Onboarding and Socialization

The City of Ramsey

Prepared By

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Students in HRIR 6304: Employee Development: Creating a Competitive Advantage
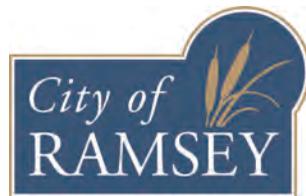Instructor: Stacy Doepner-Hove
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City of RAMSEY

Resilient Communities Project
UNIVERSITY OF MINNESOTA
Building community-university partnerships for sustainability

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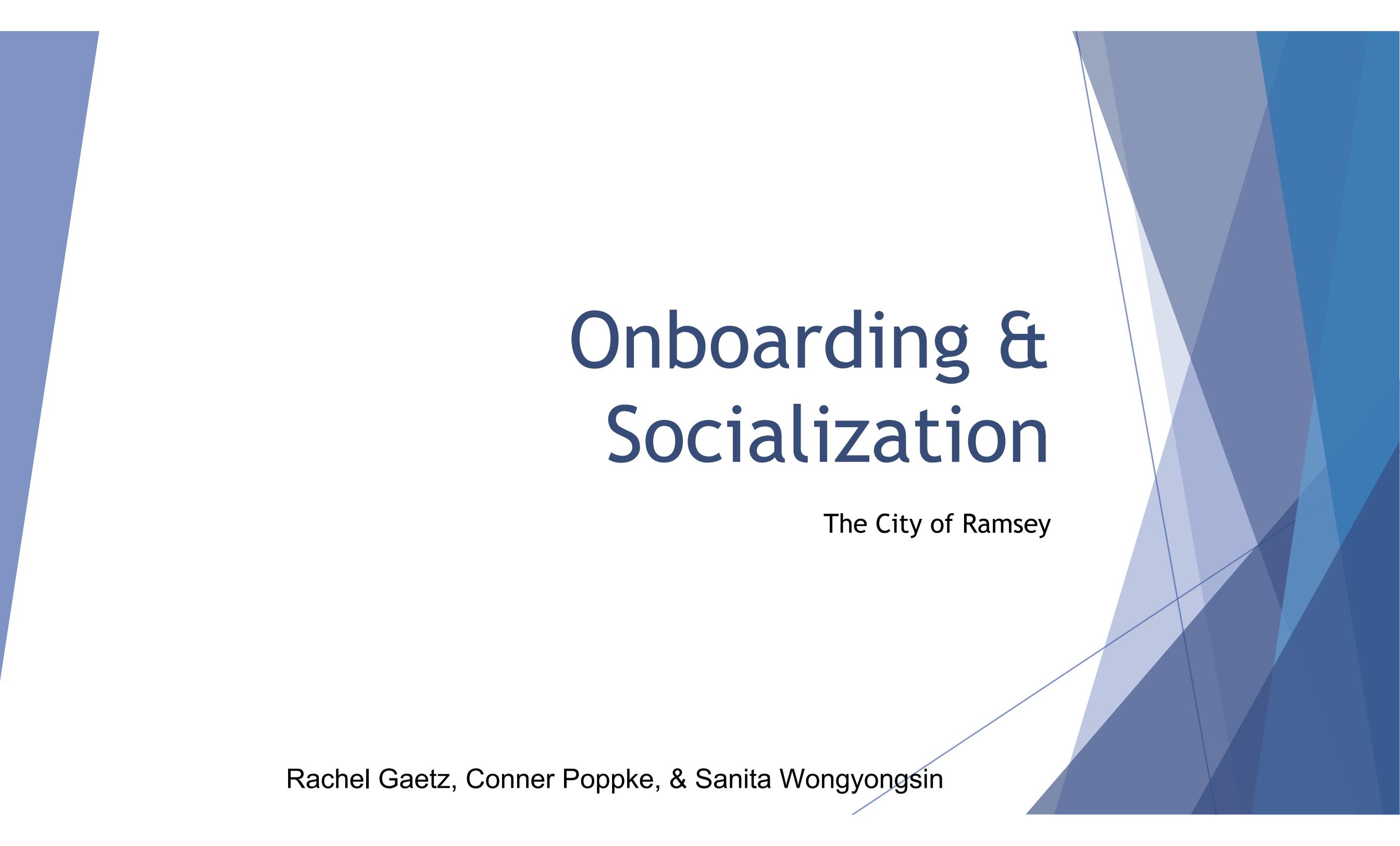
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Why are Onboarding & Socialization so important?

Reduces stress

Reduces turnover

Develops job knowledge

Reduces adjustment period

Recommendation 1: Manager Checklist*

Before the employee start day

First day

First week

*See Appendix A

Recommendation 2: EVP

DATA COLLECTION**

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DATA ANALYSIS

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DRAFTING STATEMENT

MAKE	A DIFFERENCE
TAKE	PRIDE IN GOVERNMENT WORK
CREATE	A LEGACY
BUILD	YOUR COMMUNITY

**See Appendix B

Welcome Meeting!

01
Attend city council meeting

02
Meet and have "Welcome lunch" with board and/or mayor

03
Tour and Meeting other departments

Recommendation 3: Mentoring & Buddy System

Mentor	More experienced employee
Buddy	Workplace peer

Final Thoughts

Evaluation!

Onboarding → employee development

Transition to Performance management

References Here!

EVP's step - https://linkhumans.com/blog/steps-develop-new-evp

EVP's assessment - https://www.towerswatson.com/en/Insights/Newsletters/Europe/accent-op-hr/2016/Assessment-is-the-gateway-to-your-Employee-Value-Proposition

Recognition program and communications by senior leaders are communication opportunity to engage employee - https://www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/sustainingemployeeengagement.aspx

Manager checklist - https://welcome.mit.edu/managers/checklists

Recognition program and communications by senior leaders are communication opportunity to engage employee - https://www.shrm.org/hr-today/trends-and-forecasting/research-and-surveys/Documents/2016-Employee-Job-Satisfaction-and-Engagement-Report.pdf

Why is onboarding so important! - https://www.linkedin.com/pulse/20141110053210-112837408-why-is-onboarding-so-important

APPENDIX A

Manager Checklist

BEFORE THE EMPLOYEE'S START DATE

Schedule and Job Duties

❑ Call employee:
- o Confirm start date, time, place, parking, dress code, etc.
- o Inform employee that the company is excited to have them on board
- o Identify computer needs and requirements.

❑ Add regularly scheduled meetings (e.g. staff and department) to employee's calendar.

❑ Prepare employee's calendar for the first two weeks.

❑ Plan the employee's first assignment.

❑ Schedule times for new employees to regularly meet with direct supervisor for the first three months.

Socialization

❑ Email department/team/functional area 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 essential people for the first day.

❑ Arrange team lunch for the first week.

❑ Arrange for a campus tour.

❑ Arrange a meeting with buddy/mentor.

Work Environment

❑ Put together welcome packet from the department and include: job description, welcome letter, contact names and phone lists, campus map, parking and transportation information, and mission, vision, & values

❑ Clean the work area and set up cube/office space with supplies.

❑ Order office or work area keys.

❑ Order business cards and name plate.

❑ Arrange for parking, if needed.

❑ Add employee to relevant email lists.

Technology Access and Related

❑ Order technology equipment (computer, printer, iPad) and software.

❑ Contact local IT to have the system set up in advance.

❑ Arrange for access to common drives.

❑ Arrange for phone installation.

Training/Development

❑ Arrange pertinent trainings required for the job.

❑ Create development plan for the new employee.

APPENDIX B

Guidelines to get EVP from employee

We found these useful questions from "Onboarding new employees: Maximizing Success"
- ❏ What do you see as high priorities in your work life?
- ❏ Lower priorities?
- ❏ What is you current untouchable topics?
- ❏ What resources are available to invest against these priorities?
- ❏ What is the best way to communicate with you, including mode, manner, frequency and how to deal with disagreements?

Also "How to Develop Questions for an Employee Focus Group" from SHRM give useful directions.
Step 1: Determine the Intent of the Questions
Step 2: Create Questions That Will Lead to Open Dialogue

- ❏ Open-ended questions
- ❏ Past-experience questions
- ❏ Characteristic-based questions
- ❏ Influence-based questions

Step 3: Plan the Question Sequence

1. Introduction questions
2. Opening questions
3. Core questions
4. Wrap-up questions