

Playfair Planning Services Apprenticeship Goals Report

The Playfair Planning Internship Program was created with the best interest of our interns in mind. The goals have been created in a context to teach you how to master yourself and to develop the skill and values that employers want. Unlike many internship opportunities that have a limited focus, this experience is broad. While you will have an opportunity to gain practical experience in your related field of study, it is unrealistic to master any discipline in 250 hours. The purpose of The Apprenticeship Program is to teach you how to master YOURSELF.

Skills Interns Must Develop

1. **Communications Skills (listening, verbal, written).** By far, the one skill mentioned most often by employers is the ability to listen, write, and speak effectively. Successful communication is critical in business.
 - **Resume bullet point describing this skill:**
Exceptional listener and communicator who effectively conveys information verbally and in writing.
2. **Analytical/Research Skills.** Deals with your ability to assess a situation, seek multiple perspectives, gather more information if necessary, and identify key issues that need to be addressed.
 - **Resume bullet point describing this skill:**
Highly analytical thinking with demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes.
3. **Computer/Technical Literacy.** Almost all jobs now require some basic understanding of computer hardware and software, especially word processing, spreadsheets, and email.
 - **Resume bullet point describing this skill:**
Computer-literate performer with extensive software proficiency covering wide variety of applications.
4. **Flexibility/Adaptability/Managing Multiple Priorities.** Deals with your ability to manage multiple assignments and tasks, set priorities, and adapt to changing conditions and work assignments.
 - **Resume bullet point describing this skill:**
Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects.
5. **Interpersonal Abilities.** The ability to relate to your co-workers, inspire others to participate, and mitigate conflict with co-workers is essential given the amount of time spent at work each day.
 - **Resume bullet point describing this skill:**
Proven relationship-builder with unsurpassed interpersonal skills.
6. **Leadership/Management Skills.** While there is some debate about whether leadership is something people are born with, these skills deal with your ability to take charge and manage your co-workers.
 - **Resume bullet point describing this skill:**
Goal-driven leader who maintains a productive climate and confidently motivates, mobilizes, and coaches employees to meet high performance standards.
7. **Multicultural Sensitivity/Awareness.** There is possibly no bigger issue in the workplace than diversity, and job-seekers must demonstrate a sensitivity and awareness to other people and cultures.
 - **Resume bullet point describing this skill:**
Personable professional whose strengths include cultural sensitivity and an ability to build rapport with a diverse workforce in multicultural settings.
8. **Planning/Organizing.** Deals with your ability to design, plan, organize, and implement projects and tasks within an allotted timeframe. Also involves goal-setting.
 - **Resume bullet point describing this skill:**
Results-driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation.
9. **Problem-Solving/Reasoning/Creativity.** Involves the ability to find solutions to problems using your creativity, reasoning, and past experiences along with the available information and resources.
 - **Resume bullet point describing this skill:**
Innovative problem-solver who can generate workable solutions and resolve complaints.
10. **Teamwork.** Because so many jobs involve working in one or more work-groups, you must have the ability to work with others in a professional manner while attempting to achieve a common goal.
 - **Resume bullet point describing this skill:**
Resourceful team player who excels at building trusting relationships with customers and colleagues.

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Personal Values to Embrace

Of equal importance to skills are the values, personality traits, and personal characteristics that employers seek. Mastering the **10 Playfair E's**: Engagement, Enthusiasm, Excellence, Enlightenment, Energy, Empathy, Effectiveness, Experience, Enjoyment, Elegance will help you to emit these traits.

10 Most Values Employers Want

1. **Honesty/Integrity/Morality.** Employers probably respect personal integrity more than any other value, especially in light of the many recent corporate scandals.
 - **Sample bullet point describing this skill:** Professional whose honesty and integrity provide for effective leadership and optimal business relationships.
2. **Adaptability/Flexibility.** Deals with openness to new ideas and concepts, to working independently or as part of a team, and to carrying out multiple tasks or projects.
 - **Sample bullet point describing this skill:** Highly adaptable, mobile, positive, resilient, patient risk-taker who is open to new ideas.
3. **Dedication/Hard-Working/Work Ethic/Tenacity.** Employers seek job-seekers who love what they do and will keep at it until they solve the problem and get the job done.
 - **Sample bullet point describing this skill:** Productive worker with solid work ethic who exerts optimal effort in successfully completing tasks.
4. **Dependability/Reliability/Responsibility.** There's no question that all employers desire employees who will arrive to work every day -- on time -- and ready to work, and who will take responsibility for their actions.
 - **Sample bullet point describing this skill:** Dependable, responsible contributor committed to excellence and success.
5. **Loyalty.** Employers want employees who will have a strong devotion to the company -- even at times when the company is not necessarily loyal to its employees.
 - **Sample bullet point describing this skill:** Loyal and dedicated manager with an excellent work record.
6. **Positive Attitude/Motivation/Energy/Passion.** The job-seekers who get hired and the employees who get promoted are the ones with drive and passion -- and who demonstrate this enthusiasm through their words and actions.
 - **Sample bullet point describing this skill:** Energetic performer consistently cited for unbridled passion for work, sunny disposition, and upbeat, positive attitude.
7. **Professionalism.** Deals with acting in a responsible and fair manner in all your personal and work activities, which is seen as a sign of maturity and self-confidence; avoid being petty.
 - **Sample bullet point describing this skill:** Conscientious go-getter who is highly organized, dedicated, and committed to professionalism.
8. **Self-Confidence.** Look at it this way: if you don't believe in yourself, in your unique mix of skills, education, and abilities, why should a prospective employer? Be confident in yourself and what you can offer employers.
 - **Sample bullet point describing this skill:** Confident, hard-working employee who is committed to achieving excellence.
9. **Self-Motivated/Ability to Work With Little or No Supervision.** While teamwork is always mentioned as an important skill, so is the ability to work independently, with minimal supervision.
 - **Sample bullet point describing this skill:** Highly motivated self-starter who takes initiative with minimal supervision.
10. **Willingness to Learn.** No matter what your age, no matter how much experience you have, you should always be willing to learn a new skill or technique. Jobs are constantly changing and evolving, and you must show an openness to grow and learn with that change.
 - **Sample bullet point describing this skill:** Enthusiastic, knowledge-hungry learner, eager to meet challenges and quickly assimilate new concepts.

Employability skills and personal values are the critical tools and traits you need to succeed in the workplace -- and they are all elements that you can learn, cultivate, develop, and maintain over your lifetime.

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Individual Goals

1ST GOAL/OBJECTIVE: INDIVIDUAL \$50 BONUS

Operational Objective: Ensure that every office transaction is tracked and resolved to the satisfaction of clients and management within established deadlines.

My Results:

Value I added to enhance Productivity

When I arrived it was....

I improved it by doing....

The benefit to the organization is...

The benefit to me is....

2ND GOAL/OBJECTIVE INDIVIDUAL \$50 BONUS

Client Acquisition and Retention Objective: Support business development at Playfair Planning Services

My Results:

Value I added to enhance Client Acquisition and Retention

When I arrived it was....

I improved it by doing....

The benefit to the organization is...

The benefit to me is....

3RD GOAL/OBJECTIVE INDIVIDUAL \$50 BONUS

Client Service Objective: Simplify practice by creating and refining office procedures. Seek guidance on those critical processes that require prioritized documentation. Document 10 processes by the end of your internship.

My Results:

Value I added to enhance Operational Effectiveness

When I arrived it was....

I improved it by doing....

The benefit to the organization is...

The benefit to me is....

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Team Goals

1ST GOAL/OBJECTIVE TEAM \$50 BONUS

Client Service Objective: Perform 10 relevant random acts of kindness for clients or deliverables team (10 per quarter)

My Results:

Value I added to deepen and strengthen personal and professional relationships

When I arrived it was....

I improved it by doing....

The benefit to the organization is...

The benefit to me is....

2ND GOAL/OBJECTIVE TEAM \$50 BONUS

Operational objective:

Implement 2 ideas that add material value to the business

My Results:

Value I added to deepen and strengthen personal and professional relationships

When I arrived it was....

I improved it by doing....

The benefit to the organization is...

The benefit to me is....

3RD GOAL/OBJECTIVE TEAM \$50 BONUS

Client Acquisition Objective:

Attain company's quarterly revenue goal

My Results:

Value I added to help Playfair to become more profitable

When I arrived it was....

I improved it by doing....

The benefit to the organization is...

The benefit to me is....