



Orientation Handbook

Getting Employees Off to a Good Start

Description: An effective human resource professional knows that managing employee performance is more than responding to problems, conducting performance reviews, or hiring staff. Performance management begins with an orientation to the organization and the job, and continues on a daily basis as employees are trained and coached. A thoughtful new employee orientation program, coupled with an employee handbook (or website) that communicates workplace policies, can reduce turnover and those reductions save your organization money. Whether your company has two employees or a thousand employees, don't leave employee retention to chance. Engage them from the moment they are hired; give them what they need to feel welcome, and let them impress you with what they bring to your company. This course is just the start that you need! Topics discussed in this course include: Understand how important an orientation program is to an organization, identify the role of the human resource department in the orientation program, recognize how the commitment curve affects both new employees and their managers, know what companies can do to deliver their promise to new employees, determine the critical elements of effective employee training, and establish the importance of having an employee handbook for new and long-term employees.

Session One: Course Overview.

Session Two: Finding, Hiring, and Keeping Good People

- Identifying Tasks

Session Three: Building Employee Commitment

- The Four Pillars
- Clarity
- Clarity Exercise
- Competence
- Influence
- Appreciation

Session Four: Perception

- Why Perception is Important
- Your Perceptions

Session Five: Fast-Track Orientation

Session Six: Designing a Successful Orientation Program

- Using Your Experience
- Mistakes to Avoid

Session Seven: The Eight Orientation Habits of World Class Employers

Session Eight: Obtaining Buy-In

Session Nine: The Commitment Curve

- The Big Picture
- Stages of the Curve
- Applying the Curve

Session Ten: Characteristics of a Successful Orientation Program

- Group Exercise

Session Eleven: Employee Training

- Preparing Effective Training
- The Learning Styles Inventory
- Interpreting the Inventory
- Learning Styles Explained
- Similarities and Preference Patterns in your Group

Session Twelve: Addressing Learner Needs and Expectations

Session Thirteen: Working with External Providers



Session Fourteen: Adult Learning

- The Nine Principles
- Applying the Principles

Session Fifteen: How to Build and Sustain Interest

Session Sixteen: Bridging the Generation Gap

- How It Came To Be
- Speaking Across Generations
- Exploring the Generations' Times

Session Seventeen: Creating Employee Manuals

Session Eighteen: A Checklist for Success

- Workshop Wrap-Up