



Department & Mission Orientation

Most new employees arrive for the first day of work full of enthusiasm and excitement. This initial interest will be either a building block or a stumbling block, depending on how it is developed. The primary goal of new employee orientation is to welcome the employee, provide the needed information and access to resources, and create a positive first impression that will foster pride in Facilities and Services, the University and in the employee's daily work.

As a supervisor, you are also responsible for welcoming the newest member of your team. In welcoming employees to the University, introduce them to the values and mission of Facilities and Services and the University of Illinois.

Included in this packet is a checklist for you to use as a tool to assist in orienting your new staff member. We are asking you to complete the checklist and return it to the ER/HR office within the first two weeks after your new employee's start date.

The Orientation Program

Goals:

- Make a positive impression on the new employee
- Welcome the new employee and ensure s/he feels a part of the larger community.
- Acquaint the new employee with the values, beliefs, goals, and mission of F&S
- Provide a general overview of programs and resources
- Create an environment for meeting other staff members
- Provide the new employee with those resources, including knowledge, which s/he will need to begin his/her new job
- Lessen the "trial and error" time period in learning a new job
- Encourage excellence by communicating expectations of quality performance

What the Supervisor Should Do Before an Employee Starts--It's a process, not an Event:

Successful new employee orientation is an enthusiastic welcome, full of variety and timely information. Orientation needs to be a process...not just a one day event. Even though other orientations are planned at the University, your role is an ongoing one to ensure that the new employee is assimilated into the University culture and can perform his/her job as soon as possible. There is just too much information to absorb at one time. The quality of orientation is a reflection of an organization as much as any product or service offered. You create a positive perception by being organized and having a planned orientation. Use the New Employee Orientation Checklist as a guide.

As Soon as Applicant's Start Date is Determined:

1. Send an internal message to coworkers announcing the new employee's arrival date and duties.
2. Send the new employee a welcome letter with specific reporting information.
3. Clear your schedule. Orientation is not a time to be out-of-town or locked up in meetings. As a supervisor, you are responsible for getting things started during orientation. The new employee should not be assigned to anyone until you have made the initial contact and established a plan for the day.
4. Decide on the expectations of quality performance you want to convey to the new employee. You and other unit employees greatly impact a new employee's expectations. If you



communicate quality performance by word and deed, you can expect quality performance from the new employee.

5. Decide on the method of orientation: Will you do all of the orientation, or will you assign some responsibilities to others?
6. Plan a meaningful work assignment(s) for the new employee for the first few days.

Some Recommendations for What the Supervisor Should Do After the Employee Starts:

Recommendations for the First Day in the Department

- Make time to meet and be on time. You will communicate being on time is important.
- Do everything you can to put the employee at ease.
- Devote as much time as possible on the first day to the new employee.
- Assign a team member to be a mentor to show the new employee around.
- Introduce new employee to co-workers and give tour of work area.
- Review job description, schedule, and expectations.
- Assign a meaningful work task to the new employee. Reading stacks of papers or manuals is not a good beginning. Meaningful work may be as simple as using the computer, reviewing files from the previous employee, observing someone doing a task the new employee will be doing, or reviewing documentation pertinent to his/her specific job.
- Review department's lunch routine. If possible, accompany the employee to lunch. If you cannot, see if a team member is available to do so.
- Close the first day on a positive note. Before leaving, spend some private time with the employee. Review any progress made on any first day work assignment. Do your best to make a good parting impression.

Remember new employee orientation is a process. Considerable emphasis should be placed on the first day's activities because they are critical. However, the orientation process will continue over several days or weeks. An employee cannot learn everything in the first day. In your effort to make the new person feel welcome, consider how much information should be communicated at one time.