Redesigning New Employee Orientation (NEO) with NxtGov

Presented By: Angie Quirarte, Shivani Bose-Varela, Isabella Blasi, Carlos Aguilera
Introductions

Angelica B. Quirarte
• Government Innovation Strategist for the CA Government Operations Agency
• Advocacy organizations such as the ACLU and is a 2017 NLC Sacramento fellow

Shivani Bose-Varela
• Business Analyst at the CA Department of Technology
• Board member of the Asian Pacific State Employees Association (APSEA) and helps youth at risk by providing mentoring and coaching

Isabella Blasi
• Policy Analyst at the California Department of Social Services CalWORKs Employment Bureau
• Works on policy surrounding the Online CalWORKs Assessment Tool and CalWORKs clients who are domestic abuse survivors

Carlos Aguilera
• Executive Fellow at the Government Operations Agency.
Who is NxtGov?

Future and current public servants within the CA Civil Service System looking to connect with peers, grow professionally, and partner with other sectors to improve how we serve our state and how we can best support one another.

INITIATIVES:

*Recruitment  *Professional Development  *Community Engagement

Consulting:

Ex: Redesign jobs.ca.gov, Strategic Planning with Dept of Technology, Civil Service Improvement
brainstorm

Defer judgment
Encourage wild ideas
Build on the ideas of others
Stay focused on the topic

One conversation at a time
Be visual
Go for quantity

Courtesy of IDEO
Exercise

• What is onboarding to you?

• How was your onboarding experience?

• What are some questions that were not answered during your onboarding experience?
Value in Onboarding

- 33% of employees surveyed knew within their first week whether they would be staying with a company.
- Cost for replacing is 25-50% of their annual salary (Bureau of Labor Statistics).
- Employees decide in first 6 months to leave.
- When employees go through structured onboarding, they are 58% more likely to remain with the organization after three years.
What is Onboarding?
Helping employees become acclimated to their new workplace in a timely fashion and bringing them “on board” with regard to company culture, understanding of job function and overall comfort level.
5 P’s of Onboardings

- **Personal**- Joining a new company is much like moving to a new school.
- **Purpose**- Why instead of what first.
- **Partners**- Not a one person job.
- **Practical**- Daily operation.
- **Pulse Check**- Weeks and months after.
## Existing CalHR Resources

### Checklist

#### Onboarding Checklist

**New Employee Information**
Complete with employee and distribute copy to employee and onboarding sponsor.

*(Customize to your department’s policies and practices)*

- **Employee Name:** Click to enter text.
- **Manager/Supervisor Name:** Click to enter text.
- **Onboarding Sponsor’s Name:** Click to enter text.

<table>
<thead>
<tr>
<th>Prior to New Employee’s Arrival</th>
<th>Responsibility</th>
<th>Due Date</th>
<th>Completed</th>
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<tr>
<td><strong>Goal:</strong> To ensure new employee feels welcomed and comfortable in new position.</td>
<td>Assign one: Manager/Supervisor or Sponsor</td>
<td>Click here to enter a date.</td>
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<td>Maintain communication with new employee.</td>
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<td>- Notify employee of any delays in the hiring process.</td>
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<td>- Welcome letter/confirmation email and additional resources.</td>
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<td>- Confirm work schedule, salary and report date.</td>
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<td>- Arrange 1st day orientation meeting with manager/Supervisor and onboarding sponsor.</td>
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Assign an onboarding sponsor to new employee to establish successful integration into the new organization.

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Prepare a Welcome Packet, a sample is available on the Onboarding Program Resources webpage, and resources to help transition into the new job.

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*Onboarding Checklist*
Welcome to State Service!

Welcome to California state employment! You have joined a team of dedicated and talented civil servants whose work impacts the lives of millions of Californians. Thank you for choosing us and we hope that this information will facilitate your transition into state employment.

This New Employee Orientation provides you with general information about state service and your benefits as a newly hired employee. Your personnel office and supervisor will provide an orientation specific to your department and the program in which you work. If you have questions about this orientation, please contact your personnel office.

Find your personnel office's contact information

California personnel office directory (State Controller's Office)

My Rights

Employee Organizations
You have the right to participate in employee organization activities on your own time. Your "own time," or "non-working" hours, includes lunch periods and time before and after work, excluding

Performance Appraisals
Once you are a permanent state employee, your work will be evaluated by your immediate supervisor. You and your supervisor will participate in the regular employee appraisal process throughout your career.
PEOPLE FOCUS: RELATIONSHIP

WHAT CITIZEN EXPERIENCES

service process policy

WHAT GOVERNMENT SAYS

Courtesy of IDEO
Team Exercise

1. How might we facilitate a welcoming environment for new employees?

2. How can leadership build upon existing resources to ensure new employees have the information they need?