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HANDS & VOICES™

# DON'T SET IT AND FORGET IT!

## Orientation AND Onboarding to Keep People at Your Table

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# YOUR SERVERS FOR TODAY

**Janet**



**Terri**





# SETTING THE TABLE

- We will cover today:
  - Considerations regarding... employees/staff, volunteers, committee work
  - You've made sure the right people are at "the table," now what?
  - What's the difference between orientation and onboarding...why are they both important?
  - Making this conversation realistic in your world.
- We will take questions and comments at the end.
  - Bring your own "wisdom among us."

## CONSIDERATIONS

- Your own time capacity in small organizations
- No HR Department – flexibility goes both ways
- Integrate these strategies for different “end users”: employees/staff, volunteers, committees, systems work



# WHAT'S THE DIFFERENCE?

## Orientation = the Menu

- An event
- 1+ days
- 1-way communication
- Formal
- Need to know information
- Provides essential tools and basic info needed to carry out the role

## Onboarding = the Meal

- A strategic process
- 1-3 months
- 2-way communication
- Comprehensive and individualized
- Customized information
- Assimilates the newbie to the organizational culture

# ORIENTATION

- It's a crash course.
- It's consistent, easy to digest information and process.
- Don't stop here!
- **Benefits**
  - Eases some of the first-time/day jitters
  - Distributes key information quickly to all individuals
  - **Starts adding to the organizational culture immediately**
  - Easy to conduct since it's basically the same for all
  - Gives newbies the key tools they need to get started quickly





# ORIENTATION BEST PRACTICE

- Choose the right day
- Share the agenda in advance
- Schedule one-on-one time, even if your orientation takes place in a group setting
- Automate paperwork
- Provide a welcome packet
- Be mindful of information overload
- Engage other staff/volunteers
- Give a “tour”
- Let your process evolve and improve as necessary



# ONBOARDING

- Onboarding (AKA organizational socialization) is the process through which new individuals acquire the knowledge, skills, attitudes, and behaviors that will ensure their success in an organization.
- This is the longer process of integrating newbies into the organization.
- Starts as soon as a new individual accepts the opportunity.
- Series of events – **including orientation** – helps newbie learn more about the organization and role.
- Different for each person and evolves based on the individual's progress.



# BENEFITS OF ONBOARDING

- Provides ongoing support to help newbies integrate into the organization
- Encourages early relationships between new and current employees/volunteers
- Speeds up the process of acclimating newbies
- Satisfaction that leads to retention
- Increases productivity by helping individuals learn faster- engagement
- Boosts confidence with regular feedback and support
- Provides a clear understanding of job roles and expectations- clarity
- Reduces the chances of miscommunication and confusion- reduces stress

# ONBOARDING CHECKLIST

1. Welcome message
2. Provide a tour of the workplace- may be virtual.
3. Review organizational policies (i.e., conduct, DEI, safety, etc.)
4. For staff positions - wrap up administrative details. (paperwork, compensation/benefits, vacation, etc.)
5. Introduce the new individuals to co-workers, other committee members, etc.
6. Explain organizational history, mission, philosophy, and values.
7. Share previous minutes for committee work or meetings.
8. Make time for on-the-job training and mentoring.







# ONBOARDING BEST PRACTICE

- Involve all stakeholders
- Use a blended approach
- Get staff, and other employees/volunteers involved in both planning and presentation.
- Develop a formal written plan and share it with all stakeholders.
- Incorporate active learning methods.
- Make the orientation program informative, memorable, and fun.
- Use technology as part of the onboarding process.
- Make sure onboarding is consistent in both structure and implementation.
- Prepare the employee's "work area" and provide necessary tools and resources well in advance of the first day.
- Use milestones and "check-ins" throughout the first year to monitor progress.

# THE 5 “C”S



COMPLIANCE



CLARIFICATION



CONFIDENCE



CONNECTION



CULTURE

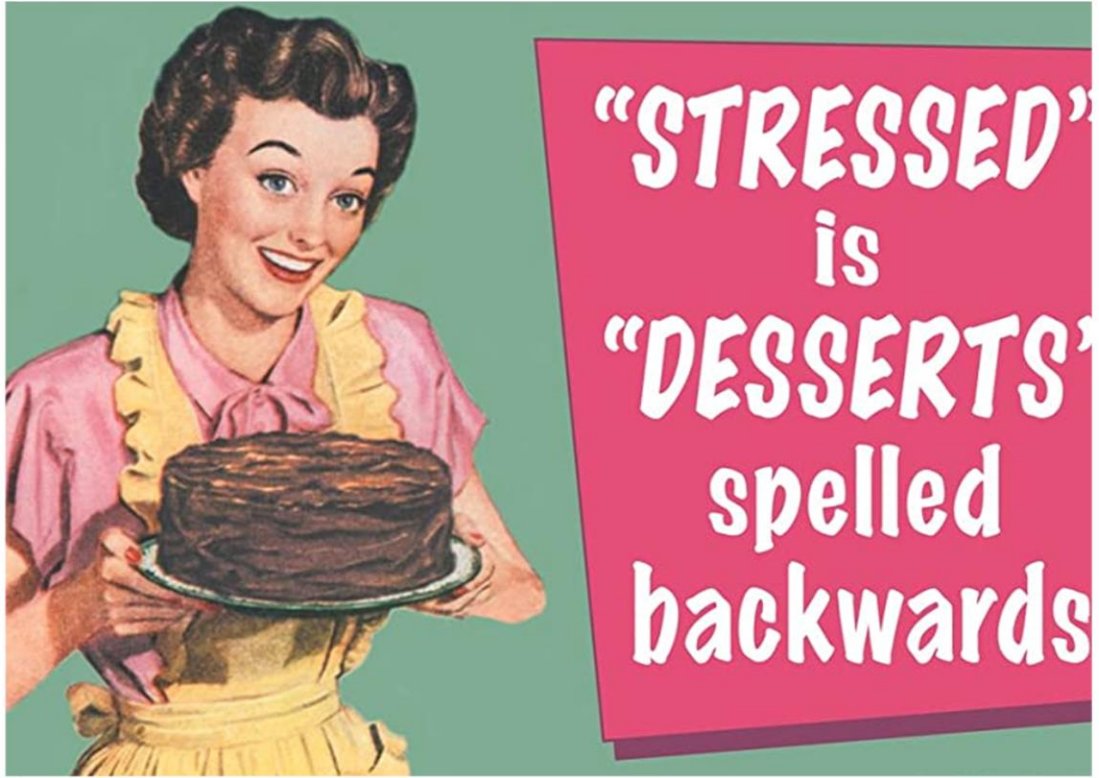


# TIPS

- Make it fun!
- Ask for feedback
- Keep evolving
- Involve more people
- Develop standard processes
- Avoid making it overwhelming
- If virtual?
  - Provide everything they need in advance
  - Create an agenda
  - Initiate a few “icebreakers”
  - Schedule breaks/plan a virtual lunch
  - Leave some time to socialize



# DESSERT



- Your employees/volunteers are your greatest assets, so start them off on the right foot! Orientation not only gets the legalities out of the way, but it also
  - engages newbies,
  - reduces turnover, and
  - increases productivity.
- Orientation and onboarding will ensure that the **enthusiasm** of a new person is supported by the tools and information you provide so that they can build upon that energy **AND** your organization will continue to innovate and grow.



# RESOURCES

- [Employee Orientation vs. Employee Onboarding](#)
- [Orientation or Onboarding](#)
- [Difference Between Orientation and Onboarding](#)
- [The 5 C's of Employee Onboarding - by Dr. Talya Bauer](#)
- [10 Employee Onboarding Statistics you Must Know in 2022](#)
  
- **The Family Leadership in Language and Learning Center (FL3)**
  - [fl3@handsandvoices.org](mailto:fl3@handsandvoices.org)
  - <https://www.handsandvoices.org/fl3/index.html>
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