challenge.
6. Be positive and friendly.

“To whom much is given, much is expected.”



## **OUTSIDE OF OFFICE HOURS**

We're letting you complete 60-hours of your internship from outside of the office, but it's important that the time is well-utilized and objectives are met.

### **What's expected of the 60-hours outside of office?**

- **Weekly Tracker:** Follow the instructions on the Weekly Tracker. All items done on the weekly tracker are done outside of the office (fundraising letters you'll print and stack at the office).
- **Events:** Attend 4-events. Details on next page. You can clock out and attend day events or do evening events. (varies, usually adds up to 15-18 hours total)
- **Fundraising:** We're letting you work on your personal fundraising campaign from home, but you'll need to demonstrate impact with those hours. You'll need to raise a minimum of \$500 or more. If you fully utilize the time, this will be easy to reach. This is also an area where you can really stand out and make your mark on the organization. Many interns and volunteers have raised \$1,200 or more and we encourage you to aim higher than the minimum requirement.

## THE EVENT HOURS

As part of your outside of office hours you'll attend 6 networking events.

### Objective of attending events:

1. Raise awareness of The Borgen Project.
2. Connect with people who might be potential allies.
3. Educate yourself about specific issues (i.e. hearing a speaker discuss global health).
4. Help you develop a skill that will profoundly improve your life... talking to strangers.

### What to do?

- Arrive early. Most networking occurs before and after the event.
- Wear a Borgen Project T-shirt unless it's a business attire event. You won't be able to talk to everyone in the room, but if you've got the shirt on you'll multiply your impact and get the organization on the radar of most of the room.
- Talk to strangers. Us Seattle folks are notoriously timid in social settings (newcomers call it the Seattle chill). Don't let the protective layer fool you, these people are socially starving and dying to meet new people... That's probably why they're at the event to begin with! Introduce yourself. Be friendly. Listen. And that's all there is to it.

### Easy Icebreakers:

- "Hi I'm...(enter your name, a smile and a handshake here)." With that 3-word opener conversations usually pop out of thin air.
- "Are you from Seattle?" is always a safe next question to open up a bigger conversation.
- "Have you been to Global Washington (name of group hosting the event) events before?"

### Have your 30-second Pitch Down:

Be Borgen Project ready for that infamous and uniquely American question...

Q: "What do you do?"

A: "I'm an intern at The Borgen Project, it's a national campaign that fights global poverty."

## 10 THINGS FOR INTERNS TO KNOW

### *Writing*

1. The “T” in “The Borgen Project” is always capitalized. As in, we are The Borgen Project not the Borgen Project.
2. We write in AP style (same as newspapers). Single space after periods. Write short and to the point. One paragraph is sufficient for most emails. In college, you’re encouraged to ramble in order to fill space and meet the page requirements. In the professional world, people don’t read things that look long. They skim, they delete the email, they go to a different website, etc.
3. When emailing people, there is no need to announce that you’re an intern in the email. As in, “Hi, this is Jane Smith. I’m an intern at The Borgen Project and I was wondering...”

### *Office*

4. If the phone rings... Answer it. “Good afternoon, Thank you for calling The Borgen Project how may I help you.” Take a message if they have a question that you don’t know the answer to.
5. If you’re the last person to leave The Borgen Project, please turn off the lights and make sure heaters, fans, etc. in our area aren’t running and lock the door.
6. Leave the desk space better than you found it. We don’t have a janitor (one of many ways we try to reduce costs), so wipe your desk down before you leave and check the floor for crumbs. If you need to vacuum the area, it’s located in a closet behind the front desk.
7. Out of respect for coworkers who are on the phone, please cease conversations while anyone is on the phone.

### *Most Important*

8. Have fun! You’re improving lives and operating inside a movement. How cool is that!

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**The Inside Scoop on References:** References are earned not given. We love helping those who put an amazing effort forward to help the world’ poor. For those who don’t, there’s not much we can do for you when it comes to references. Keep in mind that when a person is a reference, they get lots of questions from recruiters meant to determine what the candidate did wrong and right... Was the person reliable, on time, how do they compare to other interns, would you hire them again, etc. For your manager to be a good reference, you need to put them in a position where their forthright answers to recruiters will make you sound amazing.

#### ***For Example:***

- Recruiter: “How often was he late to work?”

- Reference: “He was never late. In fact, Bob was 10-15 minutes early most days. He’s one of those people who is always excited to get to work and start having an impact.”

If your Managers answer will sound like this, “Well, that was a bit of an issue. He was late just about every week.” Then naturally, your manager won’t have the ability or interest in being a reference for you. Help us, help you! Give us the ability to brag about you!

# **END OF INTERNSHIP PERFORMANCE REVIEW FORM**

This is filled out by your manager at the end of your internship and goes on file. Please read carefully, so you know the policy for evaluating your impact.

**Name:**

**Title:**

**Start Date:**

**End Date:**

## **Hours/Clockspot Review**

- Number of days late to work:
- Number of days left work early:
- Number of days missed:

## **Fundraising Impact**

- Number of fundraising letters sent:
- Number of donors:
- Total amount raised (Minimum \$500):

## **Impact with Telecommuting Hours**

- Was the weekly report ever late? How often?
- Were weekly targets met? Did they utilize the outside of office hours.
- Were events completed within 2 months of being hired?

## **Impact and Outcomes**

Rate on a Scale of 1 to 5 - *(1 bad, 3 average, 5 among the best we've seen)*

- Quality of work:
- Speed and daily impact:
- Team player:

## **Overall**

- Internship hours and requirements were completed?
- The dedication and impact of staffer was? *(bad, average, good, among the best we've ever seen)*
- Did the staffer perform well enough that the organization can be a reference for them?

**Notes of Impact and Accomplishments:**

