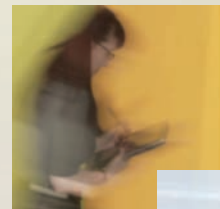
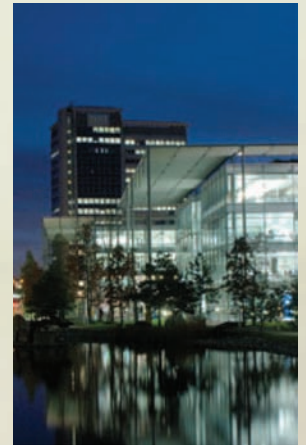


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IT'S ONE THING TO GET YOUR FOOT IN THE DOOR,
and ANOTHER TO HAVE IT OPENING *for* YOU.

Global Internship Opportunities

RALEIGH || TORONTO || LONDON || DUBLIN



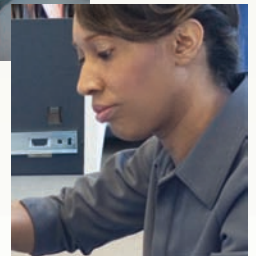
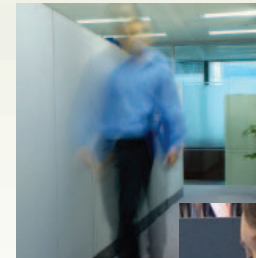
2011

Global Internships

Wear Good Shoes.

(We'll keep you on your toes.)

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CONTENTS



WELCOME

Workplace Options is the largest provider of employee effectiveness services in the world, supporting more than 16,000 companies and 26,000,000 employees in 157 countries. Our products are designed to strengthen workplace productivity and engagement, by assisting employees to balance the pressures of work and family life. Our consultants and coaches provide expert advice and guidance on a variety of issues, including: child care, elder care, daily living, legal, financial, and emotional health. Each year, we respond to nearly 500,000 unique queries.

We are proud to serve clients recognized by *Working Mother*, *Fortune* magazine, *AARP*, and the *Human Rights Campaign* for their efforts to create family-friendly work environments, which are supported by our products and services. Moreover, we are proud that our dedication to service quality and innovation has resulted in some high-profile recognition of our own, including: *Inc. Magazine's* 2010 "Top 40 US Small Workplaces," *Working Families* 2010 "Top 30 UK Employers for Working Families," *Triangle Business Journal* 2010 "Top Triangle Companies" and "Fast 50 Triangle Companies," and the *American Heart Associations'* "Fit Workplace" award.

Whether it's around the corner or around the globe, our customers aren't simply accounts. They are vital organizations, employees, students, and families.

OUR MISSION

- Strengthening workplace effectiveness through employee engagement and support.

OUR VALUES

- Customer focus provides our common direction.
- Open and honest communication is the foundation of our success.
- Integrity is the foundation of our actions.
- Teamwork harnesses our collective strengths.
- Our people are the core of our business.

For more about us, visit www.workplaceoptions.com

Founded in 1982, Workplace Options has been recognized for market-leading innovation and was the first commercial employee assistance program in the United Kingdom. This spirit of innovation is influential in the development of our products and services, which have become *de facto* industry benchmarks. In over 25 years of growing to better serve the industry, we've observed substantial workplace and cultural shifts, endured economic highs and lows, and witnessed vast expansion of our provider network. Through it all, there's been one common thread: the benefits of employee support are universal. That's what drives us to develop flexible, customizable service models providing live support anytime, anywhere, in any language.



THE BOTTOM LINE

delivering first-class workplace support beyond borders and boundaries

2011

Global Internships



OPENING DOORS FOR TALENT DEVELOPMENT

Workplace Options is conducting a global candidate search for qualified individuals interested in an internship experience that will do more than just get their foot in the door. It will open new doors in a variety of fields that support the employee effectiveness industry. Our program will integrate each intern into one of our work teams and encourage genuine participation. While there will be certain everyday tasks, interning with Workplace Options will provide opportunities to make meaningful contributions to live projects and initiatives that influence the development of a thriving industry.

internship OVERVIEW

LOCATIONS

Workplace Options has service centers in the following locations:

- Raleigh, NC, USA—Headquarters US
- London, UK—Global Services Center UK
- Dublin, Ireland IR
- Toronto, Canada CA

OBJECTIVES

- To encourage students to consider careers in the growing employee effectiveness industry.
- To provide students with valuable work experience.
- To aid Workplace Options in achieving its mission.

ELIGIBILITY

- US, Canadian or EU citizenship or a valid and recognized student visa.
- A full or part-time continuing college or university junior, senior, or graduate student.
- In good academic standing in an accredited institution.

Workplace Options encourages women and minority students to apply.

TYPES OF INTERNSHIPS

- **DOMESTIC:** available to candidates already residing in-country.
- **INTERNATIONAL:** available to candidates willing and able to relocate to a Workplace Options office outside their resident country for the duration of the internship.



internship OVERVIEW

[continued]



LENGTH OF INTERNSHIPS

Interns usually serve for one semester or quarter during the academic year, or for a period of 10 consecutive weeks during the summer. Internships require a minimum commitment of 20 hours per week up to a maximum of 40 hours per week.

SALARY AND BENEFITS

- All internships, with the exception of those in our IT department, are unpaid.
- Workplace Options will provide a bursary of \$1000 USD for a 20-hour/week internship or \$2000 USD for a 40-hour/week or summer internship.
- Unless otherwise stated in the internship descriptions, transportation to and from Workplace Options service center locations is the responsibility of the intern.
- Many educational institutions grant academic credit for internships and/or other financial aid for internships.

MEDICAL INSURANCE FOR INTERNATIONAL INTERNSHIPS

IMPORTANT: Applicants who wish to intern abroad, must present evidence of medical insurance coverage that is valid abroad. Interns may not travel to a post without completing and submitting a copy of a Verification of Medical Coverage form (supplied as/when required).

HOUSING

Housing is not provided for domestic internships. Every effort is made to provide housing at no cost to international interns, but this cannot be guaranteed. Housing will be confirmed with the internship offer.

WHAT TO EXPECT

Workplace Options' internships are excellent preparation for future careers involving social services, business management, and information technology. We are looking for students with a broad range of majors, such as business or public administration, social work, economics, information management, and marketing.

Intern duties and responsibilities may vary according to the location or department of assignment. For instance, interns may assist with the development of new educational content, the design of new products, and the delivery of existing products. Others may research market or workplace issues, write news stories, work on web pages, or help produce electronic journals.

During your internship, you will be a fully integrated member of the team to which you are assigned and will be expected to attend team meetings, follow team rules and requirements, and generally participate in the daily life and activities of the group.

2011

Global Internships

INFORMATION for our applicants



Page 6

HOW DO I APPLY?

To be considered for any of Workplace Options' internships, it is important to complete the application form found at the end of this booklet, as well as to submit a one-page Statement of Interest. Your completed information should be sent by postal mail to either our Raleigh or London location.

The application asks you to:

- Identify up to two areas for which you wish to be considered for an internship assignment.
- Answer questions regarding your personal, academic, and employment credentials to be used by Workplace Options' staff during the evaluation process.
- Develop a Statement of Interest (no more than 2500 characters and not to exceed one page) describing your objectives and motivation in seeking an internship. Because this statement allows us to evaluate your qualifications as an internship candidate, you are encouraged to discuss the following:
 - Your academic courses in relevance to your internship interests
 - Other personal experiences related to the area(s) to which you are applying
 - Any specific disadvantages you have overcome
 - Any significant skills or language abilities that you feel would be an asset to your desired assignment

WHEN CAN I EXPECT NOTIFICATION?

Upon receipt of your application, it will be submitted to the appropriate review committee, and depending on the number of applicants, the evaluation process may take from one week to one month. Regardless of our decision, you will receive notification by email upon our final selection. If during the process, you have any questions regarding your application, please email: internships@workplaceoptions.com.

TO Internships
Workplace Options
3020 Highwoods Boulevard
Raleigh, NC ZIP 27604

Internships
Workplace Options
566 Chiswick High Road, Building 10 Chiswick Park
London W4 5YB UK
PEEL HERE TO REMOVE BACKING

AVAILABLE internships

SERVICE DELIVERY

Workplace Options’ Service Delivery department oversees all activities related to the direct provision of services to clients, and ultimately, our end-users. It is Workplace Options’ largest single department and comprises nearly 65% of all staff worldwide.

Service Delivery is divided into two primary areas—work-life and clinical. Work-life includes the following teams: Child Care, Elder Care, Daily Living, Legal, Financial, Back-Up Care, Lactation, and Subsidy. Clinical includes the following teams: AA24 (counseling), Provider Relations, and Network Advantage.

Service Delivery work-life teams work directly with our end-users to provide consultation and support for their unique issues, including referrals to qualified service providers, facilitated access to community resources, and/or consumer research.

Service Delivery clinical teams provide both back-up and overflow service center support (clinical message-taking), as well as full clinical coaching and case management. Workplace Options utilizes several technologies to provide access to services; therefore, interns will gain experience with case management, as well as telephonic and online coaching. Additional detail for clinical internships is provided on page 10 of this brochure.

The clinical area also includes development, management, and assignment of a global network of EAP providers.

Service Delivery offers the following internships:

TEAM	CODE	LOCATION
• Child Care	SDCC	US/UK/CA/IR
• Elder Care	SDEC	US/UK/CA/IR
• Daily Living	SDDL	US/UK/CA/IR
• Legal/Financial	SDLF	US/UK/CA/IR
• Emergency Care	SDBUCA	US/UK
• Lactation	SDMA	US
• Subsidy	SDTAS	US
• Clinical Coaching	SDACLIN	US/UK/CA/IR
• Provider Management	SDNASPR	US/UK/CA/IR

IMPLEMENTATION AND SERVICE QUALITY

The Implementation and Service Quality team oversees all aspects of service implementation, quality, and staff training. Interns may assist with streamlining policies or procedures, developing and delivering new staff training curricula, and/or supporting quality analysis and review.

Implementation and Service Quality offers the following internships:

TEAM	CODE	LOCATION
• Training	ISQREN	US/UK
• Quality	ISQQA	US/UK
• Implementation	ISQIMP	US/UK

AVAILABLE internships

[continued]

PRODUCT AND CONTENT DEVELOPMENT

The Product and Content Development department oversees the creation and management of all Workplace Options products and services. The team also is responsible for content on our global end-user websites, as well as in our printed educational materials. Interns may assist with developing new products, research and/or author new content, or assist with the adaptation of content to new mediums.

Product and Content Development offers the following internships:

TEAM	CODE	LOCATION
• Product Development	PCDPD	US/UK
• Content Development	PCDCD	US/UK

WELLNESS

The Wellness team works with end-user clients to improve their overall fitness and well-being. Team members offer one-on-one telephonic coaching, on-site fitness fairs, and biometric screenings. To support Wellness team members, interns may provide assistance with responsibilities such as: coordinating the promotion of wellness events; writing, reviewing, and editing wellness materials; producing awareness campaigns; and more.

Wellness offers the following internship:

TEAM	CODE	LOCATION
• Wellness	WELL	US/UK/IR

GLOBAL TRAINING INITIATIVES

The Global Training Initiatives (GTI) department oversees all training delivered to end-users in any Workplace Options-served countries. Training can be delivered online, on location or through live webinars. In addition, GTI staff members manage all organizational development consultations and trainings. Interns may assist with responsibilities including: curricula development and delivery, the transfer of existing curricula to new mediums, coordinating training materials and promotions, and other training support activities.

GTI offers the following internships:

TEAM	CODE	LOCATION
• Training	GTITRAIN	US/UK
• Consultation	GTIOD	US/UK

SERVICE PROMOTION AND MARKETING

The Service Promotion and Marketing department is responsible for maximizing the utilization of our service to Workplace Options' clients and users throughout the world through the development of effective service promotion campaigns and materials. The team also oversees Workplace Options' corporate website and sales support materials. Interns will assist with responsibilities including: developing promotional themes and content, producing sales collateral, writing copy, selecting and editing photography, and creating finished materials in a variety of formats and media.

Service Promotion and Marketing offers the following internships:

TEAM	CODE	LOCATION
• Service Promotion	SPMPRO	US/UK
• Design	SPMDES	US/UK

AVAILABLE internships

[continued]

SALES AND ACCOUNT MANAGEMENT

The Sales team grows Workplace Options' business both by developing new clients, as well as expanding the products and services that existing clients purchase. The Account Management team ensures quality client relationships and the continuing value of our service. Interns may assist in developing client/prospect presentations, conducting sales or competitor research, and/or responding to prospect/client proposals.

Sales and Account Management offers the following internships:

TEAM	CODE	LOCATION
• Sales	SAMSALE	US/UK/CA
• Account Management	SAMACCT	US/UK
• Proposal Support	RFPPROP	US/UK

INFORMATION TECHNOLOGY

The Information Technology internship is an opportunity for students to gain hands-on experience while working with Workplace Options' professionals. IT interns have the potential to experience the following:

- Working with researchers to extract and analyze data from a large data warehouse. This requires interpretation of the researchers' needs, development of appropriate SQL to query a complex relational database, and utilization of reporting tools to format and deliver results.
- Utilization of data modeling tools to document data structures, define data context, synchronize data content between physical databases, verify structures and relationships, and print visual models for development efforts.
- Test-script writing and execution, as well as writing technical or customer documentation.
- Working on data security and privacy initiatives.
- Integrating telephone and case management systems.
- Learning basic IT activities, learning system development life cycles (design/develop/test/deploy), gaining helpdesk management skills, developing customer service skills, and increasing knowledge in variety of key IT topics.

Information Technology offers the following internships:

TEAM	CODE	LOCATION
• Development	ITDEV	US
• Network	ITNET	US



about our CLINICAL internship program

INTRODUCTION

Workplace Options offers master's level students who are in counseling or behavioral health-related programs an opportunity for supervised internship. The internship program is part of an overall philosophy put forward by Workplace Options to find ways to assist staff in achieving further qualifications and credentials, and progress in their chosen career as it relates to their employment with Workplace Options. The master's level clinical intern program will adhere to best practice standards and is comprised of the components listed below.

ELIGIBILITY:

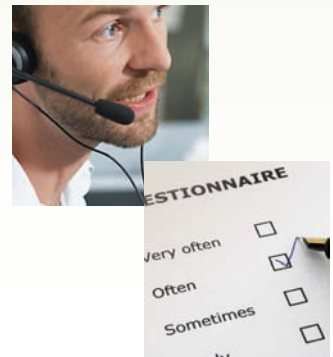
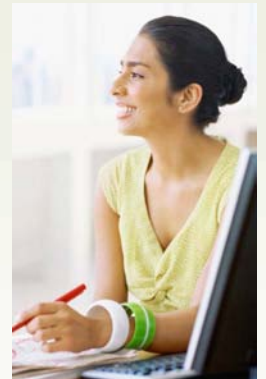
- Candidates for the clinical intern program must be currently enrolled in an approved (accredited) master's program in a counseling, social work, behavioral health, or related field.
- Candidates must allow Workplace Options to communicate with their master's program contact as part of an integrated approach.
- Candidates must be willing to have the Workplace Options supervisor review the content of their program, and information regarding competence and progress over time.

TASKS/PROCESS:

- Clinical interns will participate in specific outlined tasks where clinical skills are needed and not deviate from those prescribed tasks. Primary tasks will include:
 - Basic clinical phone intake and other call-center-related activities
 - Message-taking for non-clinical calls and work-life requests
 - Participating in crisis management activities and assisting colleagues and supervisors
 - Participating in staff meetings, trainings, and other development activities
- Clinical interns will not be assigned to higher-level clinical roles or activities such as case management, structured telephone counseling, manager consultation, etc.

SUPERVISION:

- Clinical interns will work under direct supervision of a designated Workplace Options clinical supervisor and overseen by the lead clinical supervisor.
- All work will be reviewed on a regular basis, and supervision will occur regularly on a weekly basis or ad hoc where needed.
- Where appropriate, clinical cases will be reviewed and co-signed by a clinical supervisor.
- Supervision will include feedback and review on clinical skill development to further enhance the overall competence of the clinical intern.



SECTION 1: INTERNSHIP PREFERENCES

DATE:

Please indicate your internship and location preference(s) by entering the appropriate codes (as provided on page 4, and with each program area description on pages 7-9).

INTERNSHIP CODE	LOCATION CODE(S)
1. <input type="text"/>	<input type="text"/>
2. <input type="text"/>	<input type="text"/>

If more than one location is acceptable for the same internship, please separate codes with a comma, and list in order of your preference.

internship APPLICATION form

Workplace Options is an affirmative action/equal opportunity employer. Discrimination because of race, religion, sex, handicap, sexual orientation, or national origin is prohibited.

SECTION 2: PERSONAL INFORMATION

FIRST NAME

LAST NAME

STUDENT ADDRESS

PERMANENT ADDRESS

STUDENT PHONE NUMBER

PERMANENT PHONE NUMBER

TAX IDENTIFICATION NUMBER

CITIZENSHIP

VISA(S)

<input type="text"/>	<input type="text"/>
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EMAIL ADDRESS (for acceptance notification)

SECTION 3: SATISFACTION OF ELIGIBILITY REQUIREMENTS

I am legally eligible to work in the country or countries indicated by the Location Code(s) provided in Section 1.

YES NO

If not, below please specify your intention to obtain legal eligibility to work in the indicated country or countries.

I am a full- or part-time student in good academic standing at an accredited institution.

YES NO

SECTION 4: INTERNSHIP SPECIFICS

DATES AVAILABLE FOR INTERNSHIP ASSIGNMENT

I am requesting that my academic institution apply credit hours for my internship.

YES NO

SECTION 5: ACADEMIC INFORMATION

NAME AND LOCATION OF CURRENT ACADEMIC INSTITUTION

MAJOR FIELD OF STUDY

DEGREE EXPECTED

EXPECTED GRADUATION DATE

<input type="text"/>	<input type="text"/>
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MINOR FIELD OF STUDY (if applicable)

SECTION 6: SPECIAL RECOGNITION

AWARDS/HONORS	DATE RECEIVED

SECTION 7: EMPLOYMENT HISTORY

NAME AND ADDRESS OF CURRENT OR MOST RECENT EMPLOYER	NAME AND ADDRESS OF PREVIOUS EMPLOYER		
POSITION	POSITION		
START DATE	END DATE	START DATE	END DATE
PRIMARY JOB RESPONSIBILITIES	PRIMARY JOB RESPONSIBILITIES		
SUPERVISOR'S NAME	SUPERVISOR'S TITLE	SUPERVISOR'S NAME	SUPERVISOR'S TITLE
PHONE NUMBER	PHONE NUMBER		

SECTION 8: REFERENCES

NAME	PHONE NUMBER	RELATIONSHIP	KNOWN HOW LONG

SECTION 9: STATEMENT OF INTEREST (see page 6 for more details)

On a separate sheet, (no more than 2500 characters and not to exceed one page), please detail your internship objectives and special qualifications. You are encouraged to describe any disadvantages you have overcome, and elaborate on any specific skills or abilities that would be an asset to the internship.