

NEO Network

New Employee Orientation Network

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Idea: Effective Communication through New Employee Orientation

- ▶ Effective communication begins on DAY 1 to ensure new employees are welcomed, team members who are informed and understand expectations through pride, principles, and trust; in support of the mission statement of Facilities Services and the campus.

Current State

- ▶ Current orientation program is not welcoming to new employees
- ▶ There are multiple levels of employee orientation
- ▶ Orientation is generally ineffective or even non-existent in some areas
- ▶ Orientation is inconsistent when it comes to accountability
- ▶ Often times there is no “go-to” person

Future State - NEO Network (New Employee Orientation)

Through our new orientation process, new employees will be:

- ▶ Well informed
- ▶ Confident to have a voice
- ▶ Supported with guidance and mentoring
- ▶ Informed of readily available resources
- ▶ Confident in what the expectations are of them
- ▶ WELCOMED, ACCEPTED, and RESPECTED

Solutions

- ▶ Compile best practices, review and assess current orientation program
 - ▶ Define who will be surveyed
 - ▶ Conduct surveys
 - ▶ Provide exit survey
- ▶ Develop the NEO Network procedure
 - ▶ Streamline training requirements
- ▶ Define components of the network through a pilot program
- ▶ Implement NEO Network

Timeline

- ▶ Summer 2017 Survey and Information gathering
 - ▶ Supervisors - current procedures
 - ▶ Recently hired employees - orientation experience
- ▶ Fall 2017
 - ▶ Review data
 - ▶ Procedure development
- ▶ December 2017
 - ▶ Progress report
- ▶ Spring 2018
 - ▶ Pilot Program
 - ▶ Survey post-pilot program candidates
- ▶ Summer 2018
 - ▶ Implement NEO Network

Measures of Success

- ▶ Retention of new employees
- ▶ Feedback through surveys, supervisor discussion, points of contacts within the NEO Network
- ▶ New employees should reflect our proposed Future State through:
 - ▶ Empowerment, support, confidence
 - ▶ Knowledge of available resources
- ▶ WELCOMED, ACCEPTED, and RESPECTED