A Guide to New Employee Orientation

New Employee Orientation is one important component of an employee's total onboarding experience. A successful New Employee Orientation (NEO) program introduces new employees to the organization and provides information that helps them transition into their new role. It is a customized training program that specifically identifies an agency's structure, mission, core values, and workplace expectations for employees. Accelerated learning, relationship building, increasing engagement and performance, while reducing turnover are just some of the many benefits of NEO.[1]

NEO can vary in content and length of time (the suggested timeframe could last up to a ½ day session with a mid-point break.)[1] This outline serves as a general guide to demonstrate what can be included in a NEO program and should be modified to agency specifications.

Agenda - Standard Topics

- Welcome and Introductions
- Brief overview and history of the agency
- Mission, Vision & Values
- Organizational Structure / Table of Organization
- Key Policies
- Payroll & Benefits
- Standard Procedures
- Summary & Conclusion

Sample Content

- **Welcome & Introductions**
  - Seek participation from your leadership team to do a brief five-minute welcome speech.
  - Have participants introduce themselves to the group.
    - What is your name?
    - What division are you in?
    - What is your position?
    - Anything else you would like to share with us?

    Encourage questions throughout the day.

- **Overview of the Agency**
  - Introduce new employees to the history of the organization by telling the story of how the agency began and where it is now.

    This information can be communicated in a narrative format, a timeline format detailing the key milestones or even video/multimedia format.

- **Mission Statement**
  - Our agency mission is…

    Discuss the mission and how employees impact the citizens of Ohio. Provide a copy of the agency business/strategic plan.

- **Vision Statement**
  - Our vision is…
    Discuss some key organizational goals and where the focus is for the agency.

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- o Share the 'Agency Roadmap' or discuss milestones for an upcoming initiative, program expansions, or division/office redesign.

*Roadmap example:*

Current ➡️ Optimal

Division/Office/Initiative	EDC	Current State	Future State (1-3 yrs)	Optimal State (3+ yrs)
Initiative to expand Division 123 through consolidation of Division 456	2018	2 separate divisions: one focused on assisting small businesses in understanding their regulatory and environmental permitting requirements and the other assisting communities in addressing infrastructure needs for drinking water and wastewater through loans, grants and technical support (including engineering and planning support for communities)	Division 456 will be consolidated with Division 123. It is the intention to complete this consolidation without adding new personnel. All management and technical staffing needs will be addressed through realigning existing resources	One division to include the technical, permitting and funding resources, particularly those services geared towards businesses and communities. Become a one-stop shop where these resources are better aligned, coordinated and delivered to our entities. Strategically align resources with the state's broader economic and business development priorities and enhance the agency's business/ community assistance capabilities.
Recent Legislation enacted and an increase in global marketability affecting the XYZ Division	N/A	XYZ Division and its laboratory conduct testing and inspections in addition to industry safety initiatives. They also issue licenses and provide regulatory oversight.	In order to meet turn-around time for lab clients, an additional Laboratory Scientist position will be moved from another division and added to XYZ Division.	The division will adequately meet its requirements for 9 types of tests, 9 different licenses and 7 types of regulatory actions.

- **Values of Our Agency**

  - o Our values for doing business are and can be found…
    Discuss current values of the agency.

- **Organizational Structure**

  - o Provide a table of organization of the agency and point out division leaders.
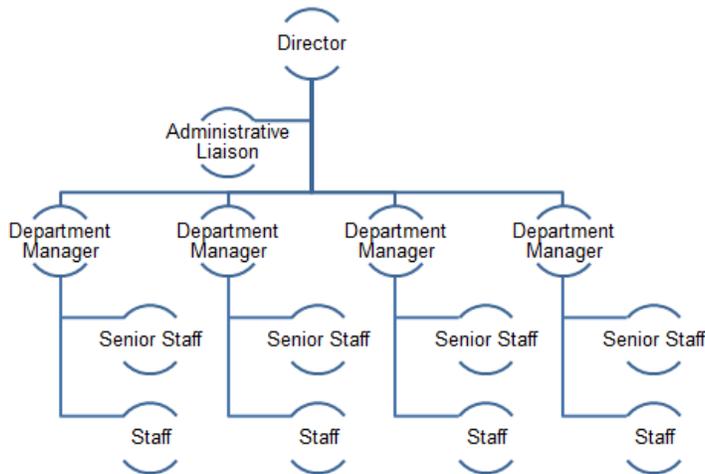
- **Key Policies**
  - o Drug-Free Workplace
  - o Ethics
  - o Nepotism
  - o Charitable & Fundraising Activities
  - o Political Activity
  - o Public Safety Emergencies

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State of Ohio Administrative Policies
http://das.ohio.gov/Divisions/AdministrativeSupport/StateAdministrativePolicy.aspx

HRD/OCB Policy
http://das.ohio.gov/Divisions/CollectiveBargaining/OCBHRDOCBPolicy.aspx

- **Classification, Compensation & Payroll**
  (Ideally, payroll or HR staff would present the following information.)
  - Classification
    - Class Plan
    - Position Description (hand out position descriptions for each of the participants)
  - Compensation
    - Step progression
    - Longevity pay
  - Payroll System/OAKS
    - myOhio.gov
    - Processing & pay dates
    - Timesheets
    - Direct deposit
    - Taxes & withholdings

- **Benefits Overview**
  (Ideally, benefits staff would present the following information.)
  - Health Care
    - Medical
    - Prescription Drug Coverage
    - Behavioral Health
    - Dental & Vision
  - Insurance
    - Life
    - Disability
    - Workers' Compensation
  - Time Away From Work
    - Holidays
    - Leave Time
    - FMLA
    - Adoption/Childbirth Leave
  - Professional Development
    - Education Reimbursement
    - DAS – Learning & Professional Development
    - LEAD Ohio (Supervisory Training)
    - OEAP - Training
    - State Library of Ohio
  - Financial Planning
    - Credit Unions
    - Ohio Public Employee Retirement System (OPERS)
    - Deferred Compensation Program

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- - - Ohio Tuition Trust Authority/College Advantage 529 Savings Plan

- - Tax Savings Programs
    - Child Care Voucher
    - Commuter Choice
    - Flexible Spending Accounts

- - Family & Lifestyle
    - 'Take Charge! Live Well!' Program
    - Ohio Employees Assistance Program
    - Employee Discounts

- - For additional information, visit www.totalrewards.ohio.gov

- **Standard Procedures**
  Example procedures include:
    - Attendance

    - Performance evaluation cycles
        - Exempt
        - Bargaining unit

    - EEO & Diversity

    - Information Technology
        - IT Security
        - Help desk information
            - Whom to contact
            - Submitting a help desk ticket

    - Safety & Security
        - Identification badges
        - Lost or stolen items

    - Sever weather & emergency operations

    - Collective Bargaining
      (Invite union representative to speak.)
        - Membership
        - Bargaining Contracts

- **NEO Evaluation**
  Allow an opportunity for participants to anonymously evaluate specifics of the program and provide feedback. Once the data is collected, it allows everyone involved in the process to review positive experiences and determine what improvements may need to be made.