

Be Prepared for the Externs' Arrival - Orient Yourself, Your Office, and the Extern

a. Before the extern arrives:

- i. Send the extern a letter or email confirming start date, time, and any other relevant details (e.g. how to enter building, where to report).
- ii. If appropriate, provide with student with background materials regarding your organization and/or work that they can review before they arrive.
- iii. Determine what desk, telephone, and computer the extern will use.
- iv. Gather office keys, restroom keys, copier codes, computer passwords, and office manuals that the extern might need.
- v. Determine for whom the extern will be completing assignments. If the extern has more than one supervisor, designate one who will provide oversight, help prioritize assignments, and serve as the point of contact with the school.
- vi. Determine which support staff the extern can rely upon if needed.
- vii. Request an office e-mail account, if appropriate.
- viii. Prepare a first assignment and gather the files, samples, and other materials the extern will need to get started. Externs are anxious to provide meaningful assistance from day one!
- ix. Plan ahead for the extern to shadow supervisors at upcoming hearings, meetings, or conferences.

b. First day orientation:

- i. Be prepared and be present to greet the student. If the supervising attorney/intern coordinator cannot be available, designate someone for that task.
- ii. Provide an office tour and staff introductions.
- iii. Tell the extern how to contact his/her supervisors, including providing cell phone numbers if appropriate.
- iv. Explain the office's mission and structure, and discuss any broader issues that are critical to serving the mission or client population.
- v. Explain the role that externs play in furtherance of these issues.
- vi. Have an express conversation about confidentiality; if your office uses a confidentiality agreement with externs discuss it and have the extern sign it. Remind externs of the confidentiality policy often.
- vii. Brief the extern about office protocols regarding attendance, punctuality, security, safety emergency procedures, filing systems, routing of phone calls, dress code, computer usage, Lexis/Nexis, etc.
- viii. Ask the extern to post his/her work hours, e-mail address, and cell phone contact number near his/her desk.
- ix. Ask the extern to provide you with any paperwork required by the school.
- x. Invite the extern to upcoming staff or client meetings or other events.
- xi. Schedule a time within the first few days to have a conversation with the extern in which the goal is simply to get to know one another. As in any work situation, time spent establishing a cordial working relationship with your extern will help make it easier for you to understand each other's work style and meet each other's expectations.
- xii. Give the extern the first assignment, including a due date, what form the assignment should take (formal memo, email summary, oral briefing, etc.)