

August 25, 2023

Dr. Pam Estes Brewer
Department of Technical Communication
Mercer University

Dear Dr. Brewer,

The following document contains my reflection on my summer internship experience at thyssenkrupp Materials N.A. as a Technical Writing Intern. It has been created as a deliverable for my TCO 490: Technical Communication Internship course, and is supplemental to both the presentation and poster deliverables.

This work report includes information about my job, the projects I worked on, my day-to-day work and projects, an analysis of my experience, and resulting recommendations to the department. Although I have been at the company for over a year through the course of two summer internships, I have kept the information limited to what I completed this summer in the body of the report. The introduction helps to analyze my entire experience and how I have grown both personally and professionally over the past year.

This summer provided me with many opportunities, and I am grateful for Dr. Brewer and the Mercer University Technical Communication Department as well as my boss, Leigh Dalton-Brigman, and everyone else who I crossed paths with along the way at thyssenkrupp.

Thank you for your time and consideration while reading this report. Please contact me at any point if you have additional questions or need further information.

Kind Regards,

Lindsey Riley
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2023 Summer Internship: Final Work Report

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Mrs. Leigh Dalton-Brigman
May 15, 2023- August 11, 2023

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Executive Summary

This document is my Final Work Report based on my internship experience at thyssenkrupp Materials N.A. for my TCO 490: Summer Internship class. This document is broken down into four sections: the introduction, narrative, analysis and evaluation, and recommendations to the department. The introduction discusses my year of experience with the company and introduces my boss, Leigh Dalton-Brigman, and the work that I do with her as my mentor. I also discuss my five learning objectives, which are integrating design principles to create content that fits the company's professional image and style guide, strengthening my written and oral communication skills to become a stronger collaborator as part of a team, improving my writing skills to be concise and error-free, learning how to use Articulate to create training curricula, and honing my organizational skills. The narrative highlights my work experience from 5/15/2023 to 8/11/2023, which was the entire term of my in-person internship. I used my daily professional log for reference while writing this section. Then, I go more in depth in the analysis and evaluation section, where I analyze my work experience and discuss the outcomes of the internship while keeping my initial learning objectives in mind. I was able to achieve all of my learning objectives to some degree, and I will continue to work towards those same goals as I continue to work remotely with the company in the coming months. Finally, I conclude the paper with a recommendation to the department based on my experience.

Introduction

This summer, I had the opportunity to continue to work at thyssenkrupp Materials NA, Copper and Brass Sales division. On June 13th, 2022, I started at the company as a Technical Writing Intern. The job is full-time and in-person, with 40 hour weeks and a 30 minute commute each way every day. I was hired to help my boss, Leigh Dalton-Brigman, with her work as the Quality Management System manager. This ranges from creating local and corporate standard work instructions, developing and sharing corporate training content, and building and editing corporate content management systems, to name a few tasks.

As the year unfolded, I was assigned to work on various projects outside of the scope of quality. I began to work with members of every department on creating training curricula, and I made many valuable connections along the way. This was a large undertaking and was the majority of what I worked on this summer, but I continued to complete quality-specific tasks for my boss as well. I have been very fortunate to work for a company who has allowed me to grow with them over the past year and saw my potential to be an asset to a variety of teams and projects. Although I had been with the company previously, this summer I created a new set of learning objectives in order to prioritize my goals for the summer and focus on becoming a better employee and colleague.

I constructed five learning objectives I knew I wanted to focus on throughout the course of the summer before presenting them to my boss. The first learning objective focused on being intentional with integrating design principles on different projects that I work on for the company. Most of my previous work, both at Mercer as a student and at thyssenkrupp as an intern, included multimedia and some sort of graphic design elements, so going into this summer I knew I would continue to work on projects like this, and I wanted it to be something I focused on. I also wanted to continue to improve my writing skills, since it is in the title of both my major and my position. Writing is something I am very passionate about, but I wanted to focus more on my skills when I write professional documentation and commit myself to creating high quality error-free work.

Another learning objective of mine included working on my communication skills within teams. Since I knew I would be introduced to new colleagues throughout the course of the summer as a result of the scope of the projects I was working on, I wanted to make sure I had a professional image and was someone who would be considered enjoyable to work with. This includes the timeliness and professionalism of my responses to emails and Teams chats, as well as my demeanor on video calls with coworkers. It was important to me to be able to collaborate and feel comfortable giving input while also knowing when to listen and follow instructions. The fourth learning objective was more of a personal one, but I wanted to make sure I was organized in my personal files. If someone asks me where a document is located, I want to be able to quickly navigate there and have everything located in its rightful place.

My last learning objective for this summer focuses on a software: Articulate 360. As I work on these projects where I am responsible for developing training content, there are some that will be created using the training software. I was given the password to an account and free rein to use the program as needed, so I wanted to focus on learning the program so I could create

high quality training deliverables. As my second summer as an intern at thyssenkrupp comes to a close, I have created this work report to document the experience and share what I have learned and will continue to learn. I will discuss how my learning objectives shaped my experience and guided me to be the best intern I could be.

Narrative

My first day of work this summer was May 15th. I went in person, like I did every day, and navigated to the cubicle I had been at for three months the summer before. My boss, Leigh, had told me that I would be a part of a new project as a part of a training initiative that was going on, but I wouldn't be meeting with the members of the training team until later that month. This ended up working perfectly, because it was a very stressful and busy time at thyssenkrupp due to audits. I was able to help my boss with a variety of corrective actions and opportunities for improvement the first month, including redesigning fish bone diagrams (diagrams created by the company to describe their processes that resemble a fish bone), writing a procedure for Foreign Object Prevention based on the Society of Aerospace Engineers existing documentation, and creating one-point lesson forms for content that didn't need an entire training but needed to be highlighted in the corporate QMS. I also created an adaptation of a Hazardous Energy Control Procedure based on an existing procedure in a different segment of the company and adapted it for Copper and Brass Sales use.

When I finally met with the training team, I was introduced to Rob Davis and Amber Zoro. Rob is the Training Coordination Manager at thyssenkrupp, and Amber is a Training Coordinator who works alongside him. Their goal was to create training curricula for every job role in every department within the company and keep it all in a repository for convenient access. The company's existing training system relied heavily on "OJT" or "On the Job Training," and it was our goal to create training content that could be watched and learned as opposed to relying solely on job shadowing. This project took place over the course of five phases and ten departments, and had a very large scope in the context of the organization. Each phase required direct communication with the leads of each team, so I was able to expand my network and meet new people within the company. Since I had previously worked on the QMS SharePoint site in my last summer, I was able to give insight on the new OSG (One Source Group) Training SharePoint site and help them create a user manual, which I finished and archived until the site was ready to be launched.

Phases 1-4 were finished before I came on board by the specific teams, and the teams were decided by the company's core processes (sales, operations, supply chain, etc.). Phase 5 was determining what required materials were currently documented and available within the company and what training would need to be created. This is where I was brought onto the team to help. Since this training site covers the scope of the entire company, there are hundreds of specific job roles and even more training within each role. Amber had already compiled the majority of the existing training that had been located and sorted them into folders, so she shared them with me and it was my job to upload them into the new site. This took course over many days, and it was time consuming and tedious. However, we managed to get all of the documents into the training documents folder so it could be added as a course on the SharePoint page. Once

that was finished, the only other training we had to worry about was the training that did not exist prior to the site's creation. This meant that we could start creating the curricula.

Since my boss is a quality person, we began with the quality training curriculum. The template for the new curricula had already been created, so it was my job to fill everything out. Quality was the best choice for me as my first curriculum since I could rely more heavily on my boss if I had questions about the actual content. We determined which training would be week 1 versus month 1, and created the list of training with links to their respective courses within the training SharePoint site. When we had created a working draft of what we thought the curricula would look like, I sent it back to Rob and Amber for their opinions to see if we were ready to move on to the next functional groups.

When Rob and Amber sent back their approval of the quality curriculum, it was time to move on to the remaining eight curricula using the same strategy as before. This is when I began to work with other members of the company on their specific curricula making sure that the content documented was useful and usable. This was a time consuming process that took course over many days, mainly because it is hard to account for a large group of people during the summer months when everyone is alternating vacation weeks. However, it was very rewarding to work with different members of the company at different branches with different titles. I enjoyed expanding my network while learning about parts of the organization outside of the scope of quality and training.

Not all of the feedback was immediate approval, and there were some collaborative efforts that needed to be made throughout the process. When I finished the draft for the operations training curriculum, the Regional Operations Manager for the East Region and head of the operations training team had some concerns about the content. We had a Microsoft Teams meeting and went through it together, and we ended up making a solid final product. The operations curriculum was the first to be marked as 100% complete, and by the time my summer internship ended it was still the only one that was completed. This is because we are committed to getting feedback from subject matter experts on each curriculum, and we have been waiting for responses from certain functional groups.

The feedback loop for this project is continuous, and there are many moving parts within different parts of the company that we relied on to get to the next stages in the curriculum. When I was not working on the curricula directly, I was creating supplemental training content for the identified objectives that did not have existing training material. Most of the training created for the site followed a specific PowerPoint format. However, there were certain trainings that needed to be more dynamic and engaging because of the complexity of the material. The company has a subscription for Articulate 360, which is a software that allows for the creation of advanced training content, and I was fortunate enough to have access to this software. We decided to use this software to create a dynamic training for the Q1 complaint management system. I used Canva for the flowchart that served as the still image on the training, and then I put it into the Articulate 360 software to create pop-ups based on screenshots my boss sent me that corresponded with each step in the flowchart. This is the first of many interactive training sessions that my boss and I hope to create together.

The rest of the summer was filled with helping my boss with corrective actions while waiting for feedback on training content. I created numerous trainings to fill in gaps in the curricula and sent them for review and approval. This summer was different for me than last summer, because I not only reported to my boss but also to Rob for training-related information. I did a lot of similar work to the content I produced last summer, such as updating corporate documents, creating work instructions based on information given to me by my boss, and editing old procedures, to name a few tasks, but I also got to apply my previous SharePoint experience in a new project for the training site. I am excited to continue to work on these projects part-time remotely during the year, and I am looking forward to continuing to work with my new connections as we keep rolling out training content.

Analysis and Evaluation

As my second summer at thyssenkrupp comes to a close, I am left with a wonderful experience to look back on. This summer was a fresh take on all of the skills and projects I developed during my last full-time internship term, and I am so grateful for the opportunity to continue to grow with this company. Being a part of this training project that covered the entire scope of the One Source Group gave me the opportunity to network and work with professionals outside of quality. I learned more about the company's other core processes and was able to develop training that did not exist prior to Rob's new initiative.

I can say with confidence that I made progress on every single one of my learning objectives. The first, integrating intentional design principles, was reflected in all of the deliverables I produced, with the simplest ones being following the style guide when using the PowerPoint template for creating training content and the most complex being using Canva to design a flowchart to eventually put in Articulate. Regardless of the scope of the project, I was sure to keep the company's image in mind and create cohesive content that represents the organization. My second learning objective was improving my writing skills, and although I did not produce very much original writing content for my company this summer, my daily log and this report gave me the challenge of putting my entire experience into writing. This not only helped with my reflection process at the end of the term, but it also played a large part in fulfilling that particular learning objective.

The third learning objective I mentioned was working on my communication skills. This quickly became a part of my everyday experience, whether I was communicating with others remotely or face-to-face. I was responsible for reaching out to so many different employees within the company, scheduling meetings as needed, and responding in a timely manner to their inquiries or suggestions. If somebody did not respond in a timely manner, it was also my job to reach back out and make sure everything was ok and that there was no confusion with the information I had shared. This learning objective is one that I am most proud of my growth in, because during my first summer at the company my circle within the company of people I interacted with was less than five people. After this summer, I have now communicated with someone from every department at high levels within the company, and I am so grateful for the networking opportunities that were provided as a result of that.

My fourth learning objective was focusing on my organizational skills. Because of the sheer amount of content in the training project, it was critical for me to stay organized with my personal documentation as well as adhering to the content structure created by others when they shared collaborative folders or documents. I used my planner to write down “to-do lists” with the order of importance noted clearly so I could complete all of my deliverables in a timely manner. If I misplaced something or needed guidance, I always made sure to reach out and get the location of the content I needed. All of this contributed to my overall organizational experience, and I think I did a good job of keeping everybody’s records separate and organized.

The final learning objective is the only one I feel like I could have gone more in depth with. I said that I wanted to learn how to use Articulate 360 and create quality training content. I did end up doing one project using this software (the Q1 Complaint Management System Flowchart), but I did not complete it, and that software ended up getting put to the side as more pressing projects kept arising. Although this learning objective was not fully met during the four months I spent in the office, I will continue to work with the software more when I begin working remotely. I am looking forward to the opportunity to continue to learn more and create engaging training content using the Articulate 360 suite.

Overall, this was a very positive experience. I am endlessly grateful for my boss and everything she has helped me achieve in my year with the company. I am also grateful for Rob, Amber, and everyone else I worked with on creating the training curricula for the company. The impact of my work is rewarding, and I find it fascinating that as an intern I was able to work on projects that impacted the scope of the entire company. I get to see the practical application of projects that I contributed to, and to me that is an invaluable experience. I am so proud to be a part of this company, and I cannot wait to continue to grow as a person and a professional as part of the thyssenkrupp team.

Recommendation to the Department

The internship program through the Mercer University Technical Communication Department is well equipped to give students the best opportunities possible in the field. Requiring students to attain real-world experience is invaluable, and I am grateful that I attend a university that prioritizes hands-on learning outside of the classroom. With that being said, I recommend that the department switch TCO 480: Introduction to Internship and TCO 494: Portfolio so that the portfolio class takes place in the fall and the internship class takes place in the spring. This way, students will have their portfolio completed before they apply for internships. From my personal experience, I would also recommend that TCO 230: Web Design be a prerequisite to the TCO 494 class since the web design class gives foundational knowledge for how to create an e-portfolio. I am grateful to Dr. Brewer and the Technical Communication Department for preparing me for this experience, and I believe that other students will have the tools they need to become successful interns.