Employee Essentials: Baylor's Onboarding Experience

April 11, 2017

Presented by Tami Nutt
Manager, Employee Experience and Engagement,
Baylor University

KNOWLEDGE | RESOURCES | ADVOCACY | CONNECTIONS
Introduction

Process vs. Experience

Process

- What is a process?
- What does it mean to process something or someone?
Experience

• Think of a time when you felt welcomed (at a store, a job, a home, etc.).
• What are the things or actions that made you feel that way?

Today’s Agenda
About Baylor

Private Christian University
founded in 1845
Located in Waco, Texas
16,000+ students
2,500-3,000 faculty & staff

New Hire Process
What are the components of the new hire process?

Samples

Stage 1—Human Resources Agenda

- Introduction to the company, its mission, functions and culture.
- New employee forms completion.
- Benefit plan information, discussion and preliminary enrollment.
- Safety and health policies reviews—safety, fire, emergency evacuation, job-related safety issues.
- Policy reviews—pay periods, travel, personal vehicle use, training requests.
- Administrative procedures reviews—security, computer systems and logins, telephone systems, ID badges, supplies, and equipment.

Stage 2—Management Agenda

- Supervisor introductory meeting with new employees—discuss department and company standards, confidentiality and privacy issues, facility and workstation location issues, attendance and punctuality standards, reporting of absence, pay problem reconciliation, time card completion, review of timekeeping and reporting codes, complaint procedures.
- Closing—general question-and-answer session.

SSIRM

*NEW HIRE PROCESS*

SHRM

8:00 A.M.

Employment Paperwork Completion & Submission

Health Insurance Information

NIH Services

Welcome

9:00 A.M.

Oath of Office

Obtaining your ID Badge

About the NIH

10:45 A.M.

Federal Employment

15 Minute Break

11:00 A.M.

Federal Benefits & Retirement

15 Minute Break

11:45 A.M.

Federal Benefits Questions

1:00 P.M.

Lunch Break

Mandatory Training

3:30 P.M.

Orientation Wrap-up

NIH
# Past Schedule – WOW (Welcome, Orientation, & Welcome)

## Monday

<table>
<thead>
<tr>
<th>Time</th>
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<tbody>
<tr>
<td>7:45</td>
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<tr>
<td>8:00</td>
<td>Welcome – Introduction to Baylor's Core Competencies</td>
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<tr>
<td>8:20</td>
<td>Commit to Baylor’s Mission/Vision</td>
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**Established 2000**

**Challenges**

- Safety First
- Efficient Resource Management
- Compliance with Policies
- Effective Communication
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What is onboarding and its purpose?

Definition

- Onboarding is the process by which new hires adjust to the social and performance aspects of their jobs, and learn the attitudes, knowledge, skills, and behaviors required to function effectively within an organization.

Purpose

- Help employees to quickly become acculturated and impactful to the business.
- Help employees utilize corporate resources and business-specific methodologies and approaches.
- Provide a consistent experience for new employees.
- Make sure employees feel welcome and valued.
Poll
What term do you use for the program of introducing new employees to your institution?

A. Process  
B. Orientation  
C. Training  
D. Onboarding  
E. Other

What are the components of a successful onboarding experience?
Successful Onboarding Components

- Introduction to mission, vision, culture
- Understanding of new role and its relationship to the overall organization
- What is expected, how to deliver, and how it will be evaluated
- Connection between interview process, offer, interim, arrival, and firsts (first day, first month, first year)
- Engaging, relaxing, and fun
- Smooth transitions:
  talent acquisition specialist > greater HR > manager > department

Employee Essentials

THE Bear Essentials & Essentials for Success
Pre-Boarding
Prior to Day 1

• Engage the incoming employee
Prior to Day 1 at Baylor

Communications

Website

For New Employees

Part I: Essentials for Success

- Set up your office in your first week.
- Establish your department's workflow.
- Develop a plan for your first month.
- Complete the Employee Orientation.

Part II: Essentials for Success

- Meet with your supervisor regularly.
- Attend all orientation sessions.
- Complete the Employee Handbook.
- Attend all social events.

We look forward to seeing you soon! Baylor is a great place to work!
For Hiring Managers

Flight Plan
Preparation for Day 1
Preparation for Day 1

• While you are waiting . . .
• Send messages
• Set up and ready to go
• Prepare plan for departmental orientation and training

Preparation for Day 1 at Baylor

• Online checklists
• Benefits overview
• Paperwork packet
Onboarding
Day 1/Month 1

• Make them feel welcome
• Meet them upon arrival
• Show them around
• Take the team to lunch
• Discuss the training plan
Day 1/Month 1 at Baylor

Part I – Day 1

- **THE Bear Essentials**
  - Your first day from 9 a.m. - 10:30 a.m.
  - Introduction to Baylor’s Core Commitments
  - Benefits Review
  - Paperwork
  - Homework: Complete the **Baylor Bowl Worksheet** & bring to Essentials for Success

Part II

- **Part II: Essentials for Success**
  - Select Tuesdays: 9:30 a.m. - Noon
  - Meet in Relisson Tower 230
  - 8:15 Doors open - snacks & coffee available
  - 8:30 Welcome to Baylor
  - 8:45 Commit to Baylor’s Christian Mission & Vision
  - 9:00 History of Baylor
  - Serve Others Respectfully
  - 9:20 Break
  - 9:45 Account for Stewardship of Time, Resources, & Self
  - 10:15 Campus Tour
  - 10:45 Build Relationships & Work Collaboratively
  - 11:00 Break
  - 11:05 Pursue Excellence Through Continuous Improvement
  - 11:20 Seek Learning & Apply Knowledge
  - 11:30 Baylor Bowl
  - 12:00 Conclusion
Part II: Essentials for Success

Select Tuesdays: 8:30 a.m. - Noon
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In-Flight
In the seat
In the Seat

• Week 1
  • Daily orientation meetings
  • Introduction to campus partners

• Month 1
  • Weekly meetings
  • Systems training
  • Tag-along meetings

• Month 3 & Month 6
  • Regularly-scheduled meetings
  • Specific conversations about 3- and 6-month experience
  • 180-day check-in

• Year 1
  • Annual Performance Appraisal
  • Celebrate One-Year Anniversary!

In the Seat at Baylor

• Manager and New Employee Checklists
• Policies and Procedures Review
• Baylor Glossary
• Benefit Registration
• Talent Acquisition Specialist Check-In on Friday
Prepare for Departure
Results & Resources

Results

- Increased participation > adds value
- Central Message: Baylor cares about its mission and its employees.
- Challenges –
  - Temporary employees
  - Post-docs
  - Existing employees
What ideas will you pack for the journey home?
Don't forget to submit your questions to our presenters.

**How?** Click on the Q & A tab at the top of the presentation and select *Ask New Question*.

Thank you for joining us today!