UNDERSTANDING THE YOUTH EXPERIENCE OF YOUTHWORKS

This experience map was designed through collaboration with Baltimore City youth (ages 15-20) who participated in YouthWorks 2017. It is designed to help supporters of youth work experiences better understand key moments, challenges, and opportunities for improvement.

PREPPING FOR THE PROGRAM



POSITIVE FEELINGS



• Excitement !!! to get started





NEGATIVE FEELINGS

- Confusion about where to report
- Nervous about what the job would be like and what kind of people they would work with with
- Anxiety over whether their site would require business casual or if they would offer uniforms

STARTING THE JOB



POSITIVE FEELINGS

NEGATIVE FEELINGS

placed where they were

at their top site choice :(

and co-workers

Nervous to meet their supervisor

Confused ??? about why they were

Disappointed they weren't placed

- · Excited they were placed where they requested
- Wondering ??? what the workplace norms are



POSITIVE FEELINGS

· Happy to develop and discover new skills :)

> Youth are wondering, "how can I start a career here?'

ADJUSTING TO THE WORKSITE



NEGATIVE FEELINGS

 Confusion about work tasks and related vocabulary

'My supervisor didn't read the handbook, so we were all confused.'



BUILDING THE EXPERIENCE



POSITIVE FEELINGS

- Happy about the relationships they're building
- Excited to get paid \$\$\$

"I am gaining experience I can use later in life."



NEGATIVE FEELINGS

- Bored with the work
- Stressed by the work :/
- Upset that they're not getting along with a YouthWorks co-worker

"I was put in a role outside my comfort zone and I didn't want to ask for help."



WRAPPING UP THE EXPERIENCE



POSITIVE FEELINGS

- · Excited to have more free time
- Wondering ??? if they can keep their job after YouthWorks ends
- Happy to maintain a relationship with their YouthWorks colleagues and supervisor



NEGATIVE FEELINGS

- Sad that the experience is ending :(
- Nervous and confused ??? about how to find another job

Pre-Program

Day 1

Week 1

Weeks 2-4

Final Week

EXPERIENCE OPPORTUNITIES

Reach Out:

Call or contact your youth participants before the first day to make sure they have all of the information they need.

Get on the Same Page:

Meet with everyone at your organization that will be working with YouthWorks participants to review expectations and work plans-- maintaining consistent standards and responses to issues that arise with all participants ensures a more positive experience for everyone.

EXPERIENCE OPPORTUNITIES

Learn Names:

Have youth wear nametags to get a head start!

Break the Ice:

Plan teambuilding activities to integrate youth with worksite staff.

Set Expectations:

Avoid behavior challenges later in the summer by setting clear expectations for topics like: timeliness, cell phones, teamwork, and last minute emergencies.

Connect the Dots:

Youth reported the discovery of shared intersts with supervisors and colleagues as a high point of their summer. When you make introductions to staff members help them find common ground through your introduction.

EXPERIENCE OPPORTUNITIES

Show AND Tell:

For many youth, it's their first time in an office setting, many expressed a desire for an "office culture and operating procedures" lesson

Practice Makes Perfect:

New skills take many repetitions to learn-engage a peer-to-peer model if you have youth who have already mastered a task, offer support, and check in to see if they have new questions.

Noticing:

Use specific feedback to manage positive and negative behaviors: "I noticed that you were late for the 3rd time this week. What's going on?"/"I noticed that you worked extremely hard on that presentation. How did that feel?"

Autonomy:

Getting to work on a project topic that they picked was a top request of youth participants.

EXPERIENCE OPPORTUNITIES

Change it Up:

Plan a college visit or learning exchange with a nearby YouthWorks site to change up the daily activities.

Check In:

Youth reported stress when they were asked to do something they didn't feel properly trained for.

Be on the Lookout:

The primary workplace conflict reported by youth was with other YouthWorks workers. Many youth didn't report any problems because they didn't want to snitch, but they wished their supervisor would have intervened.

Make it Mean Something:

Discussing how a job affects others and the world can provide more motivation to youth to do good work

EXPERIENCE OPPORTUNITIES

Reflections:

Encourage youth and their colleagues to verbally process and reflect on the summer in a group-- it's shown to be more effective than just writing.

Plan for the Future:

Have youth practice talking about their summer experience as they would in a future job interview

Connect:

Share contact information that youth could use for a reference in a future job application if you feel comfortable

Celebrate!:

Youth reported office events like birthdays or a small group lunch with their supervisor as one of their favorite memories of the summer. You can also celebrate good work!

of Work Potential Additional Weeks