**Chapter 5**

**REFLECTION NOTES**

**5.1 Things Learnt in an Internship**

There are some main things that I have learnt so far in the industry.

**Skill Development**

Being final year student and to join as a fresher in any IT company, it was very important for me to have some knowledge about machine learning. The internship I did was on the full field of C# Programming. I learnt how to take a company’s values, needs, and voice and put that in characters or design pattern.

**Communication Skills:**

My internship taught me the significance of communication and teamwork. Establishing standard with supervisors and co-workers is essential in any position. Internship provided me the opportunity to enhance these skills. In today’s business world a lot of communication is done through email, and it really is a skill to be able to get your point accurately and politely through email.

Learning to have dynamic, professional dialogue and be good for developing relationships and working on collaborative projects in future positions. The ability to communicate effectively with supervisors, co-workers, and customers or clients will help you advance in any field. These skills are also essential when participating in extracurricular activities and group work in classes.

**Leadership Skills:**

These days employers not only look for candidates with content knowledge or technical expertise, but also leadership skills. Take advantage of any opportunities to build these in your current job or internship.

For example, volunteer to lead a working group for a large or even to organize a company party. These will show you to take initiative and allow you to practice things like:

* Delegation.
* Active listening.
* Organization.
* Brainstorming.
* Documentation.
* Communication with higher-ups.
* Assertiveness.

**Network:**

Working in Accolade Tech Solutions really helped me to grow my network as all the company employees are having more than ten years of experience. You could learn a lot and get some great ideas. Moreover we will get the connection of very experienced person in the industry and good human beings in society.

Here, they really encouraged work, so it certainly boosted my confidence while working. As an intern, students have access to professionals and have multiple opportunities to connect with professionals throughout an organization. Being inquisitive, helpful and motivated to learn is a great way to begin developing relationships and gain insights into potential jobs of interest at the same time.

**Teamwork:**

Being able to work with other people in my department is very important. Interns were encouraged to work together and brainstorm ideas to help the company gain followers and ultimately receive more donations for their cause. Being able to work together and help one another was vital to the department’s success. Teamwork is such an important aspect of running successful company and my internship has taught how to do this on a business level.

**Independence:**

My time at Accolade Tech Solutions taught me that sometimes you need to teach yourself and even the people you are working for. I had to develop skills in machine learning from the ground up so that it would help me. Creating those platforms and building their following from the ground up was definitely a challenge, but very rewarding. Being able to work on my own with little guidance and work independently is also very important in the working world.

**Confidence:**

Skills, Teamwork and Independence gave the confidence to believe in myself and my skill level. Believing in yourself is vital to your success and this internship will help you to gain the experience that helps you feel competent and confidence in what you do.

**Work hard:**

This is an obvious one, but don’t waste time. We are there to work, and they didn’t have to give us an opportunity. Make the most of our time and theirs. When I don’t understand any technical things or concepts I used to practice more and more to get the perfection towards my work and to have better edges over it.

**Be on Time:**

At Accolade, I have noticed that everyone is always on time and takes punctuality seriously, well better be there at 9:00 a.m. sharp, or earlier. We can learn a lot about office etiquette procedures from the ones who have been there for many years.

So finally I have made a list below of things that I have understood during my internship program at Accolade.

* Be open to positions of different types.
* Focus on developing universally applicable skills.
* Step outside our comfort zone. Volunteer for projects where you’ll learn something new.
* Take initiative.
* Network with colleagues and people from various company departments.

**Find our vision and values:**

One must have the right vision to accomplish our dreams. And also define his/her values and the ones of our company to guide our actions.

I also learnt that a company needs to be driven by values. They are the guiding principles for how work should be done or which decisions should be taken. They’ll not only drive your actions but also the actions of your team. Even if the company fails, the team will learn from this experience and the values they shared will help them to keep going.

**Time is precious, always make the most of it:**

Need to organize our time meticulously to get the most out of every day. First, we should apply both at work and in your personal life the 80/20 time management rule. This rule means that 20 percent of your efforts produce 80 percent of the results. We should therefore get rid of all the tasks that are time consuming and drive small income.

**Be transparent:**

One has to be transparent with the customers, co-workers and themselves if they want to succeed both in business and in life. One of the main focuses of my job was to support our users. I’d educate them about the App, receive their feedback and help them when they faced a bug. I ended up really liking helping others and getting to know our users. I also recognized the importance of social networks for support and marketing.

**It’s all about sharing:**

Give without counting to others and you’ll receive much more. I’ve always been very careful before connecting people from my network together. I used to believe that the more you’re the only connection between two people, the more powerful you are. I changed my mind on this point since I’ve been to the organization. People here are happy to introduce two people to give birth to new projects and opportunities.

**Work-life Balance:**

During my working with Accolade Tech Solutions, I felt that even though there exists a lot of work pressure, Accolade provides easy work-life balance. There has to be some sort of balance between work and personal life. In general, having that sense of balance will improve job satisfaction among employees because they’re not overlooking the other areas of their lives. Accolade helps us maintain that balance.

**Improvement in verbal communication:**

Verbal communication plays a very important role in making others understand our statements as it is. While working with highly professional employees, with different technical and cultural backgrounds, I observed closely on how the employees communicate with peers professionally. This resulted in improvement of my verbal communication skills. Taking part in team meetings for discussing the task updates daily also influenced greatly on my verbal communication. My mentor was providing valuable feedbacks on my skills during one-to-one meetings which also helped me improve on my communication skills. Having strong verbal communication strengthens the relationship with team.

**Improvement in personal development:**

It is very important for an employee to handle tough situations in a better way. In such tough situations an employee stay calm and focused and must think on how to solve the problems rather than being tensed and going out-of-control. An employee will have lot of stress and work pressure, relieving from stress is very important in order to have a mental calmness, improved work efficiency, productivity. The stress situations can be handled in a better way by practicing meditation. This inculcates positive thinking and right outlook towards all aspects of the life.

Practicing such techniques helped me to learn how to handle tough and stressed situations. I also learnt the behaviour of a professional employee in terms of leading the team, guiding peers on technical aspects, managing time and resources.

**5.2 My Contribution to the Organization**

During my internship at Accolade Tech Solutions, I’ve contributed to the organization by completing the assigned tasks successfully to the level of expectations. Some of the tasks that I’ve performed are listed below:

* I have designed and developed the module “Animal Tracking System”.
* There were some errors and mistakes in the application, we solved it with doing some experiments. And also I have validated it and gave it for user experience. I got positive feedback about my work. There are other some works to be performed for successful release of the application to use for normal users.
  1. **What Organization Got from me?**

1. New perspective on organizational issues mentally and bring fresh, new ideas to the company. Interns are good at questioning processes and can often see a better way of doing things that a manager might not.
2. Ease of use with technology, social media, computer programs-these are piece of cake for young professionals.
3. It’s a trial period that could lead to something more. An internship is a great way to see how much potential a student or recent graduate has in the field. You’ll get to see their skills and work ethic as an intern and might choose to bring them on as a paid employee down the line.
4. Hiring an intern helps spread the word about your company whether you mean to or not. If you’re an impressive internship supervisor and mentor, your interns will probably talk about their experience with peers, friends and family members essentially advertising for your organization.
5. Internship provide a great way to meet CSR targets by engaging with young people and providing them with valuable experience in a professional environment.
6. Due to the flexibility of an internship, organization always have access to skill candidates ready to take on that project that has been left on the backburner.
7. Internships are a great way to bring fresh ideas and new perspective into your organization. Technology is always changing and graduates are in the privileged position of having gained the most up-to-date knowledge available.
8. Hiring an intern is a great way to see if they’re a good fit for the organization. By providing training a company can evaluate how well the intern can not only do the job but can also see how well the individual will fit into the organization.

Organizations find interns to be highly capable, highly motivated, and skilled resources. Interns add productivity by enabling preceptors to do higher value-added tasks. They bring energy and fresh ideas along with their analytical, writing and language skills. Projects that were on the backburner get started and others get additional resources. Hosting interns is also an excellent way to develop an organization’s recruiting pipeline and build loyalty of future employees.

In addition to benefits to their organizations, preceptors provide tremendous value to interns. Students improve their competencies by applying classroom learning, investigate a career path or settle on one, and build their professional network. Interns work on projects, get exposure to work culture and understand the importance of team work while being accountable for deliverables.