

Professional Engineers Ontario

Guide and Intern Orientation:

Building the Licensure Assistance Relationship

Agenda

- What is expected of the PEO guides and interns + roles and responsibilities
- Introductions & Check-in /Check-out technique
- Guidebooks
- Attributes of guides
- Trust development and the three types of conversations
- Stages of the relationship
- Excites and Concerns/Risks and mitigation strategies
- Creating the Licensure Assistance accord & learning plan
- Conclusion

Program Expectations & Limitations

- 6 month relationship
- Meet minimum 2 hours per month
- Confidentiality
- Disciplines – not an issue!



Guides can provide:

- Guidance on PEO's licensing requirements
- Insight into ethical practice and decision-making
- Understanding of responsibility to the public and engineering profession
- Guidance on assimilating into engineering community and Ontario's business climate



Guides are not expected to:

- Help interns get a job
- Promote the intern for jobs/assignments
- Supervise work assignments
 - Confidentiality related to employer's sensitive/proprietary information
- Act as the Intern's P.Eng. Referee
 - Monitor vs Guide

Monitor VS Guide

The **EIT** must sign a declaration that they will not practice professional engineering unless a P.Eng. Has assumed responsibility in accordance with the PE Act s. 12.3(b)

The **Monitor** is required to sign a declaration that:

- He/she is a P.Eng. Who assumes responsibility for the services within the practice of professional engineering that the EIT is undertaking in accordance with the PE Act s. 12.3(b);
- He/she will comply with PEO's Professional Standard related to assuming responsibility for the services within the practice of professional engineering once set out in regulations; and
- The Monitor commit to being in the work location of the EIT at least 30 hours per month.

Monitor VS Guide

Guide = Volunteer P.Eng. who meets with an Intern for 2 hours per month

Monitor = P.Eng. who signs a declaration and is at an EIT's place of work for 30 hours per month

PEO Licensure Requirements

- Academic Requirements
 - CEAB
 - IEG (possible interview, technical or confirmatory exams)
- Professional Practice Exam
- Experience Requirements
 - 48 months total acceptable engineering experience
 - 12 months in a Canadian jurisdiction under a P.Eng.
- Referee Requirements
- Licensure -> Volunteer as a Guide!



Introductions!

Licensure Assistance Techniques

- Technique: Check-in and Check-out
 - Check-in before beginning the meeting
 - A process of acknowledging people bring “all of themselves” to the meeting
 - Gives people an opportunity to park the other stuff going on in their lives for a short period
 - Ask: is there anything you would like to tell me (the group) about what is going on in your life right now?
 - Check-out at the end of the session
 - A process of confirming the next action steps
 - Allows for reflection, confirms and integrates learning
 - Ask: what is the one thing of value you are taking away from the session today?

Guide/Intern Handbooks

- Introduction
- Techniques
- Other Useful Tips
- Managing Diversity
- Career Development Tools
- Meeting Planning
- Orientation and Launch Worksheets
- Appendix

Getting to Know Each Other

- Page 56 (Intern) 67 (Guide)
- Questions:
 - Personal life highlights
 - Work and education history
 - Canadian/international experience
 - Past guides or role models
 - Hopes for the Program
- Discuss in pairs for 15 minutes
 - Results

Building the Relationship

What a guide does all the time, every time:

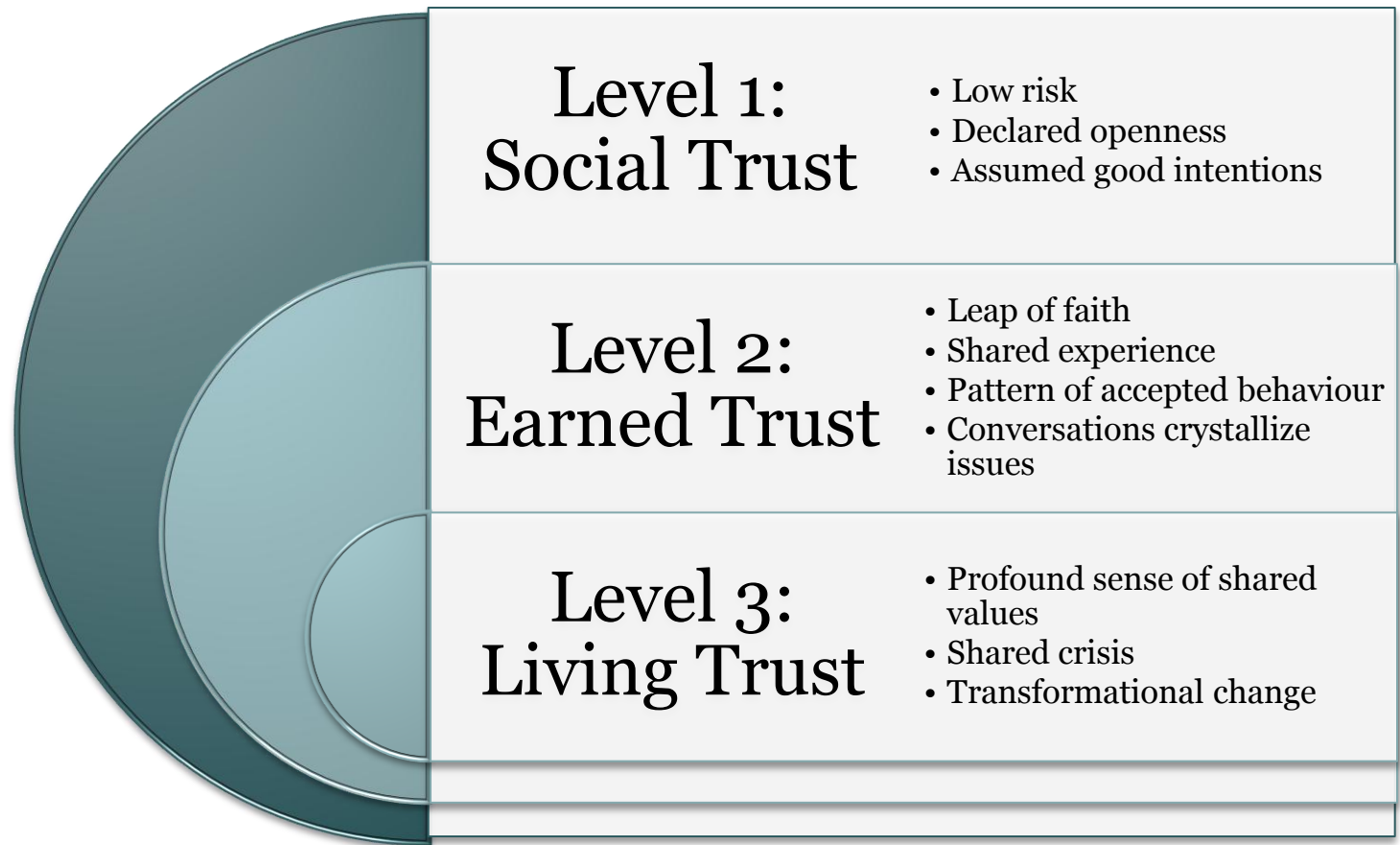
- Story Telling
- Dynamic Listening
- Instilling Accountability

What an Intern does all the time, every time:

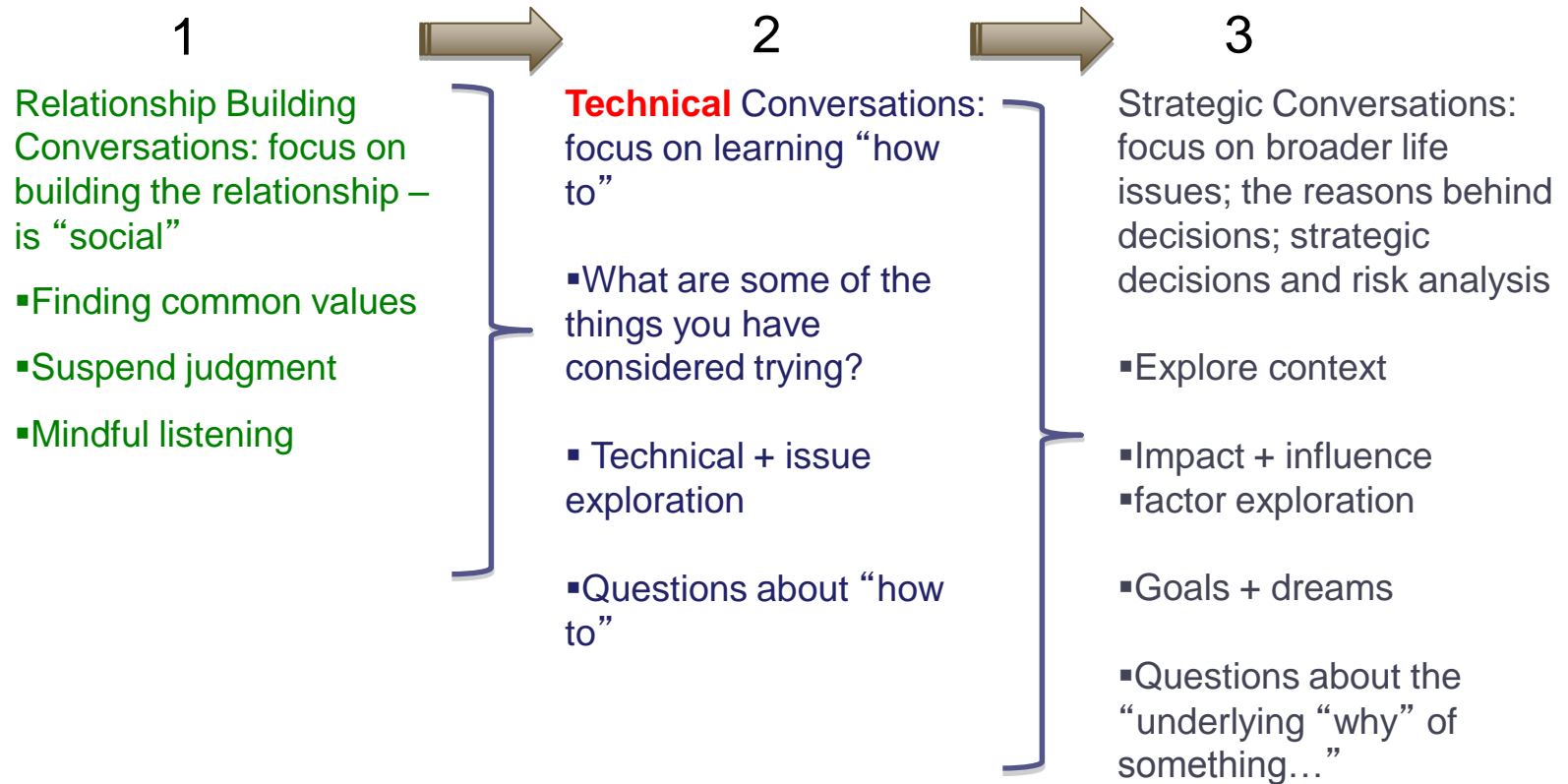
- Brings questions to explore
- Brings experiences to explore
- Self-reflect to learn from the conversation

Trust in Licensure Assistance Relationships

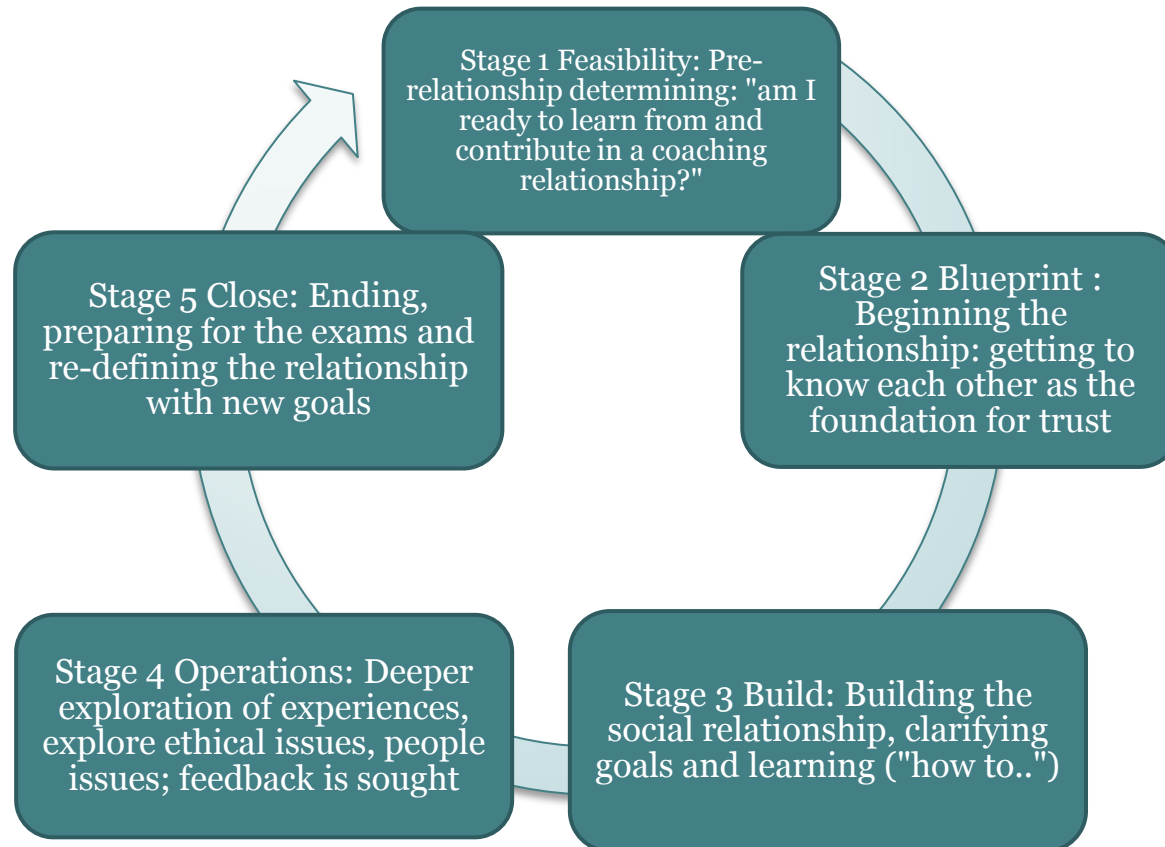
(page 18 (Intern) 19 (Guide))

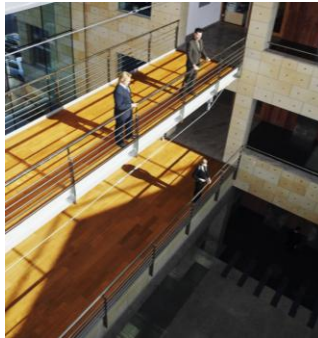


Technique: Three conversations



Stages of Relationship Development





The Intern's Commitment

With an overall focus on managing, driving and directing the learning relationship:

- Meet monthly for two hours over six months
- Meet in person or use technology
- Bring issues, experiences and questions to the guide for discussion and exploration
- Practice and learn together
- Review history and experiences to learn from successes and set-backs
- Maintain confidentiality
- Provide regular feedback to the PEO on the overall progress of the program

The Guide's Commitment

With an overall focus on supporting the major factors that lead to licensure:

- Meet monthly for 2- hours over six months
- Meet in person or use technology
- Be available to discuss issues with the intern by telephone or email as and when needed
- Practice and learn together
- Review history and experiences to learn from successes and set-backs
- Maintain confidentiality
- Provide the context for understanding experiences and issues to improve the overall caliber of decision making
- Provide regular feedback to the PEO on the overall progress of the program

Excites and Concerns

- Excites and Concerns – Part 1
 - What about the relationship excites you?
 - What about the relationship worries you?
- On your own brainstorm your excites and concerns
 - Use pads at your table
 - Post on the flip chart
- In small groups brainstorm how to mitigate the identified risks/concerns
 - Share with the room

Risk assessment

- All relationships have some element of risk. Guides have considerable influence and therefore need to be aware of potential risks and develop mitigation strategies to reduce those risks.



Technique: Dynamic Listening

- Step 1: Being Present
 - Keeping the mind free of internal and external distractions
- Step 2: Recognizing and working with Interdependence
 - “we are working together to have a successful conversation...”
- Step 3: Suspending Judgment
 - Consciously remaining open to listening and stopping the natural process of formulating a response; assessing right/wrong; recalling your own experiences too early in the conversation
- Step 4: Ask Questions
 - Focus on asking “what, when, where, who, how”
- Step 5: Reflecting for Insight
 - What are the insights we take from the conversation; next-step actions



Dynamic Listening Exercises

With your Guide/Intern:

- Exercise 1:
 - Partner 1 talks for two minutes
 - Partner 2 only listens
 - Stays present
 - Suspends judgment
 - No questions!
- Exercise 2:
 - Partner 2 talks for three minutes
 - For first minute Partner 1 only listens
 - Stays present
 - Suspends judgment
 - No questions!
 - After first minute:
 - Partners work with interdependence
 - Ask questions (avoid 'Why?')
 - Reflect



Providing feedback technique

Feedback is a gift that is valued and only works when there is permission

What to do	How to do it	What to say
Focus on behaviour	Make it concrete	“let me walk you through the experience...”
Focus on the impact of the behaviour	Discuss desired outcome vs actual outcome	“what impact were you anticipating?”
Check for understanding	Ask questions	“if I understand you...”
Pay attention to non-verbal behaviour	Attend to tone of voice, stance, facial expression	“I can see that...”
Align feedback to intern desired learning	Create link to progress on goals	“this experience fits with what you wanted to learn...”

Other EIT Supports/Benefits

- Interim experience reviews (eit@peo.on.ca)
- EIT seminars (PPE, Experience)
- Chapter networking and events
- Eligible to join OSPE
- Admissions Representative

Licensure Assistance Accord & Learning Plan

- Sets learning goals
- Instils accountability for maintaining the relationship
- Are the focus for the relationship
- Are effective goal setting tools for the guides to help their interns
- Helps to determine if the program is successful

Coming to a close

- Review learning goals
- Review progress
- Discuss where the relationship made a difference for each of you
- Connect the past learning, the goals, link to ongoing development and new goals
- Discuss how you would like to keep in touch over the years going forward
- For continuing relationships, establish new goals



Thank you

- Thank you Guides!
- Thank you Chapter Director!