

GUIDEBOOK FOR HOSTS

This resource should outline all the necessary information and expectations of a managing organization's career development experience (CDE) for hosts. Managing organizations should support hosts continuously throughout the CDE, but it is also important that hosts are equipped with materials and resources to refer to as needed.

Managing organizations should review the guide with hosts before a participant's first day; best practices are to review the guide via in-person meetings or webinars with managing organization and host staff.

Each section below highlights suggested components and items to cover within for the host guidebook. Assume that the reader is learning this information for the first time, as the host staff who developed the partnership with your managing organization may not be the one responsible for implementing the contents of this document.

PROGRAM OVERVIEW

Background, Mission, and Purpose

- Thank you message for hosting a participant.
- Testimonial from experienced host partners.
- History of the CDE program and why it was developed.
- Objectives and impact of the CDE for participants and hosts.
- Overview of CDE program (length, schedule, description of participants, etc.).

Timeline of Events and Activities

Note: The managing organization may not have all dates confirmed, but should still provide a general weekly or monthly timeline as able.

- Calendar of CDE program events.
 - Are there any scheduled days that participants will not report to their CDE (i.e., if a participant is in school and does not attend their CDE when school is closed – holidays, weather, etc.)?
 - Note the first and last day of the CDE.
 - Include release and due dates for required activities (i.e., professional skills assessment).
- Any additional engagements for hosts (i.e., networking events with other hosts, appreciation events, professional development opportunities, etc.).

Characteristics of a Strong Host Partner

Note: This section should feel exciting for hosts and encourage them to brainstorm how they will provide an authentic and engaging experience for participants.

- Note ways that hosts have been successful in engaging and supporting participants, i.e.:
 - They work in teams – participants interact with a variety of staff.
 - They provide participants with sufficient work.
 - They make all tasks important and connect tasks back to the mission and vision of the host.
 - They are willing to coach and provide structure.
 - They provide participants with honest and constructive feedback.

Supports Provided by the Managing Organization

- Managing organization staff who will work directly with hosts; include names and contact information.
- Types of engagement before, during, and after the CDE.
 - Regular check-ins
 - Site visits
 - Resources provided
- How participants are supported by the managing organization.
- Reasons that host might contact the managing organization. Note: It is important to stress here that communication can occur at any time for any reason and the managing organization will be available to support (establishing a strong relationship through consistent communication is essential to the success of the CDE).

POLICIES AND PROCEDURES

General Policies

- Attendance policies: Are participants allowed a certain number of excused absences? Include the process for how the managing organization should be informed of any absences, whether by the host and/or participant. Note: Best practice is for participants to own this communication and for the managing organization to follow-up with hosts to confirm that they are aware.
- Record keeping of days and hours completed. Note the process for how and where this information should be recorded by participants and verified by hosts. Include a template document or screenshots of the method for recording this information.
- Grading and/or compensation for participants: Include a brief description for hosts on how participants receive any applicable credit and/or compensation from the CDE.
- Attire expectations for participants. Note: The managing organization may require professional attire for participants but should confirm the expectation of the host.
- Liability, travel, and other concerns:
 - Outline any forms or processes if hosts take participants off site to a CDE related event.
 - Process for any emergencies that may occur at the job site. Note: Best practice is for hosts to have emergency contact information on hand for participants.
- Harassment policies. Note: It is important to discuss these matters and how the managing organization will handle any of these claims. It is also helpful to stress here that any personal concerns relayed to hosts by participants should be communicated to the managing organization immediately.

Site Visits

- When they typically occur and about how long they last.
- Questions that will be asked. Note: Include a form if possible.
- Host and managing organization staff that should be present. Note: Best practice is for managing organization staff to meet directly with the host staff most directly working with the participant (host supervisor).

Professional Skills Assessment

- When this is provided to begin completing and when it is due.
- Information on how to fill out and submit the assessment.
- Assessment items covered. Note: Include a form if possible.
- Feedback conversations regarding results. Note: Depending on when these are submitted, encourage hosts to find time to go through the assessment with participants and have a collaborative discussion about how and why the host assessed them like they did. Depending also on the relationship developed between the host and

participant, it might be helpful to have a managing organization staff member present for this conversation to ensure that it is productive.

WORKING WITH PARTICIPANTS

First Day Needs

- Review any information that will be sent to hosts beforehand (the “About Me” profile, resume, etc.).
- Ask about any additional onboarding needs from hosts for participants to begin.

Orientation and Setting Expectations

- Provide a copy of the orientation guide for hosts to complete with participants. Note: this guide should cover some general expectations.
- General structure and best practices of check-ins. Note: Include a form if possible.
- Are there any additional expectations from the host to communicate with participants before or during Orientation?

Role of the Host Supervisor

- Manager: Handles the logistical items, i.e., assigns tasks and verifies attendance and hours completed.
- Mentor: Supports participant’s personal & professional development.
 - Incorporates participant into company culture.
 - Guides participant through an authentic professional experience.
 - Participates in participant’s goal setting and expectations.
 - Reflects on participant’s career pathway options and how experience informs.
 - Provides participant with constructive feedback and assessment.

Resources for Engagement

- Include any common templates and resources for participants (i.e., task management, reflection journal, project preparation, etc.).
- If possible, include examples from other host partners who have developed methods to support participants in completing and/or managing tasks.

Improvement Plans

- Include the process for hosts who have had conversations with participants but are not seeing the development of skills and/or completion of tasks required to perform at the CDE? Note: Include a form if possible.
- State any policies regarding continued lack of needed performance and removal of a participant from the host site. Note: Hosts should be encouraged to communicate any concerns about participant performance to the managing organization as soon as possible so that the organization can support in navigating these concerns with participants. Preferably, a participant should be engaged in conversations with their host and the managing organization and provided time for improvement before being put on an official improvement plan.

FAQ

Include responses to common questions that a managing organization receives from host partners, i.e.:

- What training and experience do participants have before starting their CDE?

How do I keep my participant busy at times when there is not enough work to do?

- What support does the managing organization provide throughout and after the CDE?
- When and how often should I contact the managing organization?
- How do I engage other host staff to support and provide opportunities for participants?