

New Employee Orientation & Onboarding

A guide for new employees and their managers

BEFORE THE EMPLOYEE'S START DATE

Outcomes: *This is a welcoming work environment with informed colleagues and a fully-equipped work space; new employees feel "settled in" on their first day.*

Schedule and Job Duties

- Submit the appropriate new hire information to HR
- Welcome phone call to new employee:
 - Confirm start date, time, place, parking, dress code, etc.
 - Identify computer needs and additional requirements.
 - Provide name of their contact of greeter.
- Prepare employee's calendar for the first two weeks.
- Add regularly scheduled meetings (e.g. staff and department) to employee's calendar.

Socialization

- Email department/team of the new hire. Include start date, employee's role, and bio. Copy the new employee, if appropriate.
- Set up meetings with critical people for the employee's first few weeks.
- Arrange for lunch with the appropriate person(s) for the first day and during first week.
- Select the greeter and review expectations, if appropriate.
- Meet with the greeter, and provide suggestions and tips.

Work Environment

- Put together welcome packet from the department and include: job description, welcome letter, contact names and phone lists, building and/or office map, parking and transportation information, mission and values of the department, etc.
- Clean and set up work station, and set up phone, computer, office supplies, and necessary equipment.
- Order building and/or office area keys.
- Order business cards and name plate.
- Add employee to relevant email lists.

Technology Access and Related

- Order technology equipment (computer, printer) and software.
- Contact IT: order technology equipment and software to have the system set up in advance.
- Arrange for access to appropriate common drives and programs.
- Arrange for phone installation.

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Training/Development

- Register new employee for New Employee Orientation with HR.
- Arrange pertinent trainings required for the job.

FIRST DAY

Outcomes: *The employee feels welcomed and prepared to start working; begins to understand the position and performance expectations.*

Schedule, Job Duties, and Expectations

- Clarify the first week's schedule, and confirm required and recommended training.
- Provide an overview of the department – its purpose, organizational structure, and goals.
- Review job description, outline of duties, and expectations.
- Describe how employee's job fits in the department, and how the job and department contribute to the division and the organization. Provide department flow chart.
- Review hours of work. Explain department policies and procedures including: overtime, use of vacation and sick time, holidays, etc. Explain any flexible work policies or procedures.

Socialization

- Be available to greet the employee on the first day.
- Introduce employee to others in the department.
- Introduce employee to his/her buddy if applicable.
- Take employee out to lunch.

Work Environment

- Give employee key(s) and building access card.
- Provide department or building-specific safety and emergency information.
- Take employee on a tour. (MMB, CCB, temporary location)
- Explain how to get additional supplies.

Technology Access and Related

- Provide information on setting up voicemail and computer.

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FIRST WEEK

Outcomes: *New employee builds knowledge of internal processes and performance expectations; feels settled into the new work environment.*

Schedule, Job Duties, and Expectations

- Debrief with employee after he/she attends initial meetings, attends training, and begins regular work duties. Also touch base quickly each day.
- Explain the annual performance review and goal-setting process.
- Review the process related to the probationary period.

Socialization

- Arrange welcome gathering for the department employee's and include department Director and key management personnel.
- Schedule one-on-one meetings with Child Care Specialist, Administrative Assistant, and Tuition Assistance.
- Provide an overview of the Child Care Unit and the functions.

Technology Access and Related

- Ensure employee has fully functioning computer and systems access and understands how to use them.

FIRST MONTH

Outcomes: *Employee is cognizant of his/her performance relative to the position and expectations; continues to develop, learn about the organization, and build relationships.*

Schedule, Job Duties, and Expectations

- Schedule and conduct regularly occurring one-on-one meetings.
- Continue to provide timely, on-going, meaningful "everyday feedback."
- Elicit feedback from the employee and be available to answer questions.
- Discuss performance and professional development goals.

Socialization

- Continue introducing employee to key people and bring him/her to relevant meetings and events.
- Arrange for new employee to tour each facility (if not already completed in week 1).
- Have employee "shadow" the supervisor at meetings to get exposure to other departments and support services.

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- Support and encourage employee participating on appropriate committees and/or cross-functional teams. (internal and external)
- Solicit employee's feedback and suggestions on ways to improve the onboarding experience. Do this one-on-one or with a small group of new employees.
- Schedule and conduct tours of various accredited child care center with Specialists.
- Meet key stakeholders within the Madison child care community.

Training and Development

- Ensure employee is signed up for necessary training.

THREE TO SIX MONTHS

Outcomes: *Employee is fully engaged in new role – applies skills and knowledge, makes sound decisions, contributes to department goals, understands how his/her assignments affect others in the organization, and develops effective working relationships. He/she has a strong understanding of City and department's mission and culture.*