

***SMU's Graduate Program in Dispute Resolution
Internship Information Request Form***

Date: 12/04/12	Organization: Frisco Family Services
Contact Information	Name & Title: Tom Hartsell, Myrna Martinez (Client Services Director)
	Phone: 972.473.3439
	Email: thartsel@smu.edu ; myrna@friscofamilyservices.org

Project Title (no more than four words):
Negotiation Workshop

Project Summary (Intended purpose of the project, desired outcomes, student's role in the project)

This intern will develop and present a 60 – 90 minute workshop for adult learners receiving assistance from Frisco Family Services. (Intern may present program more than once.) The program is intended to educate FFS constituents in negotiation tactics, assertive and effective communication skills, and provide an understanding of the goals and procedures associated with mediation to benefit those who may be interfacing with bill collectors on a regular basis. The workshop should be substantive, but also lively and engaging for participants. Spanish speakers are encouraged to apply.

Time-period in which Intern Will be Required:

Fall Term August 6 – October 12
 Spring Term January 22 – March 28

Organizational function in which this function will be completed: (Example: The Leadership Development Function within Human Resources)
 Adult Education Function within Client Services

Address of the site location where the project will be conducted:

8780 Third Street
 Frisco, TX 75034

Estimated minimum to maximum hours required for the completion of the project:

50-80

Estimated percentage of those hours that will be conducted on the work site: 5-10%

What specialized skills are critical to success on this project?

Negotiations X

Conflict Management X

Executive Coaching

Group Facilitation X

Team Building

Change Management

Platform delivery

Project management

Computer skills

- Excel
- Word
- PowerPoint X
- Other (please specify)

Training program design X

Business writing

Data analysis/analytics

Conducting webinars (knowledge of Meeting Place, for example)

Social Networking

- Facebook
- LinkedIn
- MySpace
- Twitter

HR generalist skills/background

Fluency in a Foreign Language: (Please specify) Spanish (preferred, not required)

Web design:

Please use the space provided below to describe any other critical skills not mentioned above:

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Date:	Organization: GameStop Corporation
Contact Information	Name & Title: Matthew Hirst, Director, Org. Development
	Phone: 817-424-2152
	Email: matthirst@gamestop.com

Project Title (no more than four words):

Job Description Review

Project Summary (Intended purpose of the project, desired outcomes, and student's role in the project)

Dispute resolution students often aspire to successful careers in Human Resources. Among the fundamental skills they need is understanding the importance of defining role-based success throughout the organization. How does a role add value? What makes someone successful in a role — what does the candidate need to know or do? These and other questions are answered in job descriptions, which become the foundation for successful performance.

GameStop is currently reviewing all of its older job descriptions to ensure they have been updated to comply with regulatory changes, new best practices, and new lines of business for GameStop. We are seeking one or more interns who can assist with this process:

Benefits for the intern include:

- gain a generalist view of organizational development and performance management;
- understand how many organizations are staffed — roles, responsibilities, requirements;
- learn how to identify and document role-based success; and
- gain a broad, entry-level perspective of Human Resources.

Time-period in which Intern Will be Required:

Jan Term October 22, 2012 – January 11, 2012

Organizational function in which this function will be completed: (Example: The Leadership Development Function within Human Resources) ***Organizational Development***

Address of the site location where the project will be conducted:

625 Westport Parkway
Grapevine, Texas 76052

Estimated minimum to maximum hours required for the completion of the project: Open for discussion — the student should expect to devote ***8-16 hours per week*** to the project.

Estimated percentage of those hours that will be conducted on the work site: ***80%***

What specialized skills are critical to success on this project?

Negotiations ____
Conflict Management ____
Executive Coaching ____
Group Facilitation ____
Team Building ____
Change Management ____
Platform delivery ____

Project management

Computer skills

- Excel ____
- **Word** ____
- **PowerPoint** ____
- Other (please specify) ____

Training program design ____

Business writing

Data analysis/analytics ____

Conducting webinars (knowledge of Meeting Place, for example) ____

Social Networking ____

- Facebook ____
- LinkedIn ____
- MySpace ____
- Twitter ____

HR generalist skills/background ____

Fluency in a Foreign Language: (Please specify) _____

Web design: ____

Please use the space provided below to describe any other critical skills not mentioned above:

Extremely high **detail orientation**. The most successful students will be those with **strong writing skills** including, but not limited to, a proficient to expert knowledge of grammar, punctuation, and general language skills.

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Date:	Organization: GameStop, Inc.
Contact Information	Name & Title: Chuck Smith – VP, Employee Relations/Field HR
	Phone: 817-722-7327
	Email: chucksmith@gamestop.com

Project Title (no more than four words):
Employee Relations and Compliance Intern

Project Summary (Intended purpose of the project, desired outcomes, student's role in the project)

- **Conduct investigations and write draft determination letters for cases filed through the Company's Internal Dispute Resolution/Arbitration Program – GameStop C.A.R.E.S., for review by Executive Review Officer and the Legal department.**
- **Conduct research on various labor laws and best practices as necessary to assist organization; Develop a quick reference guide for field management & HR Managers**
- **Assist in other compliance-related and HR Department initiatives (HR Operations, Training & Organizational Development)**
- **Assist in investigating and writing Position Statements for EEOC and other agency claims**

Time-period in which Intern Will be Required:

Jan Term October 22, 2012 – January 11, 2012

Organizational function in which this function will be completed: (Example: The Leadership Development Function within Human Resources)

- **Human Resources –VP of Employee Relations/Field HR, Chuck Smith**

Address of the site location where the project will be conducted:

**GameStop, Inc. – Store Support Center
625 Westport Parkway
Grapevine, Texas 76051**

Estimated minimum to maximum hours required for the completion of the project:

- **120 hours**

Estimated percentage of those hours that will be conducted on the work site: 80%

This role will require significant partnership on-site to understand current processes and future needs. Will require exposure to key stakeholders; VP of Employee Relations/Field HR-Chuck Smith, HR Directors, In-house and external Legal Counsel, Field HR Managers, Field Management (Regional Directors, District Managers, Store Managers), Corporate Office managers and supervisors, Associates, Other HR Department Executives and HR team members.

What specialized skills are critical to success on this project?

Negotiations _____

Conflict Management X

Executive Coaching _____

Group Facilitation X

Team Building X

Change Management X

Platform delivery X

Project management X

Computer skills X

- Excel X

- Word X

- PowerPoint X

- Other (please specify) _____

Training program design X

Business writing X

Data analysis/analytics X

Conducting webinars (knowledge of Meeting Place, for example) _____

Social Networking _____

- Facebook _____

- LinkedIn _____

- MySpace _____

- Twitter _____

HR generalist skills/background X (Labor/negotiations background/experience)

Fluency in a Foreign Language: (Please specify) Spanish (Preferred but not required)

Web design: _____

Please use the space provided below to describe any other critical skills not mentioned above:

- **Research and Analytics** - Able to conduct research and analysis to make appropriate recommendations to leadership.
- **Communication and Influence Management skills** – Able to capture key thoughts and findings to strategically influence leaders in organization.