

1. What is your name?

Catie Eichberg

2. What college, university, or school did you complete your internship through?

Warren Wilson College

3. How many hours a week was your internship?

32 hours per week for 1 semester

4. What was your major?

Social Work

5. Which of the following programs did you work with?

Community Mediation Program

Family Visitation Program

6. Please describe what a typical day as in intern looked like for you

My days were split between the Community Mediation and Family Visitation Programs. In the mornings a couple days per week, I would work on case management for the Community Mediation Program. This included completing intakes, making follow up calls, and scheduling mediations. I had the opportunity to work together with another intern who was in the MSW program at Western Carolina University most days, so we were able to share skills and learn from each other which was a great experience for me. In the afternoons I would work with the Family Visitation Program and usually supervise at least one visit or exchange, which included a 15-minute long pre- and post-visit check-in with the visiting parent, and also the hour-long visit supervision. If I wasn't supervising a visit I was working on volunteer education projects and just helping out where I was needed.

7. What skills did you take away from the internship?

I was able to gain a wealth of experience practicing my listening skills, and in conjunction with those, my communication skills, through my internship at The Mediation Center. Conducting intake appointments and working one-on-one with clients provided me so many opportunities to fine-tune my listening skills, and that is something that will serve me well in whatever I wind up doing next in my career path. I also developed my documentation skills, which were essential to performing my responsibilities well.

8. What was supervision like for you as an intern?

Supervision was a really valuable time to check-in with my supervisors and make sure we were on the same page about the experiences I was having, the levels of responsibility I'd taken on, and what we could all be doing more of or better to make my experience as well-rounded as possible. I felt lucky to have two different supervision styles - one was more traditional, set up as a one-on-one conversation between me and my supervisor, and the other was group supervision, with me and the two MSW interns who were at The Mediation Center at the same time as me. Both styles had their benefits, and I appreciated having different modes of feedback.

9. Would you recommend other students to intern with the mediation center? Please explain.

I would recommend having an internship with The Mediation Center without a doubt. I had a huge amount of client contact each day. That was something that was really valuable for me as a beginning professional. The staff who supervised me and with whom I worked were always encouraging and supportive, and it was clear that they wanted me to have the best experience possible. The atmosphere of The Mediation Center was positive and inviting, and it felt good to be part of an organization where I could actually see changes being made and how the programs they run make a difference in people's lives.