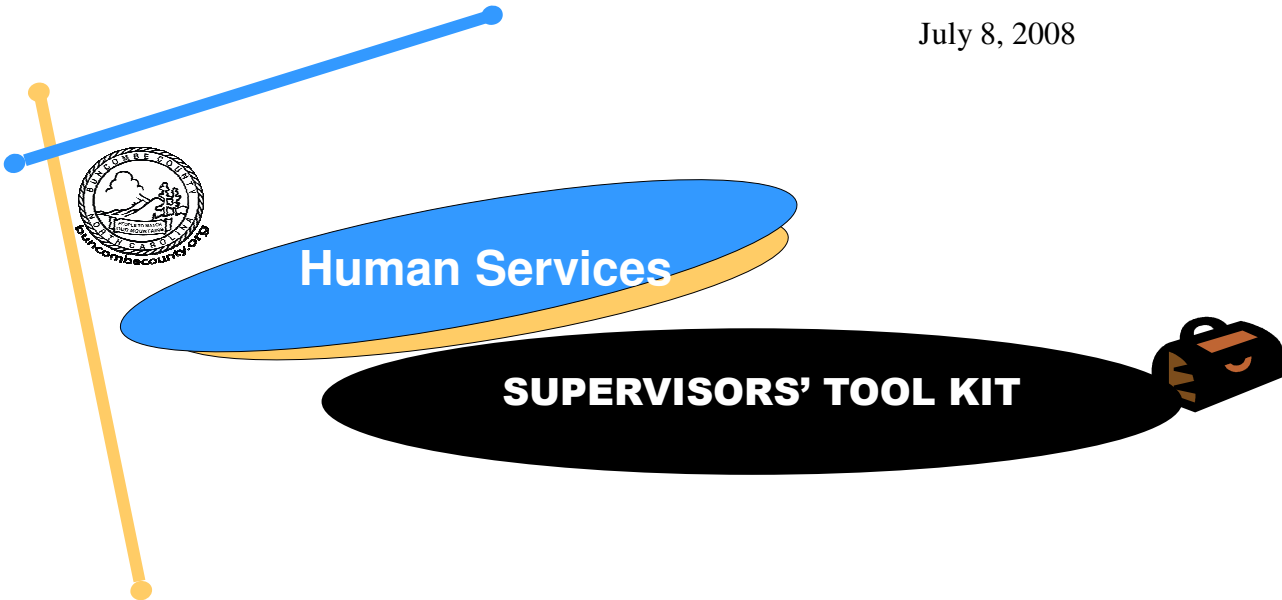


July 8, 2008



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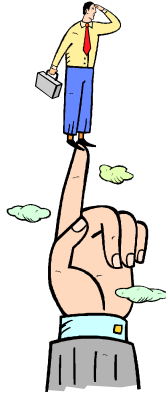
## What is On-boarding?

Onboarding is the process of integrating a new employee or a newly-promoted leader into an organization's culture and his/her new role. Best practices for a world-class onboarding process include:

- building knowledge,
- developing strong relationships in the organization, and
- providing feedback for the new or promoted leaders.

One aspect of on-boarding that we are working on is a monthly employee survey for the first 3 months. The goal of these surveys is to obtain feedback from the new employee (or newly promoted employee) so that early adjustments can be made to 1) improve training and, 2) to support strong

positive relationships, especially between the new employee and his/her supervisor.



### Human Services Plan for Onboarding

By meeting with employees regularly during their first 90 days, did you know that you can reduce turnover by 66%?

#### **What is our onboarding plan in Human Services?**

Starting this month, each new employee will have a face to face interview at 30, 60 and 90 days.

At 30 and 90 days, **supervisors** will meet with their new employee and complete the attached interview. The 90 day interview repeats the questions asked at 30 days and includes 3 additional questions.

**How will you know when you should do the interview?** You will receive a notice from HR the week the interview is due.

**How much time should a supervisor allow for these interviews?** They should not take more than 15 to 20 minutes of your time. The important thing is to make time...something as simple as scheduling 15 minutes to check in with your new employee can make all the difference in building a solid relationship.

At the 90 day mark, you can also schedule time to go over the short 3 month appraisal tool.

**What should I do if a problem arises?** The goal is to identify issues early and address them before they become a big issue. With that in mind, creating an environment where your new employee feels safe to talk openly

and honestly with you will go a long way toward developing a strong, positive relationship and ultimately retain your employee. HR is available should you need any coaching and or support materials.

**At 60 days, a HR representative** will meet with the employee and ask the questions in the attached 60 day interview. The results of this interview will be shared with you through email. If there are trouble spots, HR will follow up to provide you with support and guidance.

We hope by implementing this onboarding process that we will improve our retention rates or at the very least gain an understanding of how we can improve an employee's ability to connect quickly and effectively within our agencies.

### Quote of the Week

Remember your best relationships are not built. They are rebuilt.  
-Joe Takash