

# *GRANT COUNTY NEW EMPLOYEE ONBOARDING PROGRAM*

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Onboarding is the process of integrating a new employee into an organization and familiarizing them with their new job duties, co-workers, policies, and day to day operations in a manner that is welcoming, organized, and not overwhelming.

The purpose of this checklist is to guide mentors, supervisors, and staff through the process of welcoming a new employee and allows for preparation of their first weeks of employment.

## **Prior to Start Date**

- Prior to the new employees first day, send a welcome letter and an agenda of what to expect their first day of employment. The welcome letter will include:
  - Reporting time, date and place
  - Whom to report to the first day
  - An agenda for the day
  - Job description
  - Confirm job title and wage
  - Organizational Chart
  - Where to park
  - Suggested work attire
  
- Make sure their workspace is ready for them, clean, and stocked with supplies (stapler, notebook, paper, paper clips, pens, pencils, etc.) when they come in. Maybe add a welcome gift, such as flowers or candy dish. Make sure key co-workers know the employee is starting and encourage them to say “hello” or make introductions before the orientation begins.

## **Day One**

- Make sure someone is assigned to be with them their first day and be available to them for the first few weeks (mentor or buddy). It could be you or a co-worker. Greet the employee when they come in for their first day, give them a tour, and introduce them to other employees. Provide them with a list of employees they will be working with (staff directory).
  
- Paperwork / Employee Benefit Orientation – Have an appointment set up to meet with Personnel to complete new employee paperwork, review policies, and employee benefits. It usually takes two hours. When Personnel is done, the employee will meet up with you/mentor again.
  
- Take employee to lunch or have lunch with the employee. Invite co-workers so they can get to know each other. Share with them lunch options – where to go, where the breakroom is, microwave, refrigerator, etc. Get to know them and make them feel comfortable.

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- Workspace – Spend time reviewing with them the technology at their workstation. How the phones work, voicemail, computer, set up passwords, security credentials, email, calendar, and internet use. Issue keys. Discuss work schedule, work hours, dress code, attendance, personal safety and confidentiality.
- Organizational overview
  - Review County Organizational Chart and Department chain of command
  - Review Department function, goals, objectives, culture, and mission statement
  - Explain inter-relationship with other departments in the county
  - Explain overview of public sector and governing body structure (county board, committees, etc.)
- Meet with employee at the end of their first day and answer questions, review important information, give encouragement, and reinforce how happy everyone is to have him/her on board.

## **First Week**

- Allow employees time on their own at their workstation to get settled in and become familiar with their duties. New employees are interested in how they are doing, though, so give them encouragement and pointers when they are doing something not quite right. Ask them how they are doing and ask them if they have any questions. Follow up with them regularly.
- Give them a list of required training they will need and help them put it on their schedule. For example, internal training, civil rights, sexual harassment, workplace violence, emergency preparedness, etc.
- Go over the job description with them again now that they have an idea of what they are to be doing.
- Review performance appraisal guidelines, pay schedules (step intervals, etc.) and let them know that goals and objectives will be discussed with them in the next few weeks.
- Review payday, vacation time policies, and other paid time off policies.
- Review department Code of Conduct and other internal department policies
- Review the LEAN concepts as the county's management style
- At the end of the week, meet with them privately and discuss any concerns or questions they have. Ask if there is any particular training or other tool they need to help them be successful.

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## **Ongoing**

Onboarding is a continual learning process and could last from several weeks, months, or up to a year. New employees are highly motivated to do their job and to demonstrate their skills and abilities. Give them time to learn the basics – the how's, where's, and why's of getting things done. Have them learn by doing under direction and try to provide the information just before the employee needs to use it. Reinforce this motivation by:

- Checking in with them to see if they need more training or have questions
- Review their job description and expectations periodically
- Make sure you give them the tools to succeed
- Do a 30, 60, and 90 day performance evaluation to let them know how they are doing.
- Have them complete the Onboarding Survey after 30 to 90 days

Sample forms are included below.

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## *Sample Welcome Letter*

December 1, 2003

Mr. John Smith  
1111 22nd Avenue  
Uptown, WI 33333

Dear Mr. Smith,

This letter is to confirm our conversation today in which you accepted the position of Top Job Technician. Grant County and the staff are looking forward to working with you.

The following is confirmation of information regarding your hire:

Start Date: *July 05, 2018*

Normal Working Hours: *8:00 a.m. to 4:30 p.m.*

Pay Grade (wage): *H \$20.58 per hour*  
*(\$24.50/per hour)*

John, I am looking forward to meeting with you on July 5<sup>th</sup>. I will meet you at the front entrance of the building at 8:00 a.m. and show you where your workspace is and give you a tour. Please bring your social security card, driver's license, and voided check for payroll purposes.

Enclosed you will find an agenda for your first day, a copy of your job description, the departments organizational chart, and suggested parking areas. The dress code is business casual. You will find our employee handbook and benefit information on our website should you wish to review it before you start. [www.co.grant.wi.gov](http://www.co.grant.wi.gov) and Click on Employee HR Documents. Please feel free to call me should you have any questions.

Sincerely,

Sally Doe  
Department Supervisor

enclosure

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## Sample First Day Agenda

- 8:00 a.m. Meet \_\_\_\_\_ (supervisor/mentor) at entrance for welcome
- 8:30 a.m. Tour of facility and meet co-workers
- 9:30 a.m. Break
- 9:45 a.m. New Employee Orientation with Personnel (*new hire paperwork, employee benefits, policy review. Will need your social security card, driver's license, and voided check for payroll purposes*)
- 11:45 a.m. Lunch
- 12:15 p.m. Workspace overview (phone, voicemail, email, computer passwords, etc)
- 1:15 p.m. Department procedures (hours of work, work schedule, dress code, attendance, personal safety, confidentiality, issue keys, etc.)
- 2:00 p.m. Break
- 2:15 p.m. Organization overview (County Organizational Chart and governing body structure, Chain of Command, Department function, goals objectives, etc.)
- 3:00 p.m. Review job duties, Q & A's, get settled in
- 4:00 p.m. Wrap Up

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## *Sample Questions to ask new employee over coffee:*

1. How's it going? How do you feel in your new job?
2. What are you enjoying most about your job?
3. Is the job what you expected?
4. Has anything surprised you? If so, what?
5. Has training been helpful? What would you add or change?
6. Do you have all the tools and resources that you need?
7. Do you feel like you have gotten to know your co-workers well?
8. Do you feel out of the loop about anything?
9. What should we provide to new employees that we have missed? Is there anything we can do to improve our process?
10. Is there anything that is unclear or you have questions about?
11. Is there anything we can do to make learning your new job easier?

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## Sample 30 or 90 Day Follow up Survey

Name \_\_\_\_\_

Date \_\_\_\_\_

*Your feedback will help us continue to build a strong onboarding experience for future new hires! Please rate the following:*

	Excellent	Very Good	Good	Fair	Poor
1. First Day Welcome and Tour Comments (successes or challenges):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Mentor/staff made you feel welcome and were helpful Comments (successes or challenges):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I had the resources (meaningful and understandable) to keep get me up to speed quickly and my questions were answered and explained. Comments (successes or challenges):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My Supervisor worked with me to review the job description and define expectations for my role Comments (successes or challenges):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I understand the departments mission, vision, culture and values Comments (successes or challenges):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments or Suggestions for Improvement:

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