

Best Practices for Managers of New Hires:

- **Pre-Arrival** – Make contact several times prior to starting, assign an onboarding sponsor/buddy within the unit, and use a pre-arrival checklist.
- **The First Day** – Personally greet employee, use a checklist of topics to discuss, schedule meetings with key contacts and team members.
- **The First Week** – Have regular check-ins with your staff, provide meaningful assignments which allow him/her to contribute, provide job shadowing opportunities
- **The First 30 – 90 Days** – Provide ongoing feedback. Complete probationary reports and schedule weekly meetings.
- **The First Year** – Continue to meet and provide performance and developmental feedback at regular intervals.

Civil Service Improvement (CSI) Project 6.3 Onboarding

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Management's Role in Onboarding

Onboarding: the process of integrating and acculturating new employees into the State of California, agency, department, and job; provides staff with the tools, resources, and knowledge to become successful and productive.



Watch for a manager's onboarding toolkit, coming soon!

What is Onboarding?

Onboarding is more than just filling out paperwork and attending New Employee Orientation! Onboarding is a comprehensive approach that begins before day one, and extends throughout the first year.

Why Onboarding?

- Turnover can be as much as 50% in the first 18 months of employment
- Employees decide within the first 30 days if they feel welcome
- The cost for replacing an employee is 25-50% of their annual salary
- 1 in 25 employees leave because of poor or non-existent onboarding

Successful onboarding will:

- Establish a positive relationship with the manager and the team
- Set performance expectations, milestones, and metrics
- Accelerate employee performance of job duties
- Provide connection to culture, and the tools, resources, and knowledge to become successful and productive
- Increase job satisfaction and retention

*Orientation and onboarding are different –
One will teach 'em, one will keep 'em.*

Consider culture, connection, clarification, and compliance when planning your onboarding strategy.
See suggested topics below.

Culture

- Welcome activities
- Mission, vision, values
- Goals – department and unit
- Team dynamics
- Public sector differences
- Show Org Chart and reporting structure

Connection

- Introduction to partners
- Assign onboarding sponsor
- Logistics, technology and resources
- Schedule regular 1:1
- Career development
- Coaching & Mentoring

Clarification

- Define role, duty statement
- Job-specific training
- Link to Department strategic and business plan
- Performance expectations
- Probationary period
- Acronyms

Compliance

- Mandatory training
- Policies
- Procedures
- Laws and regulations
- Security and confidentiality
- Health & wellness
- Safety