

Final report

HOW TO MAKE YOUR INTERNSHIP A SUCCESS



25 – 27 November 2022

Bitola, Macedonia

Final Report

To: WUS Macedonia

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Location:MODIL II, h. Kapri, Bitola, Macedonia

Subject: How to Make Your Internship a Success

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1. AGENDA

Time	Day I, 25.11.2022
17:00 - 18:00 18:00-19:00 19:00-20:00	<ul style="list-style-type: none"> ✓ Arrival and accommodation of guests ✓ Dinner ✓ Opening of the event and getting to know the participants
Time	Day II, 26.11.2022 r.
9:00- 10:45	<ul style="list-style-type: none"> ✓ Acquaintance, EXERCISE WITH STICKERS ✓ What we expect from the training ✓ EXERCISE WITH BALLOONS ✓ What is an internship ✓ EXERCISE IN TEAMS
10:45-11:15	Break
11:15-13:00	<ul style="list-style-type: none"> ✓ Career management ✓ EXERCISE ✓ Why should a career be explored? ✓ EXERCISE ✓ Career planning
13:15 – 14:00	Lunch time
14:00 -15:00	<ul style="list-style-type: none"> ✓ BINTERN-Dimitar Mitrevski from student to entrepreneur ✓ Jasna Vesic- Starting a career
15:00-15:10	Coffee Break
15:00-16:30	<ul style="list-style-type: none"> ✓ Setting goals ✓ Set smart goals (SMART) method ✓ EXERCISE
16:30-17:00	DAY ANALYSIS

Time	Day III, 27.11.2022
9:00- 9:30	✓ Brief review of what was done the previous
9:30-11:00	<ul style="list-style-type: none"> ✓ Communication as a tool for the realization of goals? ✓ Speech as communication ✓ EXERCISE ✓ What is good communication ✓ Communication can be ✓ EXERCISE
11:00- 11:30	Break
11:30-13:00	<ul style="list-style-type: none"> ✓ Types of communication ✓ What is assertive communication ✓ EXERCISE ✓ What is the right opportunity, how to decide ✓ What employers want ✓ Be thorough and prepared
13:00 – 14:00	Lunch time
14:00 -15:15-	<ul style="list-style-type: none"> ✓ What is the conflict? ✓ EXERCISE ✓ Types of conflicts ✓ Causes of conflict ✓ EXERCISE ✓ Steps to resolve conflicts ✓ EXERCISE
15:15 - 15:30	Coffee Break
15:30-17:00	<ul style="list-style-type: none"> ✓ Concept and essence of teamwork ✓ Concept and essence of groups ✓ Differences between team and group ✓ EXERCISE ✓ Creation and development of teams ✓ What are the most impo
16:00-17:00	ANALYSIS AND EVALUATION

2. OJECTIVE OF THE TRAINING

3-day training organized on 25-27 November 2022

At the end of training participants should be able to understand:

- How the internship can be turned into a full-time job;
- How they should behave within organizations to be good interns;
- What is Career management;
- Why it is necessary to manage career development;
- How to plan their career;
- Make a career plan;
- Learn from the best student practices;
- Why is necessary to set SMART goals;
- To know the elements of the communication process and what is good communication;
- What is the assertive communication;
- To recognize leadership styles;
- Pitching (presenting) ideas within organizations;
- Networking: how it starts, how important it is and how to take advantage of it;
- What are conflicts and how to manage with them;
- Team and Team working-challenges and opportunities.

The seminar should ensure that the participants recognize their career paths and at the same time know how to build them upwards.

3. Number and description of realized sessions

Day 1

On the first day of the seminar, **5 sessions** were held.

Session 1

• **Description:** Session – Introductory presentation and getting to know the participants. Through this session, the participants got acquainted with the foreseen agenda of the seminar and the methods of work. Through interesting games in an informal way, it was possible to get to know each other, which included individual presentation of each participant, group dynamics, work in pairs, and then followed by expressing their motivation for participation, as well as expectations from the seminar. The participants had the task of presenting themselves through 5 cards (1. Name and place where they come from 2. Education Profession/Workplace 3. Interests, hobbies, leisure activities 4. Where they see themselves in the future - desired status 5. Symbol, which describes).

The form and methodology of work – Power point presentation, prepared exercises, games, discussion, and feedback



The trainer asked everyone to read the cards individually and thus introduce themselves. The cards remain in a visible place until the end of the training. The goal is

for each participant to present himself to the group in a different way and for the participants to get to know each other that way.



Session 2

After getting to know each other of the participants and the implementation of several exercises that allowed the participants to get closer, the implementation of the first part of the training was started, and it was about defining the meaning and possibilities of the internship.

- **Description:**The focus was placed on the students and the student internship, what it means for them and what are the opportunities to realize it in the company where they performed the internship. The participants of the training learned about the opportunities and obligations that students and companies have during the implementation of the internship, the importance of networking and staying in touch with colleagues even after the implementation of the internship.

At the end of this part, which was intended for familiarization with the internship, the students were divided into 5 groups with 5 members each and the same teams had the task of determining the positive and negative aspects of the internship. The exercise lasted for 20 minutes and then each team presented their results from the work of the exercise.

The form and methods of work - presentation, individual and group work, with discussion and feedback.

Materials – power point presentation, prepared exercises, flip chart paper and blackboard.



Session 3

- **Description:** The Career Planning session began with introductory remarks about the career as a set of different types of activities of the person, his/her promotion in the professional field, but also the realization of other goals - personal and professional, as well as the tendency to progress in society. This was followed by familiarization with the process of career management, as a process of self-understanding, creating career goals, improving skills and searching for suitable job opportunities. All participants were encouraged to think and perform a self-assessment through a specially structured Self-Assessment Test (roles, interests, values, skills, attitudes, personal style, preferred environment and development needs). The session continued with an individual presentation by each participant through a critical reflection on the current situation and how it aligns with his/her desired career aspirations at the moment.

- The second part referred to the Career Information, where the participants got acquainted with the method of collecting and structuring data on occupations, skills, possible career directions/paths, learning opportunities, choice of profession, trends and conditions of the labor market. This was followed by an exercise - group work on what challenges, problems, limitations and threats, but also opportunities and offers, the young people in the area and beyond encounter. At the end of the session, a discussion was developed.

The form and methods of work- power point presentation, individual and group work, discussion and feedback.

Materials - prepared exercises, paper A/4 format, blackboard, flip chart



Session 4

After the lunch break, the working day continued with the guests who were invited by us in order to share practical positive experiences from the practice. So Dimitar Mitrevski, a student at the University "St. Kliment Ohridski"-Bitola and the best student in the 2021/2022 generation and the owner of the BINTERN company, managed to convey his life story and experiences to the students, motivating that success does not come overnight, but that one should work diligently towards its realization. Also, his colleague Jasna Vesić gave her address, who with her motivating performance managed to keep the students' attention and provoke their interest by asking a series of questions.

- **Description:** The purpose of the session – Presentation of BINTERN digital employment platforms. The participants got acquainted with "digital presentation" through the use of digital tools or channels for presentation to potential employers. A work profile that will be available to potential employers on platforms such as Bintern, LinkedIn, UpWork, etc. Bintern is a Macedonian platform that connects students and graduates with companies for practice and employment. <https://bintern.com>

The form and methods of work- presentation, discussion and feedback.

Material - prepared exercises, individual and group discussion



Session 5

- **Description:** In this session, students learned about setting specific, measurable goals that can provide a path to career improvement and achievement. Goal setting can be used when given a specific task or project or to make personal progress in some way. You can also set goals for advancement, creativity, education, and many other different ways to improve your life and career.

The purpose of this session was to highlight the importance and need of setting goals, especially SMART goals in developing their career and realizing their career plans. In this session, 2 exercises were done, the first one related to the perception and differentiation of long-term and short-term goals through visualization of the same and the second exercise related to setting goals and proposing recommendations for their realization. The exercise was carried out in such a way that everyone present at the workshop was given a blank sheet of paper on which everyone had the task of thinking about three goals and writing the one they consider the most important on the blank sheet. Then the sheets are circulated in order to each student, who for the written goal gives a proposal for its realization. The exercise lasts until the initial sheet reaches the owner. Then the goals, proposals for implementation were publicly read and comments were given.

The form and methods of work- individual and group work, discussion and feedback.

Material - paper A/4 format, board, flip chart



Day 2

On the second day of the seminar, 4 sessions were held.

Session 1

• **Description:** The session Communication skills for achieving goals started with an introduction to the key competencies according to the European Qualifications Framework EKR/EQF, where communication skills occupy a special place. Through an interactive exercise (teamwork), the importance of good communication was emphasized as a means of motivating, negotiating, convincing the interlocutors, followed by recommendations for effective communication. An activity for active listening was realized, through a set of 4 (four) different specially prepared exercises/activities for the participants. After completing the exercises for verbal and non-verbal communication, a discussion followed about how the flow of information - messages circulated, how they were transmitted, how clear they were, what experience each of the participants had about the way of receiving and transmitting the messages.

The form and methods of work- Power point presentation, individual, pair work, group work, discussion and feedback.

Material - prepared exercises, paper A/4 format, blackboard, flip chart



Session 2

- **Description:** The purpose of this session was for the attendees to become familiar with the types of communication, and assertive communication, as the best type of communication, was explained in particular. Also, in this session, the topics of how to decide when choosing a profession, i.e. what are the real opportunities, were discussed. The issues of what employers want, what their priorities are and the necessary competencies that students should possess were also discussed and explained. At the request of the attendees, the procedures for developing soft skills among young people were once again explained, that is, how to write a quality CV, motivation letter, and a special time was devoted to the behavior during a job interview.

The form and methods of work- presentation, individual and group work, with discussion and feedback.

Materials – power point presentation, prepared exercises, flip chart paper and blackboard.



Session 3

● **Description:** The third session from the second day was devoted to conflicts and how to manage and resolve them. The topic aroused great interest among those present, during which a significant discussion developed. During the implementation of this session, two exercises were worked on. One was a 9-point problem exercise, which hypothesized students to think in a different way when solving conflicts, and the second exercise was an exercise to assess their personality when dealing with conflict.

The form and methods of work- presentation, individual and group work, with discussion and feedback.

Materials - power point presentation, prepared exercises, flip chart paper and blackboard.



Session 4

● **Description:** At the Teamwork Skills session, the participants got to know the characteristics of teamwork, while working in groups they presented what the team means to them and what characteristics individuals should possess for the team to be effective. Then the participants, divided into 2 teams, performed an activity to emphasize the importance of good communication between team members.

Recommendations for achieving effective interpersonal relationships based on respect, understanding and empathy among all members followed.

At the end of the session, the participants divided into 5 teams were given the task to apply what they learned and work as part of a team, in an atmosphere of trust, to express themselves openly, through open communication and developing new skills.

Team work was evaluated by the project coordinators. The most successful team was awarded for creative energy, innovation and joint action!

The form and methods of work- power point presentation, individual, work in pairs, work in teams, discussion and feedback.

Materials - prepared exercises, items for activities, paper A/4 format, blackboard, flip chart



Final discussion and evaluation of the training. The participants were awarded certificates for the successfully completed seminar, the benefits of the training were highlighted, through the level of acquired knowledge, the topics of the training, as well as wishing success in the implementation of the internship.

4. Description of the target group (initial status at the beginning of the workshop, number of participants)

On the first day of the seminar, the group of participants was composed of 26 young people from the Republic of North Macedonia of different gender and age categories. All

participants were motivated for interactive participation and open to discussion and learning through the training.

5. Description of the results of the working day/training and development of the group

Communication in the group went well, from the very beginning through the use of energizers (games), interactive communication and active participation of all participants was established. Then, the interactive approach was maintained in the group, so that through group dynamics and mutual interaction through methods and techniques used in non-formal education, all applied techniques and analyzes were solidly mastered during the training. There is always a need for the participants to express themselves and additional time, but with more effort and investment, the set goals of the training were achieved in the given time frame.

6. Recommendations and future steps

There is a need for further work and cooperation in the development of new skills and competencies among young people, in order to provide direction, mentorship and guide the participants through their career development. The systematic approach, continuous teamwork and monitoring of the participants in the future, would enable the achievement of their set career goals, especially encouraging young people to demonstrate success in the implementation of internship work, in order to reach their first employment.

How many participants started	26 participants (total included)
How many participants completed	26 participants (with completed training)

Signatures:

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