



WELCOME TO  
THE 2019 FRPA  
CONFERENCE!



# Leading The Way"

Creating Positive Culture

*Kirsten Barnes*

Trainer & Consultant | Five Star Recreation

# LEARNING OBJECTIVES

- Define the difference between training and onboarding.
- Identify the importance of using the first 30 days to set the employee and the team up for success.
- Outline a basic plan for bringing new hires onto the team.

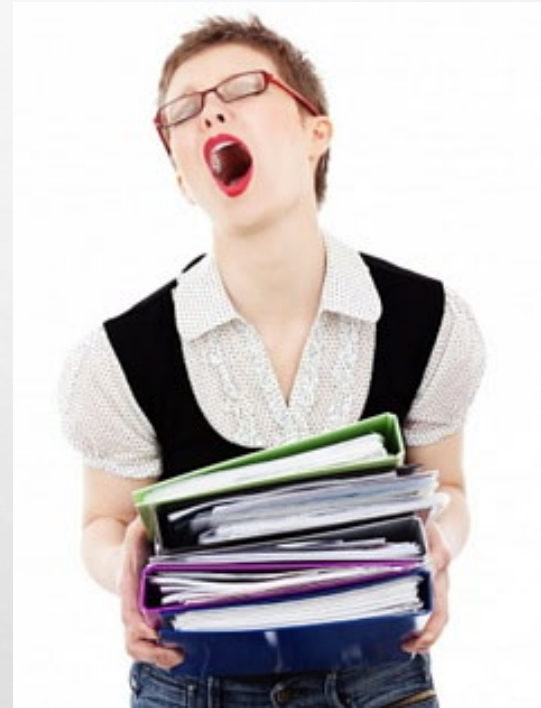


# INTRODUCTIONS



- **Thanks for having me!**
- **Tell me about yourselves**
- **Agenda:**
  - Orientation v Onboarding
  - Understanding Your Current Process
  - Making the First 90 Days Matter

# TELL ME ABOUT YOUR MOST MEMORABLE EXPERIENCE AS A NEW HIRE





# ONBOARDING V ORIENTATION

Onboarding	Orientation
<i>Ongoing process of building engagement from first contact until the team member becomes established in your organization</i>	<i>A stage of onboarding where they learn about the organization and their job</i>
Training is the process of learning the function of the specific job	
<i>A series of events</i>	<i>A one-time event</i>
<i>Focuses on the individual and their role in the department</i>	<i>Focuses on the big picture &amp; any individual's role in the company</i>
<i>Outcome: ready to contribute</i>	<i>Outcome: ready to train</i>

# ONBOARDING V ORIENTATION



- **ORIENTATION IS A CHECKLIST**
  - **MISSION**
  - **VISION**
  - **BENEFITS**
  - **POLICIES & PROCEDURES**

# ONBOARDING V ORIENTATION



- **ONBOARDING IS A STRATEGIC PLAN – A WELL-DEFINED MAP**
  - **MULTIPLE PEOPLE INVOLVED**
  - **FREQUENT CHECK-INS**
  - **BUILDING RESPONSIBILITY**



# BARRIERS TO ONBOARDING



- **LACK OF TIME**
- **LACK OF A PLAN**
- **LACK OF UNDERSTANDING**

# WHY DOES IT MATTER?



**Improved Job Performance**

**Better Retention**



# YOUR CURRENT PROCESS



***TAKE A MOMENT TO THINK ABOUT  
WHAT YOU DO IN THE FIRST NEW  
90-DAYS OF FULL-TIME  
NEW HIRE TRAINING.***



# SUREFIRE WAYS TO FAIL

- **BE REALLY BORING**
- **OVERLOAD THEM**
- **TELL – DON'T SHOW**
- **FOCUS SOLELY ON THE COMPANY**





# Making the First 90 Days Matter





# KEEP IT SIMPLE

- **BEFORE THE INTERVIEW: DEFINE**
- **BEFORE THE FIRST DAY: PREPARE**
- **ON THE FIRST DAY: BE WELCOMING**
- **FIRST 30 DAYS: LEARN**
- **DAYS 31-60: BUILD**
- **DAYS 61-90: DO**



# Before the First Interview



# BEFORE THE FIRST INTERVIEW

## • DEFINE

- Exemplify your culture during the screening process
- Verify that the job description fits the job
- Make sure that the questions & interview content match the job duties
- Create a *Position Profile*
- Answer questions honestly

# BEFORE THE FIRST INTERVIEW



- **FOR SEASONALS, THIS IS STILL A CRUCIAL STEP!**
  - **DEFINE JUST LIKE YOU WOULD FOR A PERMANENT POSITION**





# Before the First Day



# BEFORE THE FIRST DAY



- **PREPARE**

- **CLEAR YOUR SCHEDULE** for their first day!
- Send new-hire profile link
- Work with partners where necessary



# BEFORE THE FIRST DAY

## • PREPARE

- Order uniforms, name tags & business cards
- Clean & stock the employee's workspace & make sure that everything works!
- Alert your team & assign a buddy or mentor
- Add to your Teams or Slack channels
- Create a first-day / first-week agenda



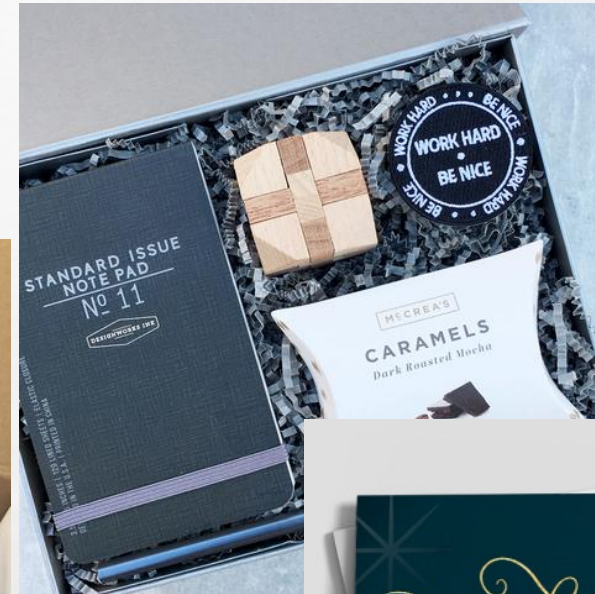
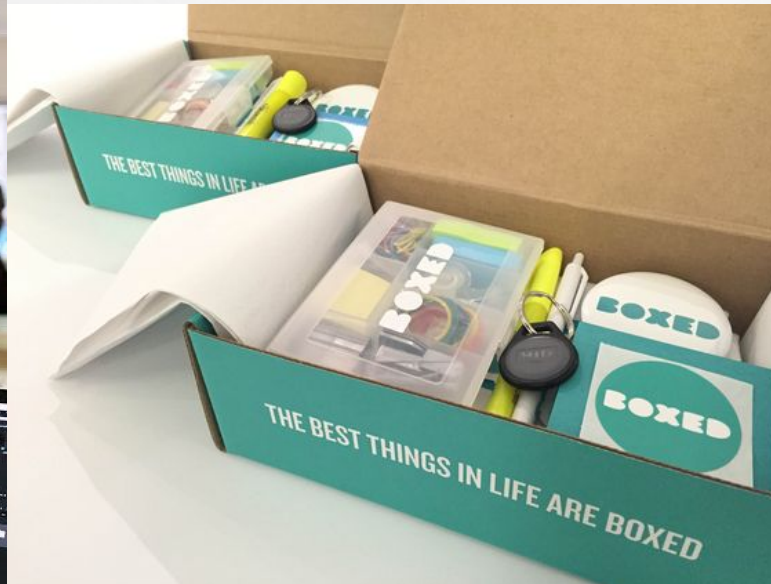
# BEFORE THE FIRST DAY

## • PREPARE

- Consider a 70:20:10 Learning Plan
  - 70% challenging projects
  - 20% coaching & mentorship
  - 10% structured learning
- Create 30-, 60- and 90-day benchmarks & check-ins
- Order cookies, cupcakes or other goodies



# BEFORE THE FIRST DAY





# BEFORE THE FIRST DAY

- **COORDINATE WELCOME EMAILS FROM THE TEAM**

- **SEND YOUR OWN PERSONAL WELCOME EMAIL**

- When & where to report on the first day – and what to wear!
- Any items they need to bring with them on the first day
- Any tasks that need to be completed before the first day
- What to expect during the first week
- Site & Manager contact information
- Any tools / apps that you use
- Names & photos of peers





# BEFORE THE FIRST DAY

- **BUT WHAT ABOUT THOSE SEASONALS?**
  - **SEND THE NEW HIRE PROFILE LINK AND SET THEM UP ON ANY DIGITAL PLATFORMS**
  - **MAKE SURE YOU HAVE UNIFORMS & NAME TAGS READY FOR THEIR FIRST DAY**
  - **SEND THE WELCOME EMAIL**
  - **CONSIDER A WELCOME NOTE FROM AN ADMINISTRATOR OR PEER**



# Making the First Day Matter



# MAKING THE FIRST DAY MATTER

- **MAKE SURE YOUR TEAM KNOWS THAT THE NEW HIRE IS COMING –**  
*especially the receptionist!*
- **COMPLETE REQUIRED PAPERWORK, TAKE PHOTOS, ETC.**
- **DO A QUICK TOUR OF RELEVANT SPACES**
- **GIVE BROAD INTRODUCTIONS**
- **GIVE PERSONAL INTRODUCTIONS TO THE BUDDY / MENTOR**



# MAKING THE FIRST DAY MATTER

- **SET AN ALARM FOR “SNACK TIME”**
- **SHARE PHONE LISTS, EVENT CALENDARS, ETC.**
- **GO OVER THE AGENDA FOR THE REMAINDER OF THE WEEK**
- **SHARE ANY TASKS FOR THE WEEK**
- **TAKE THEM TO LUNCH!**
- **LEAVE ROOM FOR DOWNTIME**





# MAKING THE FIRST DAY MATTER

- **DON'T FORGET YOUR SEASONALS!**
  - **ASSIGN SOMEONE TO WALK THEM THROUGH REQUIRED TASKS & GIVE INTRODUCTIONS**
  - **GO OVER THE TRAINING SCHEDULE**
  - **MAKE SURE TO CONNECT THEM BACK TO THEIR PERSONAL IMPACT IN THE ORGANIZATION**





# The First 30 Days



# THE FIRST 30 DAYS - LEARN

**NEW HIRES HAVE 2 JOBS IN THE FIRST 30 DAYS:**

Doing the job &

Adjusting the culture & conditions of the job

- **HELP THEM DEFINE THE PURPOSE OF YOUR AGENCY / ROLE IN THE COMMUNITY**
- **HELP THEM DEFINE THEIR ROLE IN YOUR AGENCY**



# THE FIRST 30 DAYS - LEARN

- **MAKE A CLEAR TIME TABLE FOR COMPLETING ONBOARDING TASKS**
  - Departmental Tours
  - Discovery Meetings (1:1 and small groups)
  - Business / Operations Training
  - Learning-based Projects
  - Taking over small tasks
- **HOST A BREAKFAST OR LUNCH FOR THE ENTIRE TEAM**
- **FORMAL RECAP AT THE END OF EACH WEEK**

# THE FIRST 30 DAYS - LEARN



- **HAVE MANAGERS & PEERS CHECK IN REGULARLY**
- **IDENTIFY & RESOLVE CONCERNS IMMEDIATELY**





# 30-DAY CHECK IN

- **CONSIDER A SURVEY FOR FEEDBACK ABOUT THE ONBOARDING**
- **IDENTIFY SHORT-TERM PROJECTS IN WHICH TO INVOLVE THEM**
- **ALLOW THEM TO HELP SET THE PACE FOR THE NEXT 60 DAYS**
- **ASSESS UNDERSTANDING OF CULTURE & POSITION**
- **GO OVER KPIS AGAIN**



# The Next 30 Days

# DAYS 31 - 60 - BUILD



- **THE FOCUS SHOULD CHANGE TO**
  - Strategy
  - Development
  - Implementation
- **COLLABORATE WITH OTHERS IN THE DEPARTMENT**
- **EXPECT MORE CONTRIBUTION TO CONVERSATIONS**
- **LOOK FOR UNDERSTANDING**



# The Last 30 Days



# DAYS 61 – 90 - DO



- **DO IT!**
- **EXPECT MISTAKES & ALLOW THEM TO FAIL**
- **CULTIVATE RELATIONSHIPS & EXPERIENCES**
- **CONTINUE TO EVALUATE OFTEN**

# 60- & 90-DAY CHECK INS



- **CHECK ON PROGRESS OF VARIOUS TASKS**
- **ASK FOR FEEDBACK ON PROCESSES, ETC.**
- **ASK HOW THEY FEEL YOU COULD HELP THEM BETTER**
- **GO OVER KPIS / OKRS AGAIN**



# What About Seasonals?

# ONBOARDING SEASONALS



- **COLLAPSE THE FIRST 90 DAYS DOWN**
  - **BUILD SOME THINGS INTO ORIENTATION**
  - **BE SURE THEY UNDERSTAND THEIR OWN KPIS**
  - **CREATE OPPORTUNITIES FOR THEM TO LEARN ABOUT THE ORGANIZATION**
  - **CREATE WEEKLY CHECK-INS WITH THEIR DIRECT SUPERVISOR**





# Tips for Success

# TIPS FOR SUCCESS



- **JUMPSTART THE PROCESS**
- **SPREAD IT OUT – 90 DAYS TO 6 MONTHS MINIMUM**
  - Do you have a checklist / a plan / goals / check-ins?
- **PROVIDE OPPORTUNITIES FOR PRACTICE**

# TIPS FOR SUCCESS



- **PERSONALIZE THE EXPERIENCE**

- Consider personality
- Use onboarding documents as a guide

- **REWARD & RECOGNIZE**



**What 3  
Things Will  
You Do?**





Kirsten Barnes  
Trainer & Consultant  
[kbarnes@fivestarrecreation.com](mailto:kbarnes@fivestarrecreation.com)



**FRPA**

---

**FLORIDA RECREATION  
& PARK ASSOCIATION**

FOR MORE INFORMATION ABOUT THE FLORIDA RECREATION AND PARK ASSOCIATION VISIT [FRPA.ORG](http://FRPA.ORG)