



WELCOME TO
THE 2019 FRPA
CONFERENCE!



Leading The Way”

Creating Positive Culture

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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.

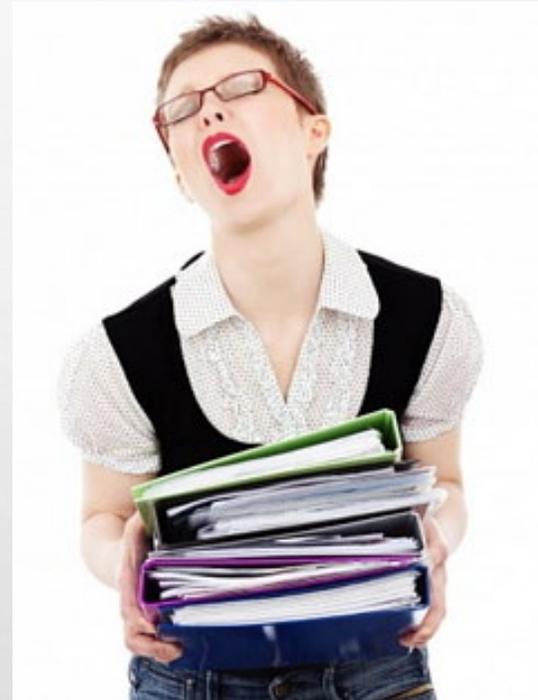


INTRODUCTIONS

- **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	
A series of events	A one-time event
Focuses on the individual and their role in the department	Focuses on the big picture & any individual's role in the company
Outcome: <i>ready to contribute</i>	Outcome: <i>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



Reduced Stress

Increased Satisfaction

COMMONWEALTH
PAYROLL & HR



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

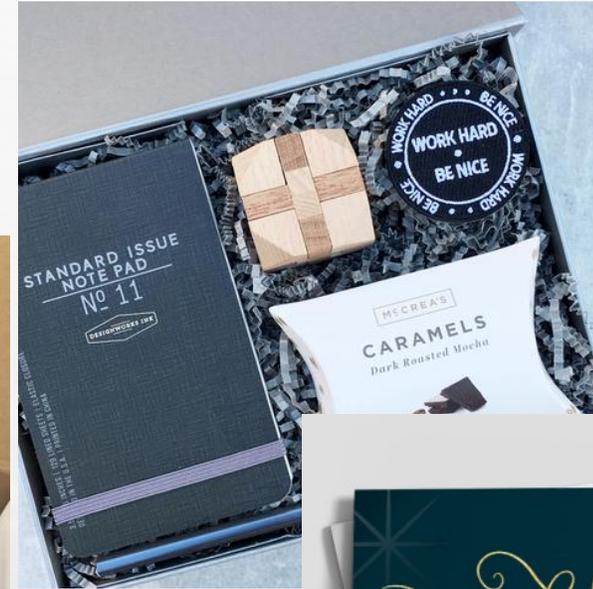
BEFORE THE FIRST DAY



• 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?**



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FRPA

**FLORIDA RECREATION
& PARK ASSOCIATION**

FOR MORE INFORMATION ABOUT THE FLORIDA RECREATION AND PARK ASSOCIATION VISIT FRPA.ORG