



CAREER ADVANCEMENT Guidebook

Prepared by
VinUniversity Cohort 1

Prepared by VinUni cohort 1 students

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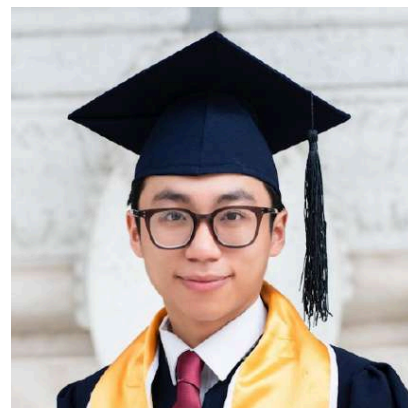
This Guidebook was written by VinUniversity graduating students and reviewed by Alumni, Industry, and Development Department members. Its purpose is to provide insights, advice, and tips for our future students, helping them enhance their employability and gain a broader perspective on their careers.



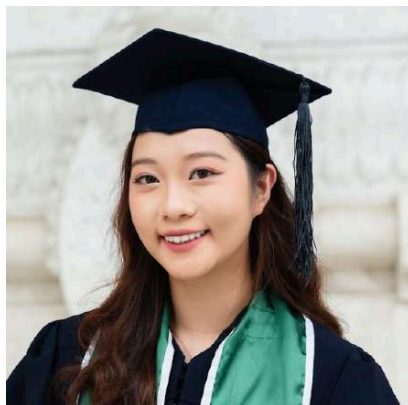
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FOREWORDS

Dear valued readers,

Welcome to the ***“How to succeed at the workplace”*** Guidebook, your trusted companion on the journey to upgrade your experience at the workplace, particularly for students who are about to take your internships, job rotations or work placements soon.

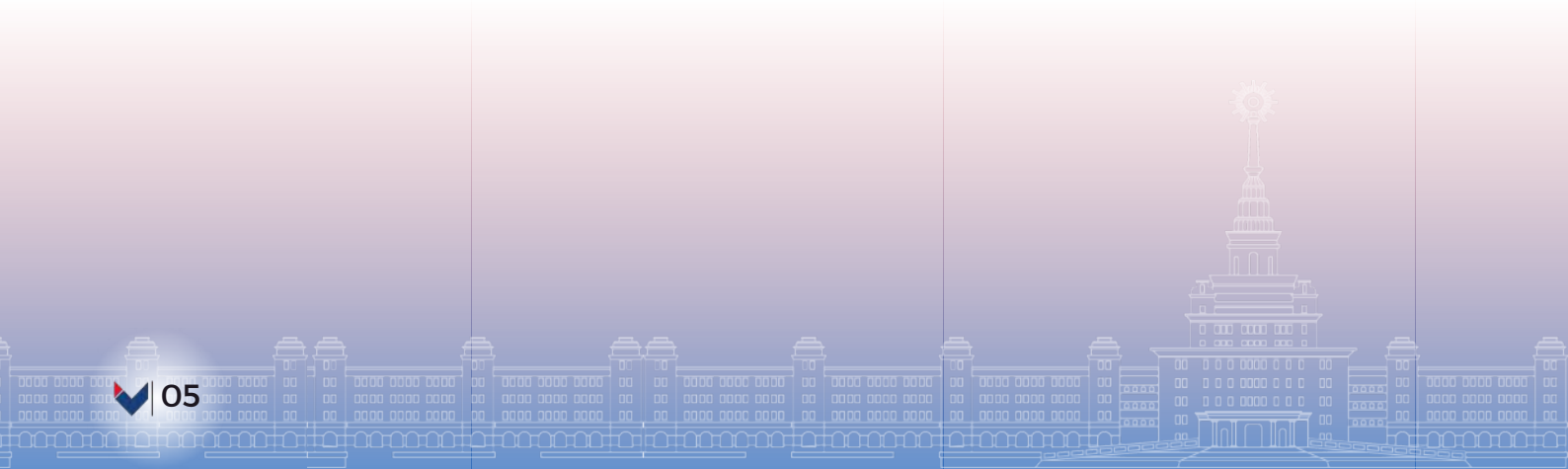
In this guidebook, you will find two interesting content components:

- **General workplace tips:** description about different scenarios following the timeline of a new personnel entering a company, together with tips and instructions on how to master the necessary skill set to ensure outstanding performance in your job. Topics include how to ace your first 3 days at the new workplace, how to navigate around the new workplace, effective communication skills, how to present a business report effectively, managing complex stakeholders, difficult situations, difficult conversations, how to convert internships into full-time job offers.
- **Sharing from VinUni alumni:** stories and experiences of VinUni Cohort 1 students who had several internship or work placement experiences, from which insights can be drawn to better understand the journey of self-training to adapt and succeed at the workplace.

This Guidebook is prepared primarily as a gift from VinUni alumni to current students. Our alumni, who once walked the same corridors and faced similar challenges, have poured their experiences and insights into these pages. They have transitioned from students to industry innovators, and trailblazers in various fields. Their success and navigation stories are testaments to the power of hard work, adaptability, and continuous learning. By sharing their journeys, they aim to share real insights of the professional world with the hope to equip younger peers with the tools and wisdom needed to excel at the workplace.

We understand that entering a new workplace for internships can be both exhilarating and challenging. While we have taken care to ensure accuracy, it's important to acknowledge that every individual's journey is unique. Therefore, we appreciate your understanding of these limitations and encourage you to further research and analyze your options for a comprehensive understanding of the subject matter.

The knowledge gained through this booklet, along with your determination and dedication, will undoubtedly shape a bright and promising future for you. Let's embark on this voyage of self-discovery to find workplace success recipes together!





HOW TO ACE YOUR FIRST 3 DAYS AT THE NEW WORKPLACE

I. HOW TO ACE YOUR FIRST 3 DAYS AT THE NEW WORKPLACE

1. What to expect on your first day at work?

Different companies will tailor make the first days at work of their employees differently, however, the common standards cover the following activities:

Prior call pre-onboarding: some candidates will receive calls from the Human Resource team, specifying the location, time, dress code and any notices for the first day.

First interaction at the Human Resource Office: for most cases, the Human Resource Office will set an appointment on the first day that specifies where you need to present and what you need to prepare ahead. She or he will then introduce you to the supervisor in charge after welcoming you and proceeding with some paperwork if any. The Human Resource Office can also be the one that tours you around the company. For an official employee, paperwork typically includes your headshot image, personal information form, personal income tax registration form, trade union membership form, regulation agreement papers, and many other identification-related papers in some cases. However for interns, usually you do not need to provide anything except for the personal information form that helps the company to record your data in the management system.

Orientation and On-boarding: include an introduction to the company's policies and an overview of the company culture.

Team introduction: involve in team meetings and introduce yourself to the whole team.

Workspace Setup: this includes laptop handover, email account setup, and other necessary tools or software that are used in the communication process of the company, common practices are Microsoft Teams setup, and informal communication channels of the team such as Viber, Zalo, or Telegram.

However, the first days might not always go well, depending on the capacity of each company, the preparation of the Human Resources department, or the characteristics of the business. In some cases, you might experience:

Lack of guidance, instruction, and orientation: on busy days, the companies might welcome you unprepared, and lack of communication about the job might discourage you. In some cases, fresh interns are ignored due to the heavy workload of the employees and supervisors. Note that this is a usual thing unless you experience this for a reasonably long time, and there are traces of an ignorant attitude towards you.

Information overload: in cases that the company tries to push a lot of information on your first day. You might feel overwhelmed.

Social integration challenges: you can feel a bit awkward at first, as you might need to introduce yourself several times in front of many eyes. This can be a bit stressful, especially for those who are not acquainted with public speaking. Other than that, some team setups will have pre-established team chemistry that you might find incompatible at first.

The first days take time! Be patient and brave. Take the most out of every situation that you are put in, the following stories will give you tips to nail these first days at work.



2. Standard to ensure a smooth and good impression.

First thing first, there are minimum rules that you need to train yourself to follow as these are typically requirements for every industry personnel to ensure professionalism.

Punctuality: Arrive early or on time for work every day. Being punctual shows reliability and respect for your role. For the first day, if you have not been to the office any time before, spend a buffer of 30 minutes before the appointment time so that you can be able to navigate the parking location and routes to the office. If you work at a building complex, be mindful that there can be different gates and elevators that lead to different sections of the building. Be prepared and always arrive early in the first days.

Professional Appearance: Dress appropriately for the workplace. Even if there's no strict dress code, aim for neat and presentable attire. In a few industries, such as the hotel and service environment, tattoos and piercings are not allowed, be aware of this and check beforehand to better present yourself.

Active Listening: Pay attention during orientation sessions or training. Take notes if necessary to demonstrate your interest and commitment.

Follow Instructions: Execute tasks as instructed and seek clarification if needed to ensure you're meeting expectations.

3. Go beyond expectations, how to leave personal touches in the first 3 days.

Now that you are a master at Work Orientation 101, then let's think about how you can set yourself apart even before jumping into the work! Going beyond expectation requires effort to notice even the smallest things happening in the workplace and act accordingly. Look for opportunities to practice these manners that would help you shine:

Offer Help: Your colleague or supervisor might need help with minor tasks. This can be as simple as a document photocopy, translation, personal stuff pick-up, or more advanced tasks related to idea generation for a project. Try to notice and identify these to offer your support. Things start

very simply to create meaningful bonds! However, be mindful of what you can be able to offer at a good quality. Pushing yourself to deliver unqualified outcomes might result in adverse effects. In other cases, if you finish your tasks early or notice a colleague struggling, offer your assistance.

Suggest Improvements: If you notice inefficiencies or have ideas for improvement, don't hesitate to share them respectfully. It demonstrates critical thinking and initiative.

Active learning: Pay attention during orientation sessions or training. Take notes if necessary to demonstrate your interest and commitment.

Stay Flexible: Be willing to take on additional responsibilities or adapt to changes in tasks or schedules. Flexibility is an asset in any work environment.

Network: Take the opportunity to introduce yourself to colleagues from different departments. Building relationships early on can be beneficial for future collaborations and opportunities. Introduction can be as simple as what you like to do as a hobby or any topics that you are an expert.

Going beyond expectations shows your enthusiasm within the scope of work in the office setting. But working in the industry is not only about the work itself, but it is also about the connection between people that can be expressed through your unique personalities and genuine stories. That is when leaving personal touches comes in as the next level of work orientation 101 which is also crucial to deliver in the first days:

Express Gratitude: Thank your supervisor or colleagues for their guidance or assistance during your first days. A simple thank-you note or verbal appreciation can go a long way. Or, the appreciation can be as simple as your humble respectful response after receiving their instructions.

Share Relevant Experiences: If you have relevant experiences or skills from college or extracurricular activities, find ways to incorporate them into your work. It adds depth to your contributions and showcases your unique abilities.

Be Authentic: Let your personality shine through in your interactions with colleagues. Authenticity fosters genuine connections and makes a memorable impression.

Set Goals: Discuss your goals and aspirations with your supervisor, and express your eagerness to grow within the company. It shows ambition and long-term commitment. In some companies or corporations, the practice of an Individual Development Plan (IDP) is quite common. This is also what we are doing at VinUniversity. Discuss your IDP with your seniors and let them know you are there with reasons to grow.





HOW TO NAVIGATE AROUND THE WORKPLACE

II. HOW TO NAVIGATE AROUND THE WORKPLACE

1. What is workplace navigation?

Starting a new job can be exciting, but feeling lost in the new environment is perfectly normal. Especially for the young generation entering the workforce, accustomed to instant information and digital maps, navigating a physical workplace could feel like a new frontier.

Workplace navigation refers to the process of getting acclimated to your new work environment, both physically and culturally. It's about finding your way around the office, understanding the company culture, and fitting into the team. Physical navigation involves learning the layout of your workplace, like where the restrooms, conference rooms, or different departments are located. Beyond the physical space, navigating a new workplace also involves understanding the company culture and its unspoken rules.

2. Benefits of navigation in the new workplace

2.1 Short-Term Benefits:

Increased Productivity: Effective navigation allows you to quickly grasp processes, procedures, and expectations, enabling you to work efficiently and contribute to the organization's goals. For example, knowing your way around saves time that would otherwise be wasted on getting lost or searching for basic resources like the printer.

Stronger Relationships: By becoming familiar with your surroundings, you can integrate seamlessly into your new team and company, enhancing collaboration and teamwork.

Positive Reputation: Demonstrate professionalism and adaptability by navigating confidently, leading to a good first impression with colleagues and supervisors.

2.2 Long-Term Benefits:

Personal Development: Explore opportunities for growth by observing different departments and contrasting them with your skill set. Then, you can determine your future direction based on your strengths at the organization.

Improved Skills: Reflect on your strengths and weaknesses based on your observations around the workplace. Therefore, identifying areas for improvement and discovering effective methods for personal and professional development in the future.



3. Gen Z's advantages and challenges.

Advantages	Disadvantages
<p>Technological expertise: Comfortable with digital tools, boosting communication and collaboration.</p> <p>Innovation and Fresh Perspectives: They challenge traditional ideals and norms, forcing a reevaluation of longstanding practices.</p> <p>Entrepreneurial mindset: Take ownership, seeking growth and tackling challenges proactively.</p> <p>Adaptability to Flexible Work: They value flexibility and believe that remote work should be an option in roles where feasible.</p>	<p>Overreliance on Technology: digital communication might create friction with traditional communication styles.</p> <p>Mental Health and Workplace Anxiety: They seek jobs that offer purpose and meaning, alongside a healthy work-life balance. Stigma surrounding mental health remains a persistent obstacle for this generation.</p> <p>Generational Integration: Blending Gen Z's desire for autonomy with existing hierarchical structures requires effort.</p>

4. How to work with Gen X's boss?

Knowing how to work with Gen X's boss is important for fostering effective collaboration, bridging the generational gap, and leveraging the unique strengths of different generations in the workplace.

Understand their work style: Gen X bosses are typically independent and hands-off. This can be a great fit for employees who are self-motivated and take initiative. However, it can also be frustrating for employees who need more direction or feedback.

Be proactive: Don't wait for your Gen X boss to tell you what to do. Take the initiative to identify problems and come up with solutions. Be prepared to discuss your ideas with your boss and get their feedback.

Communicate effectively: Gen X bosses are likely to value clear and concise communication. Get straight to the point in your communications with your boss, and avoid using a lot of jargon or fluff.

Be results-oriented: Gen X bosses want to see their employees' completing tasks and achieving goals. When you communicate with your boss, focus on the results of your work rather than the process.

Don't expect a lot of praise: Gen X bosses may not be as effusive with praise as some other generations of managers. However, this doesn't mean that they don't appreciate your hard work. If you're looking for validation, you may need to take the initiative to seek out feedback from your boss.

5. Effective navigation strategies in the new workplace.

Adjusting to a new workplace is a journey of continuous learning. Be patient with yourself, embrace challenges, and always seek growth opportunities. Both your actions and your mindset play a key role in this process.

Embrace the New: Be open to new routines, ask questions, and adapt to changing demands with a positive attitude.

Growth Mindset: Approach your role with a willingness to learn. No question is basic!

Be Observant: Pay attention to your surroundings, how people interact, and the overall work environment. Adapt your behavior to fit the culture while staying true to yourself.

Proactive Problem Solver: View challenges as opportunities for growth and adopt a "can-do" spirit.

Prepared Professional: Before your first day, research the company culture, your role, and your team. Show your enthusiasm by familiarizing yourself with the organization.

Seek Clarification and Support: Don't be afraid to ask colleagues for help. Building connections and a support network is essential. Everyone was new once!

Relationship Builder: Actively connect with colleagues and supervisors. Show interest in their work, ask for advice, and offer assistance when possible.

Organized and Efficient: Prioritize tasks, manage your time effectively, and use tools to stay on top of your responsibilities.





ON-THE-JOB EXCELLENCE KIT

III. ON-THE-JOB EXCELLENCE KIT

3.1. Effective communication skills.

3.1.1 Why Communication Matters

Communication skills refer to the ability to effectively convey and receive information with others. It's a two-way street that involves both expressing your ideas and understanding what others are trying to communicate. As you embark on your new career journey, strong communication skills will be essential for building relationships, collaborating with colleagues, and making a positive impact.

Collaboration & Teamwork: The modern workplace emphasizes teamwork and collaboration across departments and generations. The young generation, known for valuing connection and community, needs strong communication to effectively share ideas, work towards common goals, and build trust with colleagues. Adapting to multinational development, remote and hybrid work models require clear communication to avoid misunderstanding and maintain productivity. With digital fluency, the young generation needs to excel at using communication tools and platforms to stay connected and engaged despite physical distance. While Gen Z is adept at technology, face-to-face communication is still crucial for building rapport and fostering strong relationships. Effective communication allows them to successfully balance their digital fluency with strong interpersonal skills.

Builds Relationship & Trust: Clear and effective communication is the glue that holds everything together. It allows you to share your ideas, understand your colleagues, and build trust within your team. Gen Z is drawn to workplaces that align with their values and contribute to a greater purpose. Clear communication of the organization's mission and values, emphasizing how each team member plays a role in achieving these goals, fosters a sense of purpose and engagement. This also allows Gen Z employees to learn from the experiences of older generations while also contributing their fresh perspectives and innovative ideas.

3.1.2 Effective Verbal & Non-verbal Communication Skills

Verbal communication

Clarity and Concision: Break down the information into clear steps, use concise language, and avoid jargon. Provide an example, such as explaining a complex process to a new team member, and ask them to consider how they would approach it.

Active Listening: Active listening goes beyond simply hearing someone speak. Pay attention to the speaker's verbal and non-verbal cues, ask clarifying questions, and summarize key points to show you're engaged. This demonstrates respect for your colleagues' ideas and helps avoid misunderstandings.

Tailoring Communication: Presenting research findings to supervisors requires a more formal approach compared to explaining it to an intern. Adapt your language, level of detail, and examples to suit your audience.

Asking Questions: Don't be afraid to ask questions! It shows your engagement and helps avoid misunderstandings.

Professionalism when communicating:

- **Tone:** Maintain a professional tone, avoid negativity, and use appropriate humor
- **Body language:** Maintain an open and confident posture, avoid crossed arms or fidgeting, and lean in slightly to show attentiveness.
- **Eye contact:** Maintaining eye contact while engaging in discussions conveys attentiveness, sincerity, and respect. However, be mindful of cultural differences.
- **Facial expression:** Your expressions should align with your verbal message. A smile conveys warmth, while a frown might suggest disapproval. Be conscious of how you're coming across.
- **Appearance:** Dress appropriately for your workplace. Looking polished shows you take your role seriously and creates a positive first impression.

Non-verbal communication

Phone communication:

Professionalism (Tone & Formality): Maintain a polite, respectful tone and adapt formality to the situation. Avoid casual language, slang, and unprofessional greetings/sign-offs. Speak clearly and project confidence.

Clarity & Conciseness: Organize your thoughts beforehand to ensure a concise message. Avoid rambling and focus on key points.

Engagement & Respect (Response Timeliness): Return calls promptly, especially if it's an urgent matter. This shows respect for the caller's time.

Email communication:

Professionalism (Tone, Formality, Context Length): Maintain a professional tone throughout the email. Adapt formality based on the recipient (senior colleague vs. coworker). Keep emails concise and focused, avoiding long paragraphs.

Clarity & Conciseness (Proofread, Subject Line, Bullet Points): Proofread meticulously for typos and grammatical errors. Use clear, concise subject lines that summarize the email content. Employ bullet points to improve readability and present information efficiently.

Engagement & Respect (Greetings & Sign-Offs, Response Timeliness, Read Receipts): Use appropriate greetings ("Dear Dr. Smith," "Hi [Colleague Name],") and closing salutations ("Sincerely," "Best Regards,"). Respond within 24-48 hours, demonstrating respect for the recipient's time. Double-check recipients before sending to avoid accidental disclosure of information.

Professional Signatures: Include a professional signature with your full name, title/position, and contact information.



Social Media communication

Professionalism (Tone & Formality): Maintain a professional tone, especially when engaging with clients or colleagues. Avoid negativity, offensive language, or overly casual posts.

Clarity & Conciseness: Craft clear and concise posts with proper grammar and spelling. Consider using visuals like images or infographics to enhance engagement.

Engagement & Respect: Respond to comments and messages promptly. Avoid controversial topics or personal attacks during discussions.

3.1.3 Avoiding Communication Pitfalls

Communication is a two-way street and can be misused. Navigating some common pitfalls can help ensure communication style fosters collaboration and success in the new workplace.

Passive-Aggressive Pitfall: In a professional setting, avoid excessive use of instant messaging for complex discussions. Young people may be accustomed to indirect communication online, but this can lead to confusion and conflict in the workplace. Be clear and direct in your communication, especially when addressing sensitive topics. With important topics, you should schedule a call or meeting to ensure clear understanding and avoid misinterpretations through text alone.

Oversharing: Social media may encourage oversharing, but in the workplace, keep it professional. Avoid office gossip, negativity, or venting about personal issues. Focus on work-related topics and maintain a positive and constructive tone.

Jargon and Emoji Overuse: Avoid using excessive jargon or technical terms that might confuse colleagues. Explain complex concepts in clear, concise language tailored to your audience. Emojis can add a touch of personality, but use them sparingly in professional communication. Overuse or inappropriate emojis can come across as unprofessional or distract from your message.

Feedback Frenzy: Although feedback is valuable, giving unsolicited advice or overly critical feedback can come across negatively. Before offering feedback, consider the context and approach it constructively, focusing on solutions and positive reinforcement.

Misuse Communication Digital Channels: While online channels such as Facebook, Zalo, or WeChat are popular with the young generation and offer easy-to-access communication options, professional environments have their preferred channels. You should not arbitrarily use the channels you are familiar with and assume they use the same. To avoid misunderstandings, always ask colleagues about their preferred communication channels before reaching out.

3.2 How to present a business report effectively

3.2.1 What to expect on a business report?

In a workplace, a report is a common form of information exchange and work quality assurance that even if you are an intern, you will likely need to present some kind of report to your supervisor.

Business reports can be as simple as the daily regular progress updates, any research or analysis work as part of the planning of your team, client reports after your meetings with them, and reports during or at the end of major projects to update outcomes and key findings.

However, for most of the time in the workplace, you might need to deliver a lot of ad-hoc reporting on specific issues or topics. For example, you might be assigned to a briefing meeting and update your team's progress on the current pending project. You might also be required to deliver a preliminary research desk in a very short amount of time to aid the decision-making process.

3.2.2 Business report essentials: skills to have.

Typically for a report to be comprehensive, the report structure needs to cover at least the following sections:

- The executive summary that covers key highlights and outcomes of the report.
- The analysis on the current context, trends, implications, and their interpretations.
- The results section which outline the report's key findings
- The recommendation section that offers actionable suggestions based on the analysis.

3.2.3 Goes beyond expectation: how to master business report

There are tips to help you upgrade your report, which differentiate a normal report deck and a more advanced, persuasive one:

Understand Your Audience: Tailor your report to the knowledge level and interests of your supervisor. Highlight information that aligns with their priorities and concerns. Always ask: "What is the need and benefits of the audience upon hearing this report?", and "Have the prepared report satisfied these ideas?".

Use Data Visualization: Enhance comprehension by incorporating charts, graphs, and infographics. Visual aids can make complex data more accessible and engaging. Avoid writing too much in the report, but rather explain quantitatively about how it can improve the current issue.

Be Concise and Focused: Avoid unnecessary jargon and verbose explanations. Stick to the essential points and ensure each section of the report contributes to the overall objective.

Practice Clear Communication: Whether in writing or presenting, clarity is key. Practice summarizing your findings and recommendations succinctly.

3.3 Managing complex stakeholders

Managing stakeholders effectively is crucial for the success of any project or initiative within a company. Stakeholders can influence project outcomes and are instrumental in ensuring that objectives are met. However, managing stakeholders becomes particularly challenging when dealing with a complex array of interests, power dynamics, and expectations. This paper provides an in-depth analysis of managing complex stakeholders and suggests tools such as the Stakeholder Matrix to facilitate this process.

3.3.1 Why should we have to manage stakeholders?

Managing stakeholders is essential for the success of any project or organization because it ensures alignment, enhances communication, and mitigates risks.

Ensures Alignment:

Aligns stakeholders' interests and expectations with project goals.

Fosters a collaborative environment.

Example: *Involving key stakeholders in the planning phase leads to comprehensive and achievable objectives.*

Enhances Communication:

Builds trust and transparency.

Prevents misunderstandings and keeps everyone informed.

Example: *Regular updates like a weekly newsletter or status meetings keep stakeholders abreast of developments.*

Mitigates Risks:

Identifies and addresses potential risks early.

Understands stakeholders' concerns and anticipates reactions.

Example: *Addressing a stakeholder's concern about a specific risk early prevents costly delays or conflicts.*

In essence, managing stakeholders is about fostering a positive and productive relationship that supports project success and organizational growth.

3.3.2 Understanding Stakeholders

Stakeholders are individuals or groups with an interest or concern in a project or organization. They can be internal (employees, managers, shareholders) or external (customers, suppliers, government agencies). Effective stakeholder management involves identifying these stakeholders, understanding their needs and expectations, and engaging with them appropriately.

Types of Stakeholders:

1. **Primary Stakeholders:** Directly affected by the project, such as employees, customers, and investors.
2. **Secondary Stakeholders:** Indirectly affected, such as local communities, government, and media.
3. **Key Stakeholders:** Have significant influence over the project's success, including top executives and major investors.

3.3.3 Challenges in Managing Complex Stakeholders

In a corporate environment, managing stakeholders is a multifaceted challenge due to the diversity of interests and priorities among different groups. Each stakeholder group, ranging from employees and managers to external partners and customers, requires a tailored approach to effectively address their unique concerns and influence. Balancing these varied interests necessitates careful negotiation and prioritization, understanding the differing power dynamics, and overcoming communication barriers.

Additionally, addressing resistance to change is crucial, as stakeholders may have apprehensions about the impact of new initiatives. Successfully navigating these challenges is key to fostering a collaborative and productive organizational atmosphere.



Here is a summary of some of these challenges:

Diverse Interests and Priorities

Stakeholders often have varied and sometimes conflicting interests. Balancing these interests requires careful negotiation and prioritization.

Power Dynamics

The influence of stakeholders varies. Some may have the power to significantly impact the project's direction, while others may have less direct influence but are still important.

Communication Barriers

Effective communication is essential for stakeholder management. However, differences in language, culture, and communication preferences can create barriers.

3.3.4 Tools for Managing Complex Stakeholders

To manage stakeholders in a corporate environment effectively, you can utilize tools such as the Stakeholder Matrix. This tool allows you to categorize stakeholders based on their influence and interest in the project, aiding in prioritizing engagement efforts and tailoring communication strategies accordingly. For example, stakeholders with high influence and interest may require active engagement strategies, while those with lower influence and interest levels may only need to be kept informed with minimal effort.

Other tools that can be used include:

Stakeholder Engagement Plan: This plan outlines how to interact with each stakeholder group, including communication methods, frequency of interactions, and key messages. It ensures that stakeholders are effectively engaged throughout the project.

RACI Matrix: This matrix clarifies roles and responsibilities within the project, assigning roles such as Responsible, Accountable, Consulted, and Informed for each task or deliverable. It enhances collaboration and reduces confusion among stakeholders.

Utilizing these tools collectively provides a structured framework for managing stakeholders in a corporate environment, facilitating effective communication, collaboration, and ultimately, project success.

3.3.5 Best Practices for Managing Complex Stakeholders

Regular Communication: Establish regular communication channels to keep stakeholders informed and engaged. This includes meetings, reports, newsletters, and updates.

Active Listening: Listen to stakeholders' concerns and feedback actively. This helps build trust and ensures their needs are addressed.

Transparency: Be transparent about project goals, progress, and challenges. This builds credibility and reduces resistance.

Flexibility: Be prepared to adapt strategies based on stakeholder feedback and changing circumstances. Flexibility is key to managing complex stakeholder environments.

Building Relationships: Develop strong, positive relationships with key stakeholders. This can be achieved through regular interaction, understand their perspectives, and demonstrate a commitment to their interests.

3.4 Difficult situations, difficult conversations

As university students, we often feel a mix of anticipation and uncertainty as we prepare for our first internships. Internships are a critical step in launching our careers, providing us with valuable experience, networking opportunities, and insights into our future professional lives. However, along with these benefits come challenges that are often overlooked but can significantly impact our performance throughout the internship. Though not frequently discussed, these challenges can affect how well we adapt to the new work environment and how successfully we complete our tasks. For instance, choosing the right company for your internship can be very challenging, and you certainly don't want to end up thinking, "Oh dear, what did I learn?" after it's all over.



This blog aims to provide honest advice and practical tips to help navigate these challenges effectively. We will explore the less visible aspects of internships, such as managing heavy workloads and navigating workplace dynamics. By understanding these challenges and learning how to address them, we hope this guidance can help you make the most of your internship experiences, turning obstacles into opportunities for growth and success.

3.4.1 Common Misconceptions

Everyone knows about internships and many have experienced them in various forms. For example, at VinUni, you might have worked as a work-study student in a department. These experiences collected through working time are crucial as the very first steps on our career paths. Internships help us gain knowledge, skills, and professional experience. However, the widespread popularity of internships has led to some misconceptions. This section aims to share common misconceptions and help you set realistic expectations about internships.

#1: The Bigger the Company, the Better the Internship Experience

A common misconception is that interning at a larger company guarantees a superior experience. Many of us initially believe that securing an internship at a big tech company will automatically lead to the best opportunities for growth and learning. However, this isn't always the case. While large companies often have more resources and established programs, smaller companies or startups can offer more hands-on experience and opportunities for direct impact.

For example, medium-sized tech companies provide a balanced environment where we can benefit from standardized processes while still engaging in significant hands-on work. The size of such companies allows for plenty of tasks that immerse us in both the processes and practical applications of our field. Startups, despite having fewer resources, can also be excellent options. They often require us to take on multiple roles and responsibilities, which can be invaluable for our development.

Startups offer unique experiences by allowing us to make decisions on various aspects of projects from scratch. This exposure provides a different perspective on building and managing projects, fostering a comprehensive understanding of the business. Such decision-making experiences complement the structured learning we might receive at larger companies, providing a well-rounded internship experience.

In short, when choosing the right company for an internship, it's essential to think about what you want to learn and the type of experience you seek. An internship should be more about the learning opportunities it provides rather than the name or size of the company. By focusing on what we can gain from the experience, we can make the most of our internships, regardless of the company's size.

#2: You Must Be a Skillful Student to Get a Good Internship Opportunity

While being a highly skilled student can provide a competitive edge, it is not an absolute necessity to secure a good internship. The more crucial aspect is what you can learn from the experience and how you can grow professionally. Many companies prioritize potential, willingness to learn, and a proactive attitude over sheer technical skills.

In fact, companies often look for candidates who fit their overall model of a good employee. For instance, many companies use models like the IASK model, which stands for Intelligence, Attitude, Skills, and Knowledge. Intelligence refers to the ability to learn quickly, solve problems, and adapt to new situations. Attitude encompasses traits like enthusiasm, willingness to take on challenges, and a positive approach to work and learning. These qualities are critical because they indicate a candidate's potential to grow and contribute to the company over time.

Skills and knowledge, while important, are often seen as areas that can be developed through training and experience. In today's VUCA (Volatile, Uncertain, Complex, and Ambiguous) world, companies recognize that having the right mindset and a strong foundational intellectual capability is more important than possessing specific labor skills

This perspective allows them to select candidates who may not have all the technical answers initially but show great promise for development.

Therefore, if you are considering applying for an internship program, don't hesitate because you think you lack certain skills. Companies value your potential and willingness to learn just as much, if not more, than your current skill set. So, go ahead and apply. Believe in what you can offer and what you can learn. The most important thing is to seize the opportunity and make the most of the learning experience.

3.4.2 Work Environment & Culture

Transitioning from an academic setting to a professional work environment can be challenging, especially if you have never had any working experience before. The expectations, dynamics, and culture in a workplace are often quite different from what you might be used to in a classroom. Understanding these differences and adapting to them is crucial for a successful internship experience.

Differences Between Academic and Professional Settings

In an academic setting, the focus is primarily on learning and personal development. Deadlines, while important, are often flexible, and the workload is designed to build your knowledge incrementally. In contrast, a professional setting is driven by the need to achieve specific business goals and meet client expectations. Deadlines are stricter, and the pace can be much faster. The work we do has immediate implications for the organization, which means there is often less room for trial and error.

One key difference is the emphasis on teamwork and collaboration in a professional environment. While group projects are common in academic settings, professional work often requires more intensive collaboration. We need to communicate effectively with colleagues, understand team dynamics, and contribute to collective goals.

To manage the transition effectively, it is crucial to "raise your voice." Your mentor or supervisor is more familiar with the work and can provide valuable advice.

Voicing your concerns and asking questions helps update your current state and clarifies any confusion. Actively participating in meetings and discussing your concerns about the topics can help improve your understanding day by day. This proactive approach can bridge the gap between academic learning and professional application.

Navigating Company Culture and Workplace Dynamics

Every company has its own unique culture, which encompasses its values, traditions, and social norms. Adapting to this culture is essential for fitting in and being effective in your role. Company culture can influence everything from how decisions are made to how people interact with each other.

Learning the culture of responsibility, macro management, and mentorship at a company can be both rewarding and challenging. Initially, these cultural aspects might be easy to accept, but they can become challenging to follow as your workload increases. This is where self-reflection becomes invaluable. Regularly assessing your progress, understanding your strengths and weaknesses, and seeking feedback helps you stay aligned with the company's culture and expectations. Self-reflection also allows you to adapt and manage your responsibilities more effectively.

Here are some questions to ask yourself for self-reflection:

- What are my current strengths and weaknesses in my role?
- How effectively am I managing my workload and meeting deadlines?
- What feedback have I received recently, and how can I apply it to improve?
- How well am I adapting to the company's culture and expectations?
- What challenges have I encountered, and how did I address them?
- What additional support or resources do I need to perform better?
- How am I contributing to the team's goals and collaborating with colleagues?
- What can I do to enhance my skills and knowledge further?

By understanding and adapting to the differences between academic and professional settings, and by navigating company culture and workplace dynamics effectively, we can maximize the benefits of our internship experiences.

3.4.3 Managing Responsibilities

Balancing Workload and Responsibilities

Adapting to a new work environment and culture is just one aspect of an internship. Ensuring work quality and meeting deadlines are equally crucial responsibilities. This issue is often overlooked and considered simply “your responsibility to finish the work.” However, managing these responsibilities effectively is far more complex. Balancing work, personal health, and family commitments can be a significant source of stress.

To illustrate, failing to estimate the time needed to complete tasks accurately can lead to several issues. For example, working non-stop for extended periods, like 36 hours straight, can feel like a marathon rather than a manageable sprint. This intense pressure is overwhelming and unsustainable. Moreover, neglecting personal health for the sake of work can lead to physical problems, such as liver issues due to stress and lack of rest. Finally, the initial issue of poor time estimation can create a cascade of problems. Missing one deadline can lead to increased stress and tighter schedules for subsequent tasks, creating an endless cycle of pressure and anxiety.

To manage responsibilities effectively, it's crucial to develop strong time management strategies, prioritize tasks, and set realistic goals.

Time Management Strategies

Creating a schedule is essential. At the beginning of each week, outline your tasks and set deadlines for each. This practice helps you stay organized and ensures that you allocate enough time for each task. Using tools and apps such as calendars, task managers, and time-tracking apps can also be very effective. Tools like Trello, Asana, or even a simple Google Calendar can help keep track of tasks and deadlines.

Breaking down tasks into smaller, manageable chunks makes the workload feel less overwhelming and allows for steady progress. Setting priorities is also critical. Identifying the most critical tasks that need immediate attention and focusing on completing them first can significantly enhance productivity. Methods like the Eisenhower Matrix, which prioritizes tasks based on their urgency and importance, can be very helpful. It is also important to avoid multitasking. Focusing on one task at a time ensures better quality and efficiency since multitasking can often lead to errors and reduced productivity.

By developing these time management strategies, prioritizing tasks, and setting realistic goals, we can better balance our workload and responsibilities, reducing stress and improving overall performance.

Prioritizing Tasks and Setting Goals

Prioritizing tasks helps focus on what's most important and ensures meeting objectives. Setting clear goals provides direction and motivation. Understanding the main goals of your internship and aligning your daily tasks with these objectives helps maintain focus on what matters most. Setting Specific, Measurable, Achievable, Relevant, and Time-bound (SMART) goals ensures that your goals are clear and attainable within a specified time frame. Regularly reviewing your progress and adjusting your priorities as needed allows flexibility to adapt to changing circumstances and stay on track.

Although this might sound idealistic, what truly matters is understanding yourself and your inner motivation to improve. Initially, some might resist setting Key Performance Indicators (KPIs) following the SMART goal framework. However, using SMART goals can be a powerful tool for self-reflection and self-recognition, two essential skills needed to manage stress and thrive in the ever-changing VUCA (Volatile, Uncertain, Complex, and Ambiguous) world. These goals provide a clear path and milestones that help measure progress and make necessary adjustments along the way.

Handling Complex Tasks and Projects

Internships often involve handling complex tasks and projects that require problem-solving skills and adaptability. Seeking guidance and feedback is essential. Don't hesitate to ask for help from your supervisors and colleagues. Their insights can help you navigate challenges and improve your performance.

Asking questions when faced with a complex task helps clarify understanding and ensures you are on the right track, preventing misunderstandings. Regularly requesting feedback on your work helps identify areas for improvement and enhances your skills. Establishing a good relationship with your mentor or supervisor is crucial as they can provide valuable advice and support throughout your internship.

Mistakes and challenges are inevitable, but they are also valuable learning opportunities. When you make a mistake, take the time to reflect on what went wrong and how you can avoid similar issues in the future. This reflection helps you grow and improve. Embracing challenges as opportunities to develop new skills and knowledge is also important. Tackling difficult tasks builds resilience and enhances problem-solving abilities. Being flexible and adaptable in your approach is crucial. If a particular strategy isn't working, be willing to try different methods until you find a solution.

By effectively managing your workload, prioritizing tasks, seeking guidance, and learning from mistakes, you can handle the responsibilities of your internship successfully. These skills not only help you thrive in your current role but also prepare you for future career challenges.

3.4.4 Conclusion

Internships are a crucial step in your career journey, offering hands-on experience, networking opportunities, and a glimpse into professional life. However, they also come with challenges that are not always openly discussed. Throughout this blog, we've explored the realities of adapting to new work environments, managing responsibilities, and understanding common misconceptions about internships. These experiences are invaluable for personal and professional growth.

Remember, embracing your internship with an open mind and a proactive attitude can turn challenges into opportunities. Develop strong time management skills, seek guidance when needed, and always be open to learning from your experiences. Every difficulty is a chance to become more resilient and capable. Keep working hard, stay curious, and continue growing—you have the potential to excel and achieve great things in your career.

HOW TO CONVERT INTERNSHIPS INTO FULL-TIME JOB OFFERS



IV. HOW TO CONVERT INTERNSHIPS INTO FULL-TIME JOB OFFERS

There are several ways to convert an internship into a full-time offer. However, there are certain key factors that need to be met before we can discuss how to achieve this goal.

Criteria 1: It is important to know if the company has a policy that allows internships to convert into full-time positions or if the specific internship program has such a policy.

For example, some Big 4 companies have internship seasons where they recruit in batches, and some of these interns have the opportunity to convert their internships into full-time positions.

Criteria 2: What if the company does not have a policy to automatically convert intern positions to full-time roles?

In this case, we need to determine if the company currently has enough headcount for the position you are in. Companies often prefer to hire someone familiar with the work and company culture rather than someone entirely new, even if the newcomer has strong skills.

So, if one of these two criteria is met, what are the next steps?

Firstly, you need to stand out. For programs that allow interns to convert to full-time offers, not all interns will receive an offer. Therefore, it's essential to distinguish yourself in terms of skills, performance, discipline, and, most importantly, attitude. Most interns have similar skills and knowledge and are generally talented. Demonstrating the right attitude to your supervisor can increase your chances of receiving a full-time offer. Many interns today refuse to take on certain tasks under the supervisor's direction, claiming that the tasks are not worthwhile. Remember, companies do not expect too much from an intern except a willingness to get the job done and a readiness to accept the challenges they face along the way.

Secondly, interns should communicate their career aspirations to their supervisors or other leaders involved in the internship program. This discussion can help identify opportunities for transitioning to a full-time role. In some cases, if leaders recognize the potential of an intern, they may create conditions for extending the internship, offering an official probationary period, and ultimately considering them for a full-time position.

Lastly, carefully prepare the necessary skills and knowledge for the transition from intern to full-time employee. After the conversion, you will take on greater responsibilities and adhere to more stringent rules, leading to higher pressure. Mistakes that were more easily forgiven during your internship will be less tolerated as a full-time employee.

The preparation can be summarized as follows:

Understand Company Policies:

Research Policies: Find out if the company has a policy for converting internships into full-time positions. Some companies have formal programs that allow interns to transition to full-time roles, while others may not.

Internship Program Details: Understand the specifics of your internship program. For instance, some companies, like the Big 4, have structured internship seasons where selected interns are offered full-time positions.



Demonstrate Your Value:

Excel in Your Role: Consistently deliver high-quality work. Show initiative, be proactive, and go above and beyond in your assignments.

Develop Skills: Continuously improve and expand your skills relevant to the job. Seek feedback and implement it to show your growth and adaptability.

Positive Attitude: Maintain a positive and professional attitude. Be willing to take on challenges and demonstrate a strong work ethic.

Communicate Career Aspirations:

Express Interest: Let your supervisor and other leaders know that you're interested in a full-time position. Clearly communicate your career goals and how they align with the company's objectives.

Seek Guidance: Ask for advice on what steps you need to take to increase your chances of being offered a full-time role. This shows your commitment and willingness to grow within the company.

Build Relationships:

Network: Build strong relationships with your colleagues, supervisors, and other professionals within the company. Networking can provide insights into job openings and recommendations.

Mentorship: Seek out mentors who can provide guidance, support, and potentially advocate for you when full-time positions become available.

Showcase Your Fit with the Company:

Understand Company Culture: Demonstrate that you understand and fit well within the company's culture. Show that you can work well with the team and align with the company's values.

Adaptability: Be flexible and adaptable, showing that you can handle various tasks and responsibilities that come your way.

Prepare for the Transition:

Skill Enhancement: Continuously build on the skills and knowledge required for a full-time role. This preparation helps ensure you're ready to take on more significant responsibilities.

Professionalism: Understand that as a full-time employee, you will be held to higher standards. Be prepared to meet these expectations and handle the associated pressures.





INDUSTRY CASE SHARING FROM VINUNI ALUMNI

V. INDUSTRY CASE SHARING FROM VINUNI ALUMNI

Topic 1: How to ace your first 3 days at the new workplace



Case study 1: Do Bui Khanh Linh - CECS Cohort 1 Ex-Techcombank

On my first day at the Risk Analysis Department of Techcombank, I was immediately immersed in a whirlwind of introductions and orientations. I arrived early, eager to make a positive impression, and dressed professionally in adherence to the company's dress code—something I had carefully researched beforehand to ensure I was prepared. It's essential to ask HR about fundamental company rules before starting. For example, at Techcombank, wearing jeans or sporty shoes is not permitted, so preparing formal clothes and shoes is a must.

One of my main goals for the first day was to clarify the expectations on both sides for the internship. I believe scheduling a one-on-one meeting with the direct manager can help establish a smooth start. In my case, during the interview process, I had a brief, general discussion about the job position and potential projects. Prior to my onboarding, I had thoroughly analyzed the role, researched the company, and reflected on my strengths and areas for improvement. This preparation allowed

me to straightforwardly propose the specific position or project I desired to join and learn. It's crucial to plan what you can contribute and share your aspirations ahead, including long-term goals like potentially applying for an official position. Fortunately, my manager proved to be highly supportive, recognizing the research I had conducted prior to starting and creating tailored opportunities for me to take on tasks aligned with my interests.

Additionally, during the meeting, I made sure to ask about the expertise and contacts of my colleagues, noting them down so I knew exactly who to approach for each of my queries. Once the scope of work was defined, I proactively reached out to the senior officers handling similar domains to seek help, whether it was about the general working environment or IT setup and specialization domain problems. Don't miss the opportunity to join your team for lunch, as it's the perfect chance to ask about the team's culture, lifestyle, and habits. This makes it easier to get to know the organization and build relationships in a relaxed setting. By clarifying all this information upfront and engaging with my colleagues over lunch, my first day went smoothly as I had a clear roadmap for navigating the new environment.

To set a solid foundation from the start, I ensured I met several baseline expectations on my first day and throughout the initial weeks of my internship. First, I **demonstrated discipline through responsibility**, respect for the company's culture, and commitment to my role. Simple actions like arriving on time, dressing professionally, and being prepared to actively listen and take notes during meetings were key.

Additionally, I **showed eagerness to learn and a strong self-learning ability**. Being proactive, not afraid to learn new things, and willing to take on responsibilities without waiting for instructions is crucial. As a Computer Science student, I initially lacked the financial knowledge required for the banking field. However, by researching beforehand and not hesitating to ask

questions and self-learn, I was able to catch up and reinforce the necessary knowledge in a timely manner. This approach is particularly important in banking, especially in the risk department, where continuous learning and adaptation to new regulations and market conditions are essential to detect potential risks like new signals of fraud. Besides, at Techcombank, due to information security protocols, I could only access data and work on the company computer, making it impossible to bring work home. Therefore, managing my learning time effectively was vital, using my free time at home to learn necessary knowledge and working efficiently to complete all tasks during office hours.

Finally, I ensured **clear and effective communication**. Regular one-on-one meetings with my manager were essential to clarify requirements and expectations, ask questions to understand the scope of my internship, and ensure I met performance expectations. Effective communication is critical to prevent misunderstandings that could lead to significant errors, which in banking can result in substantial financial losses for both customers and the company. I also tried to pay attention to the scope of work of my colleagues and reach out to the right people for assistance. Before asking for help, I spent enough time exploring the problem on my own and thinking about practical solutions, only seeking advice to refine my potential solutions. This approach demonstrates problem-solving skills and initiative and makes the mentor-mentee relationship more efficient and time-saving.

In summary, to make a strong impression during your internship, I **suggest focusing on three key points: discipline, self-learning, and effective communication**. By meeting these standards and demonstrating excellent technical skills by applying industry-specific best practices, you will establish a solid foundation for your role and make a meaningful contribution to your team.



Case study 2:
Le Minh – CBM Cohort 1
Ex-Vinhomes/LG Display/ Metub

Regarding how to adjust to a new work environment, I consider myself extremely fortunate to have worked in a variety of settings throughout the first two years of my career. My first first day at each of the three companies I have worked for—a startup, a large Vietnamese corporation, and a Multinational corporation—varies greatly depending on the culture of the organization and the team I am in. Nonetheless, the first few months are typically spent getting to know the team, the business, and the working environment. While some may be eager to get started immediately, I often use this time to learn about the company's working culture, organizational structure, and departmental dynamics. Try to read any corporate policies or guidelines that may apply to the work. Having a thorough awareness of your workplace is crucial, in my opinion, as it will enable you to collaborate with others across functional boundaries and resolve any potential communication problems.

Having a solid grasp of the company's culture and organizational structure, in my opinion, also makes it easier for me to navigate my tasks at work, particularly when I'm in the marketing department where collaborative work is highly valued. In addition, it's critical to have a clear understanding of your goals for every internship you take part in and to

communicate these goals to your supervisor or boss. Since you won't be there for long, it's possible that they haven't had time to get to know you and learn about your work ethic, personality, and compatibility. To assist them understand you and collaborate with you to ensure the success of the next internship, clear communication will be essential. Additionally, this would prevent you from becoming lost during the internship, particularly if your supervisor can constantly monitor you and your team is overly preoccupied with work. Finally, I believe that maintaining the mindset of "think one level up" is the best way to make an impression and create a lasting memory at work. This is the sharing from Ms. Duong Nguyen, Chairwoman of EY Consulting Vietnam, that I have heard of in a sharing session previously. This implies that you should always aim to use a higher level of thought when tackling a tough problem at work or when taking on a new responsibility. If you were my manager or an expert in the field, ask yourself how you would handle the issue. While it's not necessary to always make the proper choice, adopting such a mindset might show that you are a reliable team player and that you are dedicated to your task.

Combining a few of the things I've already discussed, I believe this is how I have made a good impression on my supervisor and the other employees of the organization. Because the relationships you make with the people you work with later on in your career are far more significant than a single internship form. Additionally, by being held accountable even as an intern, I was later given other opportunities by the recommendation of my former coworkers.



Topic 2: How to navigate around the new workplace



Case study 1: Nguyen Minh Tuan – CECS Cohort 1

Currently, I'm working as a Product Manager at a SaaS company. A little bit more information on myself and my role: I am working as a product manager for SaaS in data privacy. The size of the team is around 18 to 20 depending on the projects. The team is a mixture of Vietnamese, Indian, Chinese and Western (White).

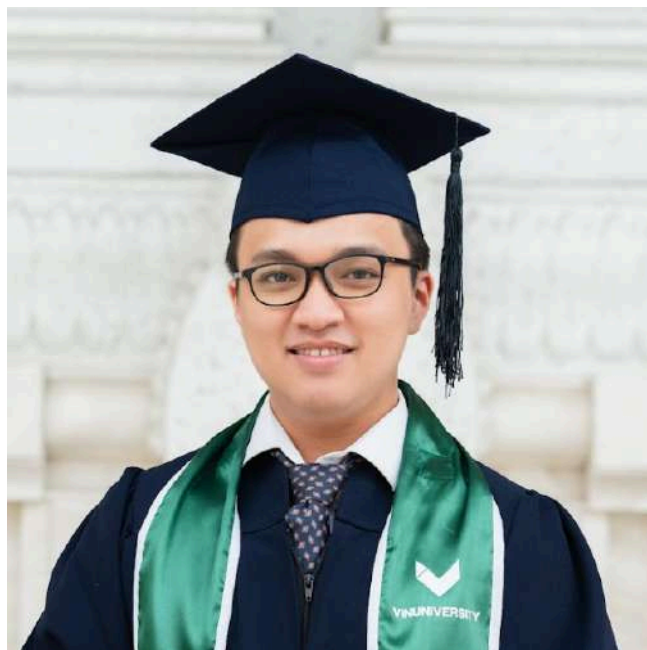
Starting a new role can be overwhelming, but I've found that taking deliberate steps during the onboarding process can make a significant difference. When I first joined a company, I prioritized understanding my team and the products we are developing. During my initial meeting with my supervisor, I make it a point to ask detailed questions about the team members, including engineers, business analysts, QA/QC, and designers. I also seek information about the features and products we are working on, timelines, budgets, and available documentation. This approach helps me align with the team's practices and get a head start on understanding the dynamics and expectations. Additionally, I inquire about the working style of the team—whether they prefer remote or onsite work, if they usually have lunch together, and any cultural norms. These details are crucial in helping me adapt quickly and integrate smoothly into the new environment.

Building relationships with colleagues is an essential aspect of my role. I believe that as a

Product Manager, my success hinges on my ability to collaborate effectively with different teams. To foster these relationships, I make it a habit to spend time with my colleagues outside of formal work settings. Initially, I have lunch with the entire team to introduce myself and get to know everyone on a personal level. Following this, I arrange smaller group lunches with different departments such as engineering, sales, customer support, and design. These informal settings provide a relaxed atmosphere where I can learn more about each team's challenges and perspectives. Occasionally, I have one-on-one lunches with individuals to gain a deeper understanding of their roles and any personal challenges they may be facing. This practice not only helps in building rapport but also in identifying any issues early on, allowing me to offer support and adjust workloads if necessary.

Besides workplace connection, understanding product requirements is inevitably the key of effective product management. Whenever I encounter new or unclear requirements, I first invest time in researching and reviewing old documents. If I cannot find the necessary information, I reach out to the appropriate department for help. For instance, I consult engineers for technical queries. If the issue remains unresolved, I organized a team meeting to clarify the requirements. This proactive approach ensures that any misunderstandings are addressed early, preventing potential issues during the product development phase. I firmly believe that asking questions, even if they seem basic, is crucial for avoiding mistakes and ensuring the project's success.

Having good relationships with colleagues and understanding product requirements also needs to be accompanied by effective time management skills to ensure productive product management. I rely on task management tools like Jira, Trello, or Notion to keep track of progress and prioritize tasks. These tools help me stay aware of high-priority tasks and manage my workload efficiently. If I find myself overwhelmed with too many tasks, I negotiate deadlines or reassign tasks to ensure productivity without compromising quality. This approach not only helps in maintaining a balanced workload but also in delivering high-quality results consistently.



Case study 2: **Le Phan Khanh Huy – CHS Cohort 1**

You may refer to me as Huy, a soon-to-be graduate of the 1st Cohort of Bachelor of Nursing program at VinUniversity. I have had the pleasure to experience an amazing study opportunity at this prestigious institution and, from the perspective of a Nursing student who had gone on several clinical rotations, I would like to share my experience and stories to you all.

For a bit of context, Nursing students begin their clinical rotation at Year 3 of a 4-year program and while this is comparatively later to our peers in other schools, it is no less daunting. In each rotation, the students are expected to shadow a clinician (a nurse who is actively working in the hospital) and learn from their trade through both observation and performance of relevant tasks. During these excursions, students are also expected to conduct themselves with professionalism and an inquisitive mind because, at the end of the day, not only do they have to write a report on their experience but they also have to go through an oral examination where they report and answer questions relevant to a real case they have interacted with. With that in mind, I would like to begin relaying the relevant information regarding my experience.

First of all, **observation skill is vital in clinical rotation as students** (nursing and medical alike) are only allowed to perform non-invasive procedures, even then under strict supervision, so learning by observing is more

likely developed into a skillset for any senior students like myself. Typically, best way to fit into the hospital environment is to first observe and actively participate, maybe beginning at smaller tasks moving up toward bigger ones. At some point, anyone can become more proficient and confident in their work and environment.

Secondly, for each clinical rotation site, health students are assigned a clinical instructors who act both as their teacher and supervisor. Clinical instructors are confident, proficient and knowledgeable in their trade so they always encourage students to ask questions and actively seek opportunities to train themselves. I think it is due to this healthy and constructive relationship that it is easy for me, as a nursing student, to approach my colleagues and instructors alike to seek counsel and clarification on tasks and certain questions I might have during my rotation.

Last but not least, **clinical rotation can be quite stressful as the hospital always have a lot of work to be finished.** Just in one morning, I could be tasked with medication delivery, patient's assessment and documentation. All of these can be overwhelming at first but best practice sees that you must be at least competent in what you do first then reflect and prioritize tasks based on their urgency, convenience and risk to others. Establishing a priority help a lot to coordinate tasks and manage time efficiently. All the while, one must remind themselves to always conduct with the utmost professionalism. In the case of healthcare, it means: The preservation and respect for the human dignity, both in regards to the healthcare providers and the patients. Toward our own colleagues, we should be helpful and constructive in feedback and training so that everyone can be elevated in skills and knowledge. Henceforth, best quality of care can be achieved which benefit the patients, the primary subjects of healthcare.

In conclusion, I think I have already offered to you all but a small introspection into the internship experience of healthcare. While not everything can be relevant to students of other fields, I think a few lessons can be obtained through these stories. From my experience, I suggest students to always **keep an inquisitive mind open to new ideas and tasks, be**

respectful and straightforward to your colleagues who can serve as the best mentors you can ask for, and finally, reflect upon yourself to see which prioritizes benefit you the most and commit to them. Those are what constitute a good intern and I hope you can all take home some points from my experience, I wish you luck on your own excursion!

Topic 3: Effective communication skills



Case study 1: **Ngo Thuy Duong – CBM Cohort 1** **R&D Specialist at Vincom Retail**

Communicate ideas clearly and concisely

When explaining a complex process to a new team member, I follow a systematic approach. First, I provide them with relevant materials in advance so they can familiarize themselves with the basics. Then, I schedule a meeting to go through the process in detail. During the meeting, I break down each step, offering detailed explanations and context to ensure they understand not just the 'how' but also the 'why' behind each step. I always make sure to leave plenty of time for questions, encouraging them to ask anything that's unclear. This way, they can feel confident and fully grasp the process. This structured approach ensures that communication is clear, concise, and effective, which is essential for onboarding new team members smoothly.

Active listening

To actively listen, I make a conscious effort to focus completely on the speaker, avoiding interruptions and distractions so I can fully absorb their message. Additionally, I take notes on key points and any questions that come up, which helps me remember important details and stay engaged in the conversation. Once the speaker has finished, I then ask clarifying questions to ensure I've understood everything correctly and to show that I value their input. I also recognize that what we comprehend from hearing things can be quite different from what the speaker actually intends to convey, so asking for clarification is crucial. By using these techniques, especially in work discussions and task assignments, I can ensure that I fully grasp what's being communicated and can follow through effectively.

Communication style adjustment

Tailoring communication to the audience is essential, and it starts with understanding who they are, their knowledge level, and what they expect. Then I determine the communication goal for each person, considering what I want the audience to know, do, and feel after the presentation.

Know Your Audience: The first step is to thoroughly understand the audience's expectations and knowledge level. For supervisors, I recognize they are looking for high-level insights, strategic implications, and actionable recommendations. For interns, they need detailed explanations, background information, and step-by-step guidance.

Set Clear Goals: Next, I define clear communication goals for each audience. For supervisors, the goal is to convey the key findings succinctly, ensuring they understand the strategic value and potential impact. I will provide them with summaries, concise materials, and information because they do not have much time for extensive details. For interns, the goal is to ensure they grasp the foundational concepts and the processes involved.

By knowing my audience and setting clear communication goals, I can adjust my approach to meet their specific needs, ensuring both supervisors and interns receive the information in a manner that is most useful to them.

With supervisors, I focus on high-level insights, strategic implications, and actionable recommendations. I use concise and impactful language to keep the presentation brief yet informative, addressing what they need to know and how it affects the broader strategy.

With interns, I provide more detailed explanations, background information, and a step-by-step breakdown of the research process. This helps them understand the context and the methods used, ensuring they can follow along and learn from the presentation.



Case study 2: Hoang Ngoc Anh – CHS Cohort 1

With CHS students, communication skills are the bedrock of success in health sciences because they allow students to excel in both patient interaction and collaboration with colleagues. When interacting with patients, clear and concise explanations are essential. This includes using language tailored to the patient's understanding, actively listening to their concerns, and demonstrating empathy. In contrast, communication with healthcare colleagues prioritizes accuracy, efficiency, and fostering a strong team environment. This might involve using medical terminology precisely, delegating tasks clearly, and effectively resolving disagreements in a professional manner. Mastering both facets of communication empowers health sciences students to navigate the complexities of the healthcare field and deliver exceptional care.

Communication with Patients:

Listen actively: Take the time to listen attentively to your patients, allowing them to express their concerns and feelings. This shows empathy and helps build trust

Use clear and simple language: Avoid medical jargon and use layman's terms when explaining medical information to patients. This helps ensure that they understand their condition, treatment plans, and instructions.

Maintaining eye contact: Maintaining eye contact during patient conversations shows that you are engaged and attentive. It helps establish a connection and builds trust.

Be Mindful of Tone and Volume: Speak in a calm and respectful tone, adjusting the volume as needed. This helps create a positive and supportive environment.

Ask Open-Ended Questions: Encourage patients to express themselves by asking open-ended questions that require more than a simple "yes" or "no" answer. This promotes dialogue and a deeper understanding patient's health condition.

Be mindful of non-verbal cues: Pay attention to your body language and facial expressions. Use open and welcoming gestures to create a comfortable environment for patients to communicate openly. Standing at eye level with the patient when talking.

Respect confidentiality: Ensure that patient information remains confidential and is only shared with authorized individuals. Respecting privacy builds trust and fosters open communication.

Communication with Colleagues:

Be respectful and professional: Treat your colleagues with respect and professionalism. Use appropriate language and tone, and be open to different perspectives and ideas.

Adapt communication style: Tailor your communication style to the needs of your colleagues. When presenting research findings to supervisors, use a more formal and structured approach. When communicating with fellow interns, adopt a more casual and collaborative style.

Ask clarifying questions: Asking clarifying questions during conversations with colleagues helps ensure that you have a clear understanding

of the information being shared. It promotes effective communication and prevents misunderstandings.

Practice active listening: Actively listen to your colleagues, giving them your full attention. This demonstrates respect and fosters effective communication and collaboration.

Topic 4: How to present a business report effectively



Case study 1: Hoang Anh – CBM Cohort 1

Recently, I was tasked with preparing a business report for a high-profile partner regarding a project they had assigned to us.

The project, centered on evaluating the financial health of a potential acquisition target, was critical for our partner's decision-making process. They needed a comprehensive report to determine whether the acquisition would be a strategic fit for their portfolio.

The Assignment Begins

As soon as I received the assignment, I scheduled a meeting with my supervisor to understand the specific requirements and expectations. Our partner had provided a detailed template, including presentation guidelines that needed to be meticulously followed. This template was our bible for the project, ensuring that the report would meet their standards and facilitate their decision-making process.

Gathering and Analyzing Data

The first step was to gather all relevant financial data on the target company. I collaborated with my team to collect information on their revenue streams, profit margins, liabilities, and growth potential. Given the critical nature of this data, accuracy was paramount. We used various financial databases and tools to cross-verify the numbers.

Next, we delved into the analysis. This involved calculating key financial ratios, assessing cash flow statements, and conducting a SWOT analysis (Strengths, Weaknesses, Opportunities, and Threats) of the target company. Each piece of data was scrutinized, ensuring we left no stone unturned.

Structuring the Report

With the analysis in hand, I began structuring the report. The template provided by our partner called for a specific format, starting with an Executive Summary. This section will give a snapshot of our findings, offering a high-high-level view of the financial health of the acquisition target.

1. Executive Summary: I crafted a concise summary that highlighted the most critical insights and recommendations. It was designed to give busy executives a quick understanding of the report's core findings without delving into the details.

2. Background Information: This section provided context about the target company, its market position, and the rationale behind the potential acquisition. Here, I included a brief overview of our partner's strategic goals and how this acquisition could align with them.

3. Body: The main content of the report was divided into several subsections:

Financial Health Analysis: Detailed examination of the target company's financial statements, including income statements, balance sheets, and cash flow statements.

Ratio Analysis: Presentation of key financial ratios that shed light on the company's operational efficiency, liquidity, and profitability.

Market Position and Competitiveness: Insights into the company's market share, competitive advantages, and potential risks.

SWOT Analysis: A thorough evaluation of the

target's strengths, weaknesses, opportunities, and threats.

4. Recommendations: Based on our analysis, we provided clear, actionable recommendations. This included whether to proceed with the acquisition, negotiate a different deal, or consider alternative strategies.

Ensuring Professionalism

Throughout the process, I was acutely aware of the need for professionalism. I painstakingly checked for any spelling errors, ensured consistent fonts, and maintained uniform formatting across the document. Any lapse in these areas could reflect poorly on me and our company.

Incorporating Feedback

Before finalizing the report, I shared a draft with my supervisor and a few senior analysts. Their feedback was invaluable, highlighting areas that needed more clarity or additional data. After incorporating their suggestions, I reviewed the report once more to ensure it was flawless.

Presenting the Report

On the day of the presentation, I felt a mix of nervousness and excitement. I knew the quality of our report would influence a major business decision. Using the partner's guidelines, I prepared a PowerPoint presentation summarizing the key points from the report.

During the meeting, I walked the executives through our findings, using data visualizations to illustrate important points. The survey data and financial metrics we included were particularly impactful, providing concrete evidence to support our conclusions.

The Outcome

Our partner was impressed with the thoroughness and professionalism of the report. They appreciated the clear structure and the depth of analysis. Ultimately, our recommendations helped them make an informed decision about the acquisition.

This experience reinforced the importance of meticulous preparation, attention to detail, and effective communication. In the world of finance, where every detail counts, presenting a well-crafted business report is not just a task—it's an art.



Case study 2:
Cao Gia Bao - CECS Cohort 1
Ex-Techcombank

I am a senior student in the Computer Science program at VinUniversity.

As you soon become engineers eager to solve local to global problems, you may find that these engineering endeavors are full of exciting and adventurous journeys. Your first challenge starts here with an internship at a tech company. Internship is a critical stepping stone in your career, providing hands-on experience, networking opportunities, and a real-world understanding of the theories you've studied. They are also a time for significant personal and professional growth, where you can apply your knowledge, learn from industry experts, and discover your strengths and areas for improvement. Although I took my internship as a software engineer, I believe my following shares will be very helpful for your future work.

Presenting a report is another crucial aspect of effective communication in a professional setting. Whether it's sharing progress updates, project results, or research findings, presenting a report clearly and concisely is essential for ensuring your audience understands your message.

During my internship, I had several opportunities to present reports to my team. Initially, I found it challenging to structure my presentations in a way that was both

informative and engaging while keeping the simplicity of the content so that everyone in the team of 21 people can understand. I still remember that I rehearsed the presentation with my mentor 5 times before presenting. Here are some tips that helped me improve my report presentations:

Know Your Audience: Tailor your report to the knowledge level and interests of your audience. Avoid using overly technical language if your audience is not familiar with the details.

Structure Your Report: Start with a clear introduction that outlines the purpose of the report. Follow this with the main points, supported by data and evidence. Conclude with a summary of the key takeaways and any recommendations.

Use Visual Aids: This is very important, you might really want to include it into your model as much as possible to illustrate your points. Visual aids can make complex information more accessible and engaging.

Practice Your Presentation: I could not have my presentation done if I did not rehearse with my mentor, make sure that you have some to practice with multiple times. This will help you become more familiar with the content and improve your delivery.

Be Concise: Keep your report focused and to the point. Avoid unnecessary details that may distract from the main message.

By following these tips, you can improve your ability to present reports effectively, ensuring that your audience understands and values the information you are sharing.



Topic 5: Managing complex stakeholders



Case study: **Nguyen Minh Tuan - CECS Cohort 1** **Ex-Techcombank**

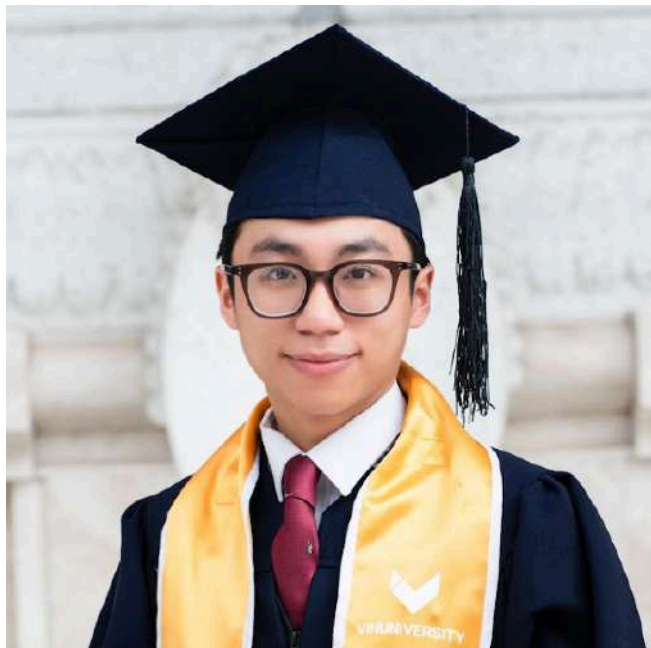
With a deep understanding of product requirements, identifying key stakeholders is vital when developing new features or products. Typically, requirements come from top-level executives like the CEO, CPO, or Head of Product. It is essential to follow their requirements strictly, even if they seem unusual. Any discrepancies discovered during implementation should be reported and addressed promptly. When feedback from sales and customer support indicates the need for changes, these departments become the primary stakeholders. Their insights, backed by customer feedback, guide necessary improvements. This dynamic ensures that we stay aligned with both the strategic vision of the leadership and the practical needs of our customers.

Following that, effective communication with stakeholders, especially those with different communication styles, is even more pivotal. I've learned to adapt my approach based on individual preferences. Some stakeholders prefer online meetings, others offline, and some may require reports beforehand. Understanding these preferences and adapting accordingly ensures smooth and effective communication. Building trust with stakeholders who have opposing viewpoints requires patience and strategic thinking.

If direct influence fails, I try to convince someone close to them or their superior who has more authority. For example, when I once had a conflict with an engineer over implementation methods, I involved the tech lead. Together, we discussed and agreed on the best method, which the engineer then accepted. This experience taught me the importance of leveraging relationships and authority within the organization to resolve conflicts.

For students developing stakeholder management skills, I cannot stress enough the importance of documentation, understanding communication styles, and following strict reporting guidelines. Building close connections through informal interactions can also be highly beneficial. Strong relationships often lead to stakeholders bending rules to assist you in achieving project goals. Ensuring everything is documented and understanding stakeholder communication styles, whether micro or macro, online or offline, helps in navigating complex project dynamics effectively.





Case study 3:
Hoang Anh - CBM Cohort 1
Private Sector Development Office

As an intern at a financial firm, managing stakeholder relationships effectively was crucial. My fellow intern and I were tasked with drafting an investment memorandum, a project that was both exciting and daunting. We dove into the work with enthusiasm, pooling our resources and knowledge to create a comprehensive document. Our supervisor was our main point of contact, guiding us through the intricacies of the memorandum, while the partner awaited the final version for her critical review.

Despite our dedication, we faced an unexpected challenge. The deadline was looming, and we were still polishing the details. Our progress was slower than anticipated, as we strived for perfection. The pressure mounted, and we realized we wouldn't meet the deadline. Admitting this to our supervisor was daunting, but honesty was our best option. We approached him, explaining our situation and emphasizing our commitment to delivering a high-quality memorandum.

The supervisor, though stern, appreciated our transparency. He extended the deadline slightly, allowing us extra time to refine our work. With renewed focus, we worked tirelessly, integrating the supervisor's suggestions and correcting errors. When we finally submitted the revised memorandum, it was met with approval.

The additional effort paid off, and the document was ready for the partner. This experience taught us the importance of clear communication, collaboration, and the willingness to seek help when needed. Our perseverance and honesty not only helped us meet the firm's standards but also strengthened our relationships with our supervisor and the partner.

Topic 6: Difficult situations, difficult conversations



Case study 1:
Ngo Thuy Duong - CBM Cohort 1
R&D Specialist at Vincom Retail

In my role as an R&D Specialist at Vincom Retail, I encountered a significant challenge while working on a proposal for a new commercial area. The key information regarding the design concept and implementation timeline was held by another subsidiary/department, which made it difficult to make progress.

Determined to overcome this obstacle, I first reached out to my team leader to obtain the contacts of the necessary individuals in the relevant departments and subsidiaries. Understanding the importance of smooth communication, I asked my team lead to give a heads-up to the department heads, ensuring the information exchange would be smooth and well-received.

With the contacts in hand, I then sent follow-up emails to the identified individuals, clearly explaining my needs and outlining the required information. I was proactive and thorough in my communication, emphasizing the urgency and importance of the data I needed.

Thanks to this approach, I was able to gather the necessary information promptly, which allowed me to complete the proposal accurately and within the deadline. This experience highlighted the importance of knowing how to navigate complex inter-departmental communication and collaboration, as well as the value of proactive problem-solving, in achieving project goals.



Case study 2: **Cao Gia Bao - CECS Cohort 1**

I am a senior student in the Computer Science program at VinUniversity. During my journey here, I have worked in various positions and gained a wealth of experience. Having had the opportunity to work at Got It AI VN and two startups at VinUniversity, I've encountered firsthand the complexities and pressures that come with the territory of software engineering.

The following will explore the common difficulties that I experienced as an intern and discuss the practical strategies that I used to overcome them. Whether you're a sophomore just beginning to explore internships or a senior preparing for your first full-time job, understanding these challenges is crucial for professional growth and success.

Through my personal experiences and the lessons I've learned, I hope to provide insights and tools that can help you navigate the field of software engineering more effectively.

Effective Communications: Love-hate relationship with Communication skill

During my internship at Got It AI VN, I encountered a particularly tricky bug in my code, and despite my best efforts, I couldn't solve it on my own. When I tried to explain the issue to my team, I found myself struggling to articulate the problem clearly. After self-reflecting, I realized that communication in the industry context is a little bit different from the academic environment. In the academic environment, it is quite easy for everyone to understand what you are doing. However, in the employed environment, people have their own work to do and maybe do not know what they are doing. This results in the fact that whoever you are talking to is not on the same page as you. At the beginning, I did not realize this and I made several mistakes. I used technical jargon that wasn't easily understood by everyone, which made my explanations too convoluted. As a software engineer, you may have found yourself focusing on solving bugs and diving too deep. This unintentionally leads to the fact that you may not be able to get back to the surface and re-explain the problem for someone else from a very high level. This is the reason why it was hard for me to explain the error I was having after spending an amount of time doing research. Finally, as a result, this lack of clarity led to confusion and delayed the debugging process. It was a frustrating experience, but it taught me valuable lessons about the necessity of clear and precise communication.

So how do we mitigate this problem?

Plan your question first: when you are going to ask someone about your problem, you should always plan first. Planning helps you clear about yourself, what the problem is, what you have done, etc. In the end, you must make sure that your logic flow is true, and that you have researched the problem.

Always start from common sense, the very high level of your logic. Then talk about how and why you get this problem.

Prepare your current solution, not just bringing the problem to your colleagues.

Topic 7: How to convert internships into full-time job offers



Case study 1: **Hoang Ngoc Anh - CHS Cohort 1**

Preparation & Initiative

During my internship time, I took several steps to showcase my interest in securing a full-time position with the company. Firstly, I made sure to thoroughly research the company and its values before the internship began. This allowed me to align my goals and values with the organization, showing my genuine interest in their mission. This also allowed me to ask insightful questions during introductions with colleagues and supervisors, demonstrating genuine interest. Secondly, as a health sciences student, I understand that each of us may have our preferred departments. During the hospital rotation, I prioritized spending more time in the departments I am interested in for my future career. My focus was on understanding the typical jobs and tasks within those departments. I compared these with my future work goals and made necessary adjustments to align my career aspirations accordingly. Additionally, I actively sought out opportunities to network and connect with individuals within the company. I attended company events, participated in team-building activities, and made an effort to build relationships with colleagues and supervisors.

By doing so, I demonstrated my commitment to the company and my desire to contribute beyond the scope of my internship.

Furthermore, I believe that taking the initiative is crucial for both personal growth and showcasing my potential to contribute to the company. I expressed my interest in taking on more responsibilities and made it known to my supervisor that I was willing to assist with any projects or tasks that aligned with my skills and interests. To identify these opportunities, I closely observed the work environment and the needs of the team. I actively engaged in team meetings and discussions to understand ongoing projects and areas where I could contribute. By being proactive and offering my assistance, I was able to take on additional responsibilities, which not only helped me develop new skills but also demonstrated my dedication and willingness to go above and beyond.

Performance & Deliverables

During my internship, I had the opportunity to work on a research project focused on improving patient care protocols for postpartum women. I took the initiative to thoroughly analyze existing protocols and identified areas for improvement. Through extensive research and collaboration with healthcare professionals, I proposed a revised protocol that aimed to enhance patient outcomes and streamline processes. The obstetrics department is also where I want to work in the future, so I want to make a certain contribution when I intern in this department. This accomplishment set me apart from other interns because it showcased my ability to think critically, analyze data, and propose innovative solutions. Moreover, my passion for patient care and dedication to making a positive impact in the healthcare field were evident through this project.

Consistently meeting and exceeding expectations in my role was a priority for me during my internship. To achieve this, I maintained open and frequent communication with my supervisor to ensure I fully understood the expectations and goals of each project. I set realistic and measurable targets for myself and consistently delivered high-quality work within the given deadlines.

Moreover, I actively sought feedback from my colleagues and supervisors to ensure that I was on the right track and consistently improving. By taking responsibility for my learning and growth, I was able to consistently meet and exceed expectations in my role.

I received feedback on my performance during the internship, and I considered it a valuable learning opportunity. Feedback allowed me to gain insights into my strengths and areas for improvement. I used this feedback constructively to enhance my skills, refine my approach, and deliver even better results. Moreover, I actively sought clarification on any areas where improvement was suggested and sought guidance from my supervisor on how to address them. By implementing the feedback received, I grew both personally and professionally, thereby improving the quality of my work and my overall performance.



Case study 2: **Hoang Anh - CBM Cohort 1**

When I started my internship at my company, I was thrilled at the prospect of turning this opportunity into a full-time position. The company had a reputation for nurturing its interns and frequently converting internships into full-time roles, provided certain criteria were met. From day one, I was determined to meet these criteria and stand out in a pool of talented peers.

The first step was understanding the company's policies regarding internship conversions.

Luckily, my company had a clear pathway for this transition, especially during their structured internship seasons. I learned that many interns were recruited in batches, and among them, a select few were offered full-time positions based on performance and alignment with company culture. This was reassuring, but it also meant I had to prove myself among many talented individuals.

I quickly realized that delivering high-quality work was just the baseline; I needed to consistently exceed expectations. I threw myself into every task with enthusiasm, whether it was a high-stakes project or a mundane administrative duty. I took initiatives whenever possible, volunteering for additional responsibilities and always seeking ways to add value to the team. I remember one project where we were developing a new client proposal. I took the lead in organizing brainstorming sessions and even stayed late to refine our presentation, which ultimately impressed our supervisors and secured the client's business.

My attitude played a crucial role in distinguishing myself. Many interns, understandably, had moments of reluctance to take on less glamorous tasks. However, I approached every assignment with a positive attitude, viewing each task as an opportunity to learn and prove my reliability. This willingness to tackle challenges head-on didn't go unnoticed. Supervisors began to trust me with more significant responsibilities, which further demonstrated my capabilities and commitment.

Communication was another key factor. Early on, I made sure to express my career aspirations to my supervisor. During one of our one-on-one meetings, I candidly shared my interest in a full-time role and sought advice on how to achieve that goal. This conversation was enlightening and productive; my supervisor appreciated my transparency and provided valuable feedback on areas where I could improve and skills I should develop. He also suggested that I seek out mentorship opportunities within the company, which led me to connect with several senior employees who offered guidance and support.

Networking within the company proved to be immensely beneficial. I attended company events, engaged in team-building activities, and made an effort to build strong relationships with my colleagues and supervisors. These connections not only provided insights into potential job openings but also established a support network that advocated for my success.

Understanding and fitting into the company culture was another critical aspect. My company values teamwork, innovation, and adaptability, and I made it a point to embody these values in my daily work. I demonstrated my ability to work well with diverse teams, contributed innovative ideas during brainstorming sessions, and remained flexible in the face of shifting priorities and challenges.

As my internship progressed, I continuously sought feedback and worked on enhancing my skills. I took advantage of the training programs offered by the company, which helped me stay ahead in my field and prepared me for the responsibilities of a full-time role. This proactive approach to learning and self-improvement showed my supervisors that I was not only capable but also committed to growing with the company.

Finally, my efforts culminated in a significant turning point. Towards the end of the internship, my supervisor scheduled a meeting with me to discuss my performance. To my delight, he praised my work ethic, positive attitude, and the progress I had made. He mentioned that the team had been impressed with my contributions and that they saw great potential in me. He then offered me a full-time position, emphasizing that my proactive approach, willingness to learn, and alignment with the company's values had set me apart from other interns.

The transition from intern to full-time employee brought new challenges and responsibilities, but I felt prepared thanks to the foundation I had built during my internship. My journey was a testament to the importance of understanding company policies, demonstrating value, maintaining a positive attitude, communicating career aspirations, building relationships, showcasing fit with the company culture, and continuously preparing for the transition. This experience not only secured my place at my company but also laid the groundwork for a successful and fulfilling career.



LIMITATIONS & CONCLUSION

VI. LIMITATIONS

Although this Guidebook's content is primarily from VinUni graduates' real experience, co-authors also collect information and insights from various sources on the Internet. As our team was comprised of VinUni alumni and leader/staff, the limited number of writers and interviewees may also equate to a limited amount of insights. Due to the team being from VinUni, this Guidebook also contains certain assumptions about VinUni students' preferences. During the process, our team has attempted to alleviate this through referral to several credible sources, together with the verification of the alumni writers – who went through several internships and job rotations to conclude the personal insights.

The last limitation of this Guidebook might have been insufficient information about tips for success at the workplace, which might be a direct result of secondary research and the team's assumptions on what should be necessary for VinUni students. Therefore, not all information regarding workplace success recipes will be found in this book. Rather, we hope this Guidebook will provide insights from alumni's perspectives and serve as the first reference material for VinUni students entering the workplace environment.

VII. CONCLUSIONS

As we conclude this Guidebook, we genuinely hope that it has been a valuable resource in expanding your understanding about the professional workplace environment and therefore, better prepare you for your internships or future work placements. However, we want to emphasize that while this Guidebook provides essential insights, always remember that success in the workplace is not solely about understanding the tips, it is more about practice over time, enhance continuously after each interaction to find your own unique recipe that help you shine at the workplace. The knowledge gained through this Guidebook, along with your determination and dedication, will undoubtedly shape a bright and promising future for you.

Alumni, Industry and Development Project Team

