

OCDE

New Employee

Onboarding

Manual

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Introduction

Onboarding is the process of interviewing, hiring, orienting and successfully integrating new employees into the organization's culture. The best onboarding strategies will provide a fast track to meaningful, productive work and strong employee relationships. The orientation of new employees starts prior to the employee's start date and is extended through a least the first six months of employment. Onboarding is a comprehensive continuous process that takes months to complete, rather than a one day event.

When it comes to onboarding new employees, *everything* matters. Every choice, action, and communication makes an impact. Human Resources, Benefits, and Payroll will all partner with you, the supervisor, and your new employee throughout the New Employee Onboarding Program. However, the person primarily responsible for ensuring the new employee's success on the job is **YOU**, their supervisor. This is one of the most important duties you perform as a supervisor. Remember that first impressions last, so put fourth the extra effort to make the best first impressions possible!

The following New Employee Onboarding Manual is one part of a larger New Employee Onboarding Program that is facilitated by the OCDE Academy. The New Employee Onboarding Program is designed to assist you in being the number one resource for your new employee. This New Employee Onboarding Program is intended to help assure the new employee that he/she made the right decision in coming to OCDE, to help them feel like an integral and valued part of their new team and the organization, and to give the new employee the information he/she needs to become an independently productive OCDE family member as soon as possible. The goal of this New Employee Onboarding Program is to demonstrate to the new employee that people are the number one priority at OCDE and that we want every employee to be successful within our organization.

Onboarding Benefits to the New Employee

1. **Welcomes them to OCDE:** This onboarding program can help the new employee feel welcomed into our organization. This step-by-step manual also provides activities to reduce the new employee's anxiety by giving him/her the information and resources they need at the appropriate time.
2. **Provides an Overview:** This onboarding program gives the new employee an overview of the following:
 - a. OCDE Mission, Vision, and Values
 - b. Organizational policies, procedures, and rules
 - c. Organizational structure
 - d. Educational industry knowledge
 - e. How OCDE interacts with the other school districts in the county
 - f. What OCDE does (all of the different services we provide)
 - g. OCDE compensation and benefits
 - h. Organizational culture
3. **Establishes Clear Expectations:** This program provides opportunities to address expectations of job responsibilities and standards of performance and behavior with the new employee. This program indicates specific time-periods to clarify short-term and long-term objectives and goals.
4. **Opens the Lines of Communication:** This onboarding program establishes open communication between the new employee and the supervisor from the start of employment. This type of honest on-going communication benefits both the new employee and the supervisor in the long run.
5. **Builds Key Relationships:** This program assists the new employee in forming the necessary relationships critical to his/her success at OCDE and in their new position.

Onboarding Benefits to OCDE

1. **Reduces Employee Turnover:** By giving new employees the tools and resources they need to be successful at their jobs and by demonstrating that OCDE cares about their employees, new employees feel valued and supported and as a result, they stay with the organization longer. Research shows that good onboarding programs can improve employee retention by up to 25 percent.
2. **Speeds up Time to Individual Productivity:** New employees can become valued contributing members of the organization much sooner, by shortening the time it takes to get new employees trained and “up to speed.” Onboarding programs can shorten time to productivity by as much as 2 months! In turn, this reduces costs to the organization.
3. **Increases motivation and collaboration:** This onboarding program can increase employee motivation levels as well as their desire to perform at a higher level through clear upfront expectations and goals. Additionally, increased teamwork and collaboration results from the consistent and planned integration of new team members.
4. **Saves Time for the Supervisor:** The more quality time spent onboarding and clearly defining goals and expectations with new employees can drastically reduce the time needed later on to address performance issues.
5. **Promotes Pride, Job Satisfaction, and Commitment to Quality within OCDE:** The more these values are instilled in new employees upfront, the longer lasting and more ingrained they become.

As you can tell from all of these benefits, this investment into OCDE's new employees is well worth it! These benefits can be multiplied by the large number of new employees joining OCDE each year. In the 2006-2007 fiscal year, OCDE published approximately 160 job postings. This led OCDE to select between 5 and 25 employees per month, depending on the time of year, need, candidate availability, etc. With these numbers in mind, it is easy to see how this New Employee Onboarding Program will reach a significant number of new employees over the upcoming months and years.

Design and Use of this Manual

- This manual is targeted towards new employees joining OCDE for the first time. Yet, the majority of this material can be adapted for use with internally promoted or transferred staff as they learn about a new position/team/department.
- The information contained in this manual is intended to be general enough to meet the majority of the needs of all divisions and teams within OCDE. Some information may not be specific enough to be used in its current form. Please modify this information by adding or subtracting content to meet your individual needs.
- The new employee's supervisor is the intended administrator of the contents of this manual. Understandably, in some divisions Site Liaisons or Office Supervisors may complete some of these tasks/activities in place of the supervisor.
- Due to employment cycles, some divisions may select a large number of employees at one time. In these cases, some of the tasks/activities can be done in a group setting. Discussions about specific job responsibilities, performance output, management styles and expectations, and goal setting should always be done in a one-on-one setting.
- The following color-coding system is used throughout the manual.
 - Ⓢ Yellow is for required items that must be completed as outlined
 - ℞ Blue is for unit/division specific information and examples that may not apply to all divisions and teams.
 - Supervisors are encouraged to complete as many of the other tasks/activities as possible.
 - Supervisors please feel free to implement/include any of your own ideas as well!

The following two charts provide an overview as to New Employee Objectives and Key Onboarding Goals.

New Employee Objectives

| Objectives | Week 1 | 30 Days | 60 Days | 90 Days | 120 Days | 180+ Days |
|---|--------|---------|---------|---------|----------|-----------|
| 1. Learn about your team, job, and OCDE. | ●————→ | | | | | |
| 2. Demonstrate OCDE Vision, Mission, & Values | ●————→ | | | | | |
| 3. Build relationships and business partnerships. | | ●————→ | | | | |
| 4. Build competence in your job. | | ●————→ | | | | |
| 5. Deliver results. | | ●————→ | | | | |
| 6. Identify new ways to add value at OCDE. | | | | | | ●————→ |

Although all OCDE employees are expected to continually learn about their job and the organization, build relationships and partnerships, build their job competence, deliver results, and constantly identify new ways to add value to OCDE, the time periods identified in this chart simply illustrate when those objectives should be emphasized for new employees.

Key Onboarding Goals Overview

The following chart outlines the key goals that you will be responsible for completing with the new employee over his/her first six months at OCDE.

