

Yavapai
COLLEGE
You Can!

**Onboarding
Training for
Supervisors**





Icebreaker

Share your:

- Name
- Team or dept
- What you hope to get out of today's session





Onboarding Training Outcomes

Identify	Identify the supervisor's role in the Onboarding Program and importance in orienting their new full-time employee
State	State the background and purpose of the revised New Employee Onboarding Program.
Access	Access the tools and understand the process and people involved.
Learn about	Learn about and be able to use the Onboarding Toolkit as part of the HR Toolbox.
Walk away	Walk away with the knowledge of where to find, and how to use the tools once an employee has accepted a job
Understand	Understand how to use the NEOGOV onboarding process (once this has been developed)

What is Onboarding?

Onboarding includes all the activities which begin once the candidate accepts the job offer

The YC program is designed to provide the necessary tools for all involved: Human Resources, Supervisors, and the Employees themselves

Together, we are all responsible for creating a welcoming onboarding experience!



Onboarding Exercise



Take five minutes to think about a successful onboarding experience you have had in the past.

Write down what elements made it a positive experience.

Turn to your neighbor and both share the positive elements. What do you notice?



[10 Best Practices to Improve Employee Onboarding](https://www.youtube.com/watch?v=sakIHJNwxmU)
video: <https://www.youtube.com/watch?v=sakIHJNwxmU>

Four Key Elements of Employee Onboarding

The “Four Cs,” of Onboarding include:

- **Compliance** – The basics: company policies and procedures, benefits, paychecks
- **Clarifying** – Communicating their role and responsibilities
- **Culture** – Sharing both the formal and informal “feel” of the company and how people work together
- **Connection** – Helping the new employee feel like they have a friend at work and providing them with the information and comfort they need to ask questions and seek help



Many organizations focus on the first two C's but fall short on **culture** and **connections**

Research from the Aberdeen Group reveals that employees who go through a structured onboarding program are 60 percent more likely to still be with the organization after three years. The group also reports that 70 percent of workers make the decision to stay or leave a company within the first six months.

YC's Onboarding Program Purpose

Introduce

Introduce new employees to YC culture

Increase

Increase productivity and employee contributions to their work team and the College

Build

Build employee confidence

Develop

Develop relationships

Establish

Establish a framework to support consistency across all YC departments

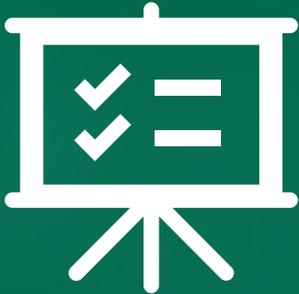
Increase

Increase employee knowledge & engagement



YC's Onboarding Program – the Supervisor's Role

The goal of the YC onboarding program is to give you the training and tools to connect with new hires through their first year, to ensure they feel engaged and supported.



This directly links to the YC strategic initiative on Belonging: a commitment to develop a culture which values respect, dignity, caring, equality and self-esteem in all employees and students.

To accomplish this, Supervisors are responsible for providing a strategic workflow process, and the communication tools, to ensure a successful onboarding experience for their employee.

Onboarding Program Outcomes

YC's Commitment

New employees will:

- feel welcomed and engaged on their first day,
- develop relationships and feel connected,
- have the equipment and system/location access that will set them up for success,
- develop an understanding of the YC culture,
- receive consistent training,
- have opportunities for offering feedback on their job, college processes, and culture, and
- can begin the process of planning for their long-term future and development at YC.



We have put together a full suite of onboarding resources to support supervisors and employees

These tools can be found in the [Onboarding](#) tile of the HR Toolbox



Human Resources / Onboarding @ YC

Welcome to Onboarding at YC!

You'll find information that allows new employees to complete an initial new-hire orientation process, as well as learn about the College and its structure, culture, vision, mission and values.

[New Employee Onboarding Starts Here](#) [Supervisor Resources](#)

Questions about onboarding: AskHR@yc.edu

Navigating the Onboarding Toolkit



**SUPERVISOR
RESOURCES**

From Pre-hire through the one-year check-in meeting

The Onboarding Checklist for Supervisors is a step-by-step guide to the onboarding workflow from before the first day through the one-year check-in meeting

Centralized location for **links** to sample forms, instructions and resources you need to get your new employee set-up to work effectively on day one



Check out the [Onboarding Checklist for Supervisors](#) here.



PRIOR to the New Hire's Start Date

HRBP & HR Team's Role

The HRBP calls the finalist to make a verbal offer and follows up with a formal offer letter contingent upon a satisfactory background check and references and including a tentative start date.

Instructions on how to complete the pre-hire requirements, including logging into their NeoGov onboarding portal, and scheduling their I9 ID appointment are also sent via email.

****Sample Offer Letter****

Dear Jane,

Yavapai College would like to formally offer you the position of People Trainer at our Verde Valley Campus with a tentative start date of July 5, 2022.

This is a full-time exempt position at \$_____ annually, paid biweekly. In addition, your compensation includes many benefits such as retirement, 24 paid holidays, 10 paid vacation days and more as outlined in the email attachment entitled YC Benefit packet 2022-23.

Please note, all offers of employment are contingent upon acceptable reference checks and background check.

Health insurance coverage for new benefit eligible employees and their dependents is effective the first day of the month after being employed full time for 30 days. For you, benefit eligibility will be on January 1, 2022.

We look forward to having you as part of our team and believe you will find this opportunity both challenging and rewarding.

Please contact me if you have any questions.

PRIOR to the New Hire's Start Date (cont'd)

HRBP & HR Team's Role

A new hire is entered into Banner once they:

- Complete their new hire forms, AND
- Their I-9 has been fully processed

The HR Business Partner will send the Supervisor an email confirming this step is complete.

The Supervisor will also receive a Banner-generated New Hire/Separation Alert email

Dear Hiring Manager,

*This is to notify you that **Jane Doe** has been recently assigned as a direct report of yours. She has been entered in Banner and her employee number is Y0123456.*

*The following information is intended to assist you and **Jane** in procuring necessary Yavapai College computing services, including web and Banner access. Please share this information with **Jane**.*

*Please fill out the [Onboarding Checklist for Supervisors.pdf](#) to ensure **Jane** receives access to all the resources necessary to perform her job duties. This and other valuable information and tools for supervisors can also be found in the [HR Toolbox](#).*



Onboarding Checklist for Supervisors

Use the [Onboarding Checklist for Supervisors.pdf](#) as a guide to help you complete all the critical steps of onboarding by phase:

- Before the first day
- On the first day
- The first few weeks
- Weekly (best practice) or monthly check-in meetings during the first 3 months
- 6-month and one-year anniversary check-ins

PRIOR to the New Hire's Start Date (cont'd)

The Supervisor's Role



Once you receive the email confirmation from your HRBP with your new employee's Y#, you should call the employee within 24 hours to confirm their start date and welcome them to your team!

This communication is a key element of an effective onboarding experience!



Good vs Bad Onboarding short video:
https://youtu.be/WXD7Jr_tKeM

Welcome to our new Employee Ruff



- How do I know as a supervisor that Ruff is ready to start to work?
- What should I do after I know Ruff is ready to start his new job?



PRIOR to the New Hire's Start Date (cont'd)

The Supervisor's Role

New Hire Onboarding Form

****Your new employee's I-9 documentation must be submitted/processed and you must have reviewed the [Supervisor's New Hire Checklist](#) by HR before you may utilize this tool****

Now that your new employee has been entered into Banner, and you have a Y#, YC email and start date, you can initiate your requests for IT, Facilities Management, and Print request. We recommend you do this as soon as you have the needed information to complete the request!

A completed New Hire Onboarding Form is key to starting the process to have your new hire set-up with a computer, system access, keys and office access, print code and business cards. Once you have submitted this completed form, you will receive follow-up emails from the different areas with next steps and what to expect.

PRIOR to the New Hire's Start Date (cont'd)

The Supervisor's Role



The week prior to your new employee's start date, prepare their [New Employee Welcome Email](#) and attach their [First Day Schedule](#).



Samples are included in the Onboarding toolkit



Welcome to our new employee Ruff!

- What does the supervisor need to do before Ruff's first day of work?





Onboarding for Remote Workers

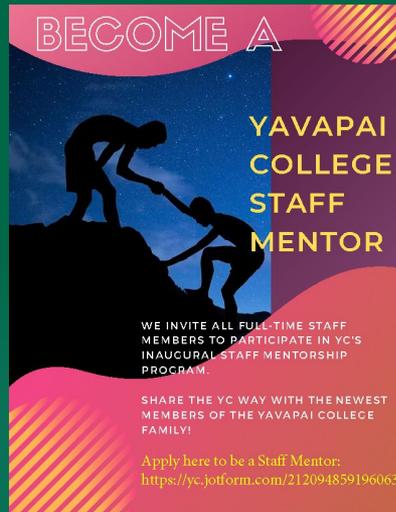
When hiring a remote worker, there will be some differences in how you approach their onboarding. This could be everything from technology, to communication, collaboration and expectations. Below are some areas where onboarding a remote worker may be different than for an in-person or hybrid employee.

- ▶ Remote access – equipment & training
- ▶ Setting expectations – what a supervisor needs to discuss
- ▶ Connections and effective team communication
- ▶ Gathering feedback



In what ways would you consider doing something differently when onboarding a remote worker?

Staff Mentor Process (New!)



Staff mentors are connected to new full-time and regular part-time employees to support and give guidance during their first year. Staff mentors are assigned from outside the new employee's department, help welcome them and reinforce the YC Culture and Outward Mindset principles.

New f/t employees are given the option to participate in the Mentor program when they join YC – it is not mandatory.

Information on this program is provided in the HR Toolbox: Staff Mentor Toolkit.

- Contact Wyatt Brannock, HR Support Specialist, with any questions.

*Peer Faculty Mentor Process (Currently implemented): [Peer Faculty Mentor Process](#)

- Contact Stacy Hilton, Dean of Instructional Support, with any questions on the Faculty Mentor program.

Preparing for Your Employee's First Day and Beyond

Everything HR and you have done up to this point has helped the employee gain introductory information about YC and helped them set up to get to work quickly.

Now it's time to get to know them and for them to begin building rapport with you and their co-workers. Your plan for their first day and going forward will help accomplish these goals.



It is Ruff's first day!!



- What do I do as a supervisor on Ruff's first day?

Employee's First Day

- ▶ Meet and warmly welcome them!
- ▶ Show them where their workstation is located and give them a tour
- ▶ Let them know where to pick-up keys and ID or upload a photo for their OneCard
- ▶ Assist them with their YC system login
- ▶ Meet with them and provide a department overview and review job responsibilities
- ▶ Let them know they have required training to complete in their first 30 days
- ▶ Introduce them to co-workers and identify who will be helping them with their department training
- ▶ Submit a New Hire Announcement
- ▶ Provide them with the [New Employee Essentials.pdf](#)
- ▶ Have lunch with them



New Hire Announcement Process (NEW!)

- New employee announcement emails should be sent by the supervisor through Duck Soup, ideally on the employee's first day. Use this link to submit the announcement: [Mass email request form](#)
- Below is an example of a recent new hire announcement – this [New Hire Announcement Sample.pdf](#) is also in the Onboarding Toolkit.

From: News from the President <NEWSPRES1@scholar.yc.edu>

Sent: Wednesday, November 17, 2021 12:40 PM

Subject: Welcome to the new Coordinator for the District Governing Board from President Rhine



Please welcome Ms. Beckey Massey, our new Coordinator for the District Governing Board. Beckey comes from Mountain Institute CTED, where she was with the district for nine years.

While at Mountain Institute, Beckey served as the Assistant to the Superintendent, Governing Board Clerk, and oversaw all Human Resources and Financial Voucher processing.

Beckey lives in Chino Valley with her husband of thirty-three years. They have two grown boys and three grandchildren.

When not working, you will find Beckey spending time outdoors with her family.

Please join me in welcoming Beckey to YC!

Sincerely,
Lisa B. Rhine
President
Yavapai College

It is Ruff's first week!!



- What should I do as a supervisor during Ruff's first few weeks as an employee?



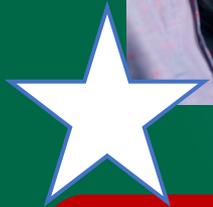
The First Few Weeks

We encourage supervisors to schedule regular weekly meetings in your new hire's first month.

Planning intentional meetings with meaningful conversations will build better relationships, more engaged employees, and a better workplace!

Try asking your new hire to bring topics to every meeting for discussion – these may include:

- Accomplishments for the week
- Progress made on any established short-term goals
- Successes
- Challenges
- Questions
- Feedback they have on their onboarding experience



You can find more suggested topics here: [Check In Meetings - 1st Month.pdf](#)



Break-out Session

For discussion in your groups:

Think about your past experiences with onboarding a new employee when you ran into problems...

- What did not go as planned ?
- What action did you take to solve the problem? Did you adjust your onboarding plan?
- What would you do differently today?



Warm Welcome the YC Way and Employee Benefits Overview



New Employee Warm Welcome the YC Way and Orientation

- Led by the HR team, this is designed to be a mix of presentations by some of our senior leaders, videos, and fun activities!
- Scheduled to take place twice per year: spring and fall
- Employees will receive an invitation to attend



YC Benefits & Overview Presentation

- Presented monthly by the Human Resources team
- One hour+ presentation generally scheduled for the first Wednesday of the month
- Employees will receive an invitation to attend

One month and beyond

We encourage supervisors to schedule regular check-ins with new employees. Consistent meetings help ensure they are feeling supported through this critical early time.

Weekly meetings during the first month are best practice, and a minimum of once per month in the following months. Refer to the Check-in-Meeting documents in the HR Toolkit for topics.

[Check In Meeting - 30 Days.pdf](#) / [Check In Meeting - 60 Days.pdf](#)

[Check In Meeting - 90 Days.pdf](#) / [Check In Meetings – 6 months.pdf](#)

[Check In Meetings - One year.pdf](#)



Thank you for attending!



Questions?



Questions later?
Contact your HR
Business Partner

Also, check out our [Frequently Asked Questions \(FAQ\) for Supervisors](#) document for answers to common questions