



HCS PRACTICUM

ORIENTATION

Improving the Employee Orientation Process

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Agenda

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SCOPE OF THE PLAN

The scope of the plan is to assist a major government client with developing a strategy for improving their orientation process. At the time of this review, the client's formal employee orientation consists of an inconsistent orientation process that did not provide new employees with knowledge of the organization, its mission and culture.

In order to identify critical components for an effective and successful orientation process the scope of the work required revamping the current process to insure all employees would receive an introduction about the organization within the first week of joining the organization.

OBJECTIVE OF THE PLAN

The objective of the plan is to commit to maintaining the diversity, flexibility, and fairness that make the organization a good place to work. To establish the orientation strategy, an “as is” analysis of the current orientation process was conducted. Recommendations presented will allow the client to orient new employees effectively and provide significant benefits to the organization.

The proposed orientation strategy defines the organization history, mission, culture and values, defines how the organization operate, its organization chart, work process and defines acceptable work behaviors and etiquette. The strategy also provides new employees with the required information needed to obtain access to controlled areas and computer access.

ORIENTATION RECOMMENDATIONS

Recommendation I: Establish an orientation schedule

An orientation schedule would provide a level of communication so that new employees know what to do, when to do it , and how to do it . The orientation schedule is meant to complement the current process by creating and implementing a standardized Command Orientation Process which will use interactive and exciting learning methods to teach employees about the organization.

Recommendation II: Establish a web-based orientation that automates the process:

A web-based orientation will allow employees to access information in different ways at their own pace. A web-based orientation process would provide the organization the ability to better track new hires in the orientation process and make new employees feel more welcome and excited about beginning their new job. The purposed system would take new hires through an online tour with personalized content and streaming videos.

ORIENTATION SCHEDULE

0800 - 0830

Meet and Greet

The sponsor introduce new employee to senior management and gives a tour of the organization

0830 – 0900

In-Process with Security

New employee receives security and access brief

0900 – 1000

In-Process with Human Resources (HR)

New employee receives key information and completes necessary paperwork

1000 – 1030

In-Process with Information Technology

New employee reads and signs IT user agreement form and receives computer account.

1030 – 1200

New Employee Orientation Training

New employee conducts training via web-based system and learns about the organization's history, mission, culture and values, learns how the organization operate, its organization chart, and work processes

1200 – 1300

Lunch

1300 – 1600

Wrap Up Session

New employee completes any unfinished orientation training

WEB BASED EMPLOYEE ORIENTATION PRO's and CON's

■ PRO's

1. Helps prepare new employees
2. Usable by all employees
3. Cost effective
4. Easy to access
5. Compiles information in one place
6. Environmentally sound (saves paper)
7. Visually appealing

■ CON's

1. Requires time and effort for:
 - Ongoing updates
 - Continual promotion
 - Announcement of changes



WEB BASED ORIENTATION TRAINING

The largest section of the recommended orientation process is the online training. Having the orientation training organized and placed on the agency's web site serves to be an effective platform to host and execute training. The web based system provides a one-stop-shop for completing orientation training. It is organized into four sections that contains a combination of audio and text. The first section is the demographic information section. This section feeds to and from the Human Resources Information System. The second section of the training is designed to be completed via the intranet and the third section is to be completed via the internet. The last section is a biography request section where the new employee shares their story.

On average, the online training takes approximately 2 to 3 hours to complete. Once the new employee establishes a user name and password to access the web site, they are able to start orientation training. To open the training documents, the new employee simply clicks on the link, to start each training session.



TRAINING PART 1

To get started, the new employee will need to complete the demographic information section first. The next section of the web based training, list briefings and training materials that must be performed on the intranet. He/she will then be asked to review the new employee Orientation briefing, Intelligence Oversight briefing, review key policies and take the Suicide Prevention Training.

Command Orientation Training Part 1		
Click on each link to access the information. Remember to submit your Certificate of Completion to the appropriate Department.		
ITEMS TO REVIEW	INITIAL WHEN COMPLETE	
Orientation Briefing (OB)	Initial Here	OB SAVE
Intelligence Oversight Briefing (IOB)	Initial Here	IOB SAVE
Human Resources Key Policies (KP)	Initial Here	KP SAVE
Suicide Prevention Training Part 1 (SPT) Suicide Prevention Training Part 2 (SPT)	Initial Here	SPT SAVE

TRAINING PART 2

The next section of the web based training is performed via the internet. This training is pulled from multiple sources including the organization's Headquarter website. This training is not administered in-house; therefore, the organization must abide by Headquarters rules and regulations when administering this training.

Command Orientation Training Part 2					
Click on each link to access the information. Remember to submit your Certificate of Completion to the appropriate Department.					
ITEMS TO REVIEW		INITIAL WHEN COMPLETE			
No Fear Act	Ethics Training	Initial Here	Initial Here	SPT SAVE	SPT SAVE
PTS-D Training	Safety Training	Initial Here	Initial Here	SPT SAVE	SPT SAVE
AT Training	Driver's Training	Initial Here	Initial Here	SPT SAVE	SPT SAVE
Computer User Training		Initial Here		SPT SAVE	

NEW EMPLOYEE BIOGRAPHY

Once all required training is completed, the new employee is asked to complete a short biography. The Biography provides the new employee the opportunity to share a little about themselves to management. The purpose of the biography is to help keep leadership informed of the high caliber, top-notch employees joining the organization.

NEW EMPLOYEE BIOGRAPHY

Your biography must be written in the text box below. You can use these examples to help write your bio.

1. Highlight your main achievements
2. Describe who you are
3. Describe your expertise or profession
4. Describe your goals
5. Describe your hobbies

Start Typing Here

SAVE

NEW EMPLOYEE SURVEY

In order to establish and maintain an effective orientation process, the process must be flexible. To access the benefits of the orientation process new employees will be surveyed. Results of these surveys can be used to update the program based on attendees' needs and expectations, as appropriate.

Was your Sponsor expecting you when you arrived?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was the order of the Orientation Briefing done in an easy to understand format? (e.g. Organization History, Mission Statement, Operational Locations etc...)	<input type="checkbox"/> Yes <input type="checkbox"/> No If no, please comment on what you feel could have been covered in more detail. <input type="text"/>
Do you feel you were given enough information about the organization during the Orientation Briefing?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Were the details about your arrival clearly communicated to you?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Were you introduced to Department Heads and Staff Heads?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Please tell us if there are any topics you feel would be beneficial for new employees to hear that wasn't covered during your orientation?	<input type="text"/>

CONCLUSION

The project requires revamping the current orientation process to better streamline the orientation process. A well structured orientation process enables new employees to gain a greater understanding of the organization's history, mission, culture and values, learns how the organization operates, its structure, work processes and acceptable work behaviors and etiquette. The use of an orientation schedule and capturing orientation training necessities via a web based system will help keep the orientation process organized and structured. The web-based orientation process serves as a tool for new employees and for current employees to quickly access employee related information in one location.

