



**Teach For All**  
A Global Network



**GoTeach**

**Organizing a Workplace visit**

*VOLUNTEER / COORDINATOR GUIDE*

# Table of Contents

**Introduction ..... 2**

    About this guide ..... 2

    What is a Workplace visit? ..... 2

    About this Intervention ..... 3

**Example agenda ..... 4**

**Workplace Visit Setup Checklist - Coordinator ..... 5**

**Volunteer requirements ..... 7**

**Workplace visitor checklist ..... 8**

**Dos and Don'ts ..... 10**

    Dos: ..... 10

    Don'ts: ..... 10

# Introduction

## **About this guide**

This guide is designed to assist volunteers with the preparation and organization of a successful workplace visit. Reading this document prior to organizing the workplace visit will support a smooth and meaningful experience for both the volunteers conducting the workplace visit as well as the students visiting the workplace.

For that purpose, this guide provides information on objectives, a potential agenda (example), setup, dos and don'ts and a preparation checklist.

This document describes a workplace visit that primarily takes place face-to-face and on-site. In case of a virtual visit, a different approach may need to be considered and implemented.

## **What is a Workplace visit?**

A workplace visit is an opportunity for individuals or groups to gain firsthand experience and insight into a specific workplace environment.

As such, a workplace visit is a guided tour of the business premises, offering more detailed information on the various business environments (operational and office surroundings), the type of work and general everyday activities. It involves giving students the opportunity to visit a company and see first-hand how it functions on a day-to-day basis. Furthermore, it offers an opportunity to interact with employees and ask questions.

A workplace visit can also focus on a specific area of the business only, depending on the objective of the workplace visit and the interest preferences of the students involved. Hands on activities can be part of such a visit as it helps students to gain a deeper understanding of any job specifics.



A workplace visit can help students to develop and enhance their skills and experience. You can also actively demonstrate your organization's dedication to working with the local community and learn from the students you invite in.



## About this Intervention

<b>Objectives</b>	<p>The objectives of a workplace visit for the students are to:</p> <ul style="list-style-type: none"><li>▪ Gain insights on and a deeper understanding of the organization's operations, culture, and work environment</li><li>▪ Gain insights in a variety of different jobs and gender equality (i.e. women in leadership)</li><li>▪ Broaden the horizon on job opportunities within companies</li><li>▪ Learn about specific job roles, functions and processes within the workplace</li><li>▪ Connect with professionals and expand professional networks</li><li>▪ Gain motivation and inspiration by observing successful organizations in action</li><li>▪ Identify potential areas of interest/career in an industry/company</li></ul>
<b>Target Audience</b>	<p>The target audience for this module are young people from vulnerable communities who are transitioning from school to the world of work. The students that benefit from this intervention are nominated by a national SOS Children's Village or a Teach For All network partner.</p>
<b>Location</b>	<p>This would be in principle the volunteer's workplace which can be either in an operational or an office environment or a combination. It depends on the student's interest and learning need.</p>
<b>Duration</b>	<p>A workplace visit can vary in length from a few hours to an entire workday. This should be agreed upon between the visiting organization(s) and the volunteer(s).</p> <p><b>NOTE:</b> <i>Considering the duration of a workplace visit, a volunteer may require help from other volunteers/coworkers. This should be agreed between all the volunteers / all the people that are involved during the workplace visit.</i></p>
<b>Number of Attendees</b>	<p>A workplace visit is normally organized for a group of young people rather than a one-to-one visit.</p> <p>The number of people in the group can vary depending on the location, agenda, visiting organization and should be aligned in advance.</p>
<b>Roles involved</b>	<p>In principle there are three roles involved:</p> <ol style="list-style-type: none"><li>1. Workplace visitor: the student(s) that visits the location</li><li>2. Coordinator: DHL employee that arranges and sets up the workplace visit for the student(s)</li><li>3. Volunteer: DHL employee(s) that provides explanation on specific workplace areas</li></ol>

## Example agenda

Prepare a detailed agenda: Create a well-structured agenda that outlines the visit's activities, presentations, tours, and networking opportunities. Develop the agenda in alignment with the visiting organization.

Activity	Details
Welcome and Introductions	<ul style="list-style-type: none"><li>▪ Welcome the students</li><li>▪ Speaker to introduce him/herself briefly (name, function)</li><li>▪ Briefly explain the purpose of the company visit*</li><li>▪ Raise interest with the students.** This can be done by asking a few simple questions to the students. For example:<ul style="list-style-type: none"><li>○ <i>Who has ever heard of &lt;&lt;company name&gt;&gt;?</i></li><li>○ <i>Who knows and could tell something about what our business is all about?</i></li></ul></li><li>▪ Provide a brief overview of the organization</li><li>▪ Where are they (location, purpose of the location)</li><li>▪ What services does the company provide (high level)</li><li>▪ Key organizational values and mission</li><li>▪ Are there any questions at this stage? (Q&amp;A)</li></ul>
Presentations	<ul style="list-style-type: none"><li>▪ Have representatives from different departments or teams share information about their roles, responsibilities, and contributions.</li></ul>
Facility Tour	<ul style="list-style-type: none"><li>▪ Conduct a guided tour of the workplace, highlighting key areas and explaining their significance.</li><li>▪ There is a possibility to see different areas of the business and an option to talk to the employees.</li></ul> <p><b>NOTE:</b> <i>if the group is very big, consider splitting the group into subgroups and go through the different workstations. Potentially each of the sub-groups would start at a different workstation.</i></p>
Q&A Session	<ul style="list-style-type: none"><li>▪ Provide an opportunity for participants to ask questions and seek clarification.</li></ul>
Networking	<ul style="list-style-type: none"><li>▪ Arrange a networking session, where participants can interact with employees, exchange contact information, and build relationships.</li></ul>
Closure	<ul style="list-style-type: none"><li>▪ Summarize the visit, express gratitude, and provide information on future follow-ups or collaboration possibilities.</li></ul>

### Tips

*\*Avoid a lengthy speech at this stage and do not go too deep into detail, for example about the organization's strategy. Keep it short and crisp and present as such that the students feel warmly welcomed.*

*\*\*Keep in mind that (some of) the students may be a bit anxious. It may be their first workplace visit. Therefore, it is important that they feel at ease from the start.*

# Workplace Visit Setup Checklist - Coordinator

This checklist may help the organizer (Coordinator) of the workplace visit to stay organized when arranging for a workplace visit.

CHECK

## 1 Define objectives

Clearly outline the goals and objectives of the workplace visit to ensure they align with the participants' needs and interests.

☐

## 2 Contact the visiting organization

Jointly discuss and plan the visit with the partner organization and explain its purpose and gauge their availability and willingness to host.

☐

## 3 Liaison

Appoint a contact person from your organization to coordinate with the visiting organization and handle logistics during the visit.

☐

## 4 Set up a team of volunteers

Setup a team organizing the day and find volunteers to support on the day itself.

☐

## 5 Internal Commitment

Check if there are any other coworkers/volunteers who would like to support the workplace visit.

☐

## 6 Date and Time

Set a mutually convenient date and time for the visit, considering the availability of participants and the organization.

☐

## 7 Plan the agenda

Develop a detailed agenda that includes presentations, facility tours, job shadowing opportunities, networking and Q&A sessions. Share the agenda with the visiting organization for their input and approval.

☐

## 8 Coordinate logistics

- Arrange transportation, including any necessary rental vehicles or public transportation options.
- Arrange any necessary permissions or security clearances.
- Obtain necessary permissions or security clearances for access to the workplace.
- Ensure all arrangements are confirmed

**NOTE:** Who does what needs to be coordinated between the visiting organization(s) and the DHL country team.

☐

## 9 Communicate with the partner organization

- Send invitations to partner organization, providing them with essential details such as the date, time, location, agenda, dress code and any other pertinent information.
- Request response to ensure an accurate headcount for planning purposes.

☐

- Send reminders closer to the visit date, reiterating the necessary details and any special instructions.

#### 10 Prepare materials and resources

- Create welcome packages with information about the hosting organization, the agenda, and any supplementary materials.
- Assemble any presentation materials, handouts or other resources needed for the visit.

#### 11 Assign roles and responsibilities

- Designate a contact person from your organization who will coordinate with the hosting organization and handle logistics during the visit.
- Assign specific tasks to the volunteers, such as greeting participants, facilitating sessions or managing documentation.

#### 12 Confirm arrangements

- Double-check all arrangements, including transportation, meeting room(s) and facility access to ensure they are confirmed and in place.
- Confirm the availability and readiness of any audio-visual equipment or technology needed for presentations.

#### 13 Follow-up with the visiting organization

- Maintain regular communication with the visiting organization to address any questions, concerns or changes leading up to the visit.
- Provide any necessary updates or adjustments to the agenda or logistics.

#### 14 Evaluate and debrief

- After the visit, gather feedback from participants to assess their experience and identify areas for improvement.
- After the visit, students receive a certificate for attending
- Evaluate the success of the visit in meeting its objectives and address any lessons learned for future visits.
- Follow up with participants and the visiting organization to express gratitude, discuss feedback and explore potential future collaborations.

By following this checklist, you can ensure that all the necessary steps are taken to organize a successful, meaningful and productive workplace visit.

## Volunteer requirements

The volunteers are typically DHL employees that volunteered to guide the students through a specific part of the visit.

- Workplace visit in one single area/department (for example: operations warehouse or Customer Services call center). One volunteer is required to explain the area/department to the students.
- Full guided tour of an entire DHL location (so multiple or all areas/departments of the location are visited). Multiple volunteers are required to present specific areas/departments.

### Requirements for the volunteer:

Needs to be a subject matter expert in the area that he/she presents to the students.

Prepares the workplace visit in terms of content and knowledge to convey (processes, interesting facts or anecdotes, workplace requirements). A good preparation is key, considering the time allocated.

Prepares questions for the students to make the presentation interactive, hence engaging the students beyond the level of just listening.

Preferably does something to allow the students an experience. For example: allow them to perform simple tasks in a specific area. In the operational area (warehouse) this could be some supervised sorting activities or shipment scanning.

Allow time for a round of questions.

Allow time for the students to talk to / sit with / ask question to the employees within an area/department.

**NOTE:** if the workplace visit includes a full guided tour of the location, the time spent per area/department is limited. This needs to be considered during the preparation and appropriate time needs to be allocated for each visited area/department.





## Workplace visitor checklist

The purpose of this section is to serve as a checklist for the workplace visitor (the student) to get organized prior to the workplace visit and remain organized during the workplace visits. It also contains post-workplace visit reminders.

This section can be submitted to the workplace visitors prior to their visit. A brief explanation of the purpose of the checklist needs to be included.

### Before the workplace visit

		CHECK
1	<b>Research</b> (as much as you can) the company you will visit. It shows interests, gives you a head-start and it enables for preparing questions and goals.	<input type="checkbox"/>
2	<b>Set clear goals.</b> What would you like to learn from the experience? What are the questions to which you seek answers?	<input type="checkbox"/>
3	Find out the <b>rules and regulations</b> that apply in the company and the department you are visiting. This includes any dress-code.	<input type="checkbox"/>
4	Prepare a <b>short introduction</b> . Who are you? What do you want to achieve? What information are you looking for? Just in case you need it.	<input type="checkbox"/>
5	Be <b>on time</b> . It adds to making a great first impression. Anticipate early difficulty like traffic jams, delayed buses, and trains.	<input type="checkbox"/>
6	<b>Bring something to make notes:</b> pen and paper / notebook.	<input type="checkbox"/>

### During the workplace visit

		CHECK
1	<b>Stay focused</b> and do not get distracted. Make the experience worthwhile and keep your goals in mind: what do you want to take away.	<input type="checkbox"/>
2	<b>Ask questions</b> as ... this is your opportunity to find out what it's all about. Don't hold back, don't be shy and ensure you learn what you want to learn, and you met the goals you set for yourself.	<input type="checkbox"/>
3	Follow the <b>rules and regulations</b> strictly especially when it comes to behavioral topics and health & safety regulations.	<input type="checkbox"/>
4	<b>Make notes</b> so you can review this later. During the actual visit, you receive a lot of information, all of which you may not be able to remember.	<input type="checkbox"/>
5	Be <b>engaged</b> and display <b>genuine interest</b> . Be 'there' as in the end you are a guest and maybe you like the company and the department so much, that you might consider it as part of your future career.	<input type="checkbox"/>

- 6 When asked and when there is an opportunity, **participate** and enhance the experience to the maximum. Dig in there and find out what this company is really all about.

☐

After **the workplace visit**

CHECK

- 1 **Reflect** on what you have learned and **review** the notes you took. Is it what you expected? Have you achieved your goal? Have all questions been asked and answered? Do you want to know more?
- 2 Think about your **job knowledge and skills**. Is everything in place for a career in that company/department? If anything, what needs to be developed and how?

☐☐

## Dos and Don'ts

As an organizer of a workplace visit, there are several dos and don'ts to keep in mind to ensure a successful and smooth experience for all participants. Below are some guidelines for organizers.

### Dos:

1. **Plan in advance**  
Start organizing the workplace visit well ahead of time to allow for proper logistics, coordination, and communication with the visiting organization
2. **Clearly define objectives**  
Determine the specific goals and objectives of the visit to ensure that they align with the needs and interests of the participants
3. **Communicate effectively:**  
Maintain clear and consistent communication with the visiting organization and the participants, providing them with all necessary details, including the agenda, timings, dress code, and any specific requirements
4. **Follow up and express gratitude:**  
Send a thank-you note or email to the visiting organization and the employees who contributed to the visit. Express your appreciation for their time.
5. **Certificate of participation:**  
Provide a hardcopy certificate of participation to the students that took part in the workplace visit. This provides with appropriate proof of participation.



### Don'ts:

1. **Overcomplicate the visit:**  
Keep the visit's agenda and activities focused and streamlined, avoiding excessive complexity or overloading the schedule. Stick to the essential elements that fulfill the visit's objectives
2. **Neglect participant needs:**  
Consider any specific requirements or preferences of the participants, such as dietary restrictions, accessibility accommodations or language support
3. **Fail to provide necessary information:**  
Ensure that all participants are well-informed about the visit, including the purpose, agenda, dress code and any other relevant details. Clear communication is crucial for a smooth experience
4. **Make assumptions:**  
Avoid assuming, that the visiting organization will provide everything needed for the visit. Clarify responsibilities and requirements beforehand, such as audio-visual equipment, presentation materials or additional resources
5. **Forget to evaluate the visit:**  
After the workplace visit, gather feedback from participants to assess their experience. Analyze the outcomes and identify areas for improvement in future visits
6. **Disregard follow-up opportunities:**  
Identify potential areas for collaboration or further engagement with the hosting organization. Follow up with participants and the organization to explore future partnerships, projects or professional development opportunities



By considering these dos and don'ts, you can effectively organize a workplace visit that meets its objectives and provides a valuable learning experience for all participants.