



JBT

AUTOMATED SYSTEMS
CHALFONT, PA

THE INTERNSHIP INSTITUTE

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JBT, through its Automated Systems division, is a leading global provider of automatic guided vehicle systems to the warehousing, automotive, pharmaceutical, healthcare, paper, consumer products, printing, manufacturing and food/beverage industries.

SITUATION

JBT had an existing internship program. The company hired 3 students last year for a summer internship. Three supervisors were actively participating in this program.

The program had:

- No formal structure or policies
- No formal assessments or evaluations
- No intern orientation
- No internship management training for supervisors
- Low to no conversion from interns to FT employees

JBT requested assistance with:

- Developing intern assets
- Providing training to internship supervisors
- Developing internship program assessments
- Evaluating internship program Return on Investment (ROI)

INTERNSHIP INSTALLATION

Human Resources Manager Alycia Hannum completed the "train the trainer" portion of the Internship Installation and provided valuable feedback.

In January 2018, eight supervisors attended The Internship Institute's onsite management training. Feedback indicated that the supervisors felt more equipped to appropriately task interns. Hannum led additional in-house planning sessions, in which supervisors prepared detailed delegation briefs for interns.

In February 2018, 15 managers and employees participated in The Internship Institute's onsite mentorship program. Following the training, mentors said they embraced the importance of mentoring, mutual planning and reverse mentoring. Hannum is continuing with internal planning sessions.

OUTCOMES

- JBT has committed to 10 interns this summer, the most in the division's history.
- The company is launching its first mentorship program.

"We are approaching our internship program with a whole different mindset. Our supervisors feel empowered, and we now have a plan upon which we can build." -Alycia Hannum, Human Resources