

ONBOARDING NEW STAFF:

How to Welcome New Employees
Into Your Culture





Onboarding New Staff

How to Welcome New Employees Into Your Culture



Today's Agenda

Three Learning Objectives

After today's presentation, you will be able to:

- Define components of a Welcome Wagon program
- Identify elements of a Welcome (onboarding) Program
- Quantify which factors of an Onboarding Program will assist your agency and your staff



Why Onboarding is Important

- As professionals, we spend valuable time and resources during the recruitment process
- Once hired, we must dedicate time and effort to welcoming new staff
- This process is critical to ensure that new staff are acclimated to their new workplace, and are best prepared for success
- At Port St. Lucie Parks & Recreation (PSLPRD), we use a three-pronged approach to Onboarding:
 - The Welcome Wagon
 - The Welcome Program
 - Onboarding Checklists

Starting Point

Successful Onboarding Starts Here





The Welcome Wagon

Getting to Know New Staff and Successfully Introducing Them to Your Entire Team



The Welcome Wagon

A Fun Introduction for New Staff



The Tool

- A questionnaire provided to all new staff members in their first week of employment
- Staff are asked to complete the questionnaire and return before their attendance to their Welcome (onboarding) Program date
- The questionnaire asks fun questions regarding the new staff member's personal and work history, their motivators, the best advice they have ever received, their hobbies and preferences, and much more
- Completed questionnaires and photos of each new staff member are forwarded to all Department staff to enhance their "introduction" to their new team members

The Outcome

- This information is briefly shared during the new staff member's introduction at the Welcome (onboarding) Program
- Existing staff support the program and report that they feel they "know" their new team members "more" as a result of the questionnaire
- New staff also support the program, reporting that it is "fun" and a great way to "break the ice" and better introduce themselves to existing staff





WELCOME WAGON

Questions for New Employees

1. Who has influenced you most when it comes to how you approach your work?

2. What was your first job?

3. What's the worst job you've had, and what did you learn from it?

4. What energizes you at work?

5. If you could write a book about your life, what would the title be and why?

6. What's one thing most people don't know about you?

7. What's one thing you're currently trying to make a habit?

8. What's the best advice you were ever given? Who was it from?



Welcome Wagon

The Questionnaire





The Welcome Program

Not Your Typical Onboarding Experience



The Welcome Program

A Two-Day Onboarding Experience



The Tour

- Day one features a van tour of Department parks and facilities.
- With a Department of over 45 locations, in a City of roughly 120 sq. mi., the tour is provided the full six hours of Agenda on day one. Lunch is provided for those on the tour.
- The van tour is highly supported by new staff members, who share that this in-person, interactive element helps them to truly get to know the Department they have joined.

The In-Service

- Day two features a half-day in-service
- The in-service begins with an introductory meeting featuring Department Managers, Administrators, and senior leadership.
- The onboarding continues to a formal training session, covering critical topics as defined by the Department and CAPRA Standard 4.6.
- New staff also complete all necessary Department-level paperwork required by PSLPRD and City Human Resources.



CAPRA Standard 4.6 (Orientation Program)

- *The Orientation Program should include:*
 - a) Philosophy, goals and objectives;
 - b) History and development of the agency;
 - c) Sociological/environmental factors of the community and specific neighborhoods in which the individual is to serve;
 - d) Review of program/park policies and procedures, job duties, staff procedures, first aid and safety concerns and guidelines and forms review



Welcome Program

A Two-Day Onboarding Experience

The Welcome Program

A Two-Day Onboarding Experience



PSLPRD Training Elements

- Introduction to City management and elected officials
- Invitation to and review of Special Events calendar
- Review of previous Department awards/recognitions
- Promotion of State and National organizations (FRPA and NRPA)
- Introduction to CAPRA Accreditation and PSLPRD CAPRA Culture
- Review of PSLPRD Volunteer Program

CAPRA Training Elements

- A. Mission/Vision/Values; Review of annual Department metrics and KPIs
- B. PSLPRD Org Chart; 10-Year Master Plan and CIP Projects
- C. PSLPRD Sociological and Environmental Reports per City ZIP Code
- D. All PSLPRD and PSL HR Paperwork; PSLPRD Employee Handbook, Annual Report, Strategic Plan and City of PSL Strategic Plan (provided digitally on USB drives)



CHECK IN QR CODE

You will receive a QR code to place in your slide deck before you come to the Conference. This code should be placed within the last five slides of your deck; or last 15-20 minutes of your presentation.

Participants will scan the QR code with their phones to check in to the class.

QR codes will be used to track attendance at your session.



Onboarding Checklists

Outlining the Journey Forward

Onboarding Checklists

- Staff are trained to utilize these checklists after the Onboarding Program to continue the successful introduction of new staff to our agency's culture
- Checklists feature critical next steps for new staff across all positions in our Department. These tools provide new staff, and their supervisors, with critical information on job duties, answers to FAQs, and ensure success in their journey forward
- New staff and their supervisors share that these checklists are extremely helpful in guiding them as they acclimate to our agency culture, and face the ever-changing role faced by every Park and Recreation professional



Onboarding Checklists

Outlining the Journey Forward





Port St. Lucie Parks & Recreation

ONBOARDING CHECKLIST

GET READY TO SOAR!




WORK UNIT:

I. HUMAN RESOURCES	
Completed?	Item Reviewed
	Employee Identification
	Payroll
	KRONOS Timeclock Procedures
	Health Clinic Protocols (FT staff only)

II. ORIENTATION	
Completed?	Item Reviewed
	Facility Orientation
	Position Expectation & Essential Status (FT & PT staff)
	Review Job Description
	Responsibilities & Work Schedules
	Building & Grounds Review
	Provide "Inside the Outdoors" and Monthly Calendar
	Dress Code
	KRONOS Payroll System
	Use of Phone System
	Computer Access & Orientation
	Determine Office Supply Needs
	Review Organizational Chart
	Review Use of Fleet Vehicle(s)
	Use of Copier/Scanner/Fax Machines
	Review Manuals & Plans
	Review Employee Performance Evaluation Form
	Review Maintenance Operations
	Review Restroom Inspection Logs & Individual Responsibilities
	Spend Time at Front Desk with Peers

Please track completion by marking each item with an "x".



Onboarding Checklists

Outlining the Journey Forward





Thank You!

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& PARK ASSOCIATION

For more information about the
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Park Association
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