

Welcome to the Webinar Series on the Workforce Toolkit.

We will begin at 2:00 pm central

The Importance of Orientation & Onboarding

tenncare.ici.umn.edu



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Everyone plays a role

Spotlight

- What is orientation?
- What is onboarding?
- How can these help retention of DSPs?

Our Goals for Today

- Define onboarding and explain its true purpose
- Explain orientation
- Discuss the role of the frontline supervisor in orientation and onboarding
- Describe ways to improve onboarding and orientation practices
- Share examples of successful onboarding and orientation practices

Thinking back to

your first day on the job...

- What went well?
- What didn't go so well?
- What made you want to stay?
- What made you not want to stay?
- Knowing what you know now, what suggestions might you make about creating a great first day for new direct support professionals (DSPs) and frontline supervisors (FLSs)?

What about your last day on a job...

- Why did you leave?
- Did you have an opportunity to share that information?
 - Did you have an exit interview?
 - Was there a survey or questionnaire?

This type of data can be very important to an organization. Knowing where your corporate strengths and weaknesses are can help you support new employees while avoiding past mistakes.

In the Beginning...



What every DSP is asking

- What do I need to know to do my job well?
- What is expected of me?
- How do I do what is expected of me?
- Who can I turn to if I have questions?
- Will I fit in?

What Front line Supervisors are asking

- What does the employee need to know to do their job well?
- What do they already know?
- What do they need to learn?
- How can I support them and make them feel comfortable?

Orientation is an Event



Onboarding is a process



Role of the Frontline Supervisor



Role of FLS

- Welcome, support, and engage new DSPs in the job and organization
- Teach and train on required work skills
- Communicate clearly
- Provide regular check-ins and feedback on progress
- Listen

Role of FLS

- Role model
- Coach and mentor
- Answer questions
- Show appreciation and respect for all workers
- Be available

Thinking back to

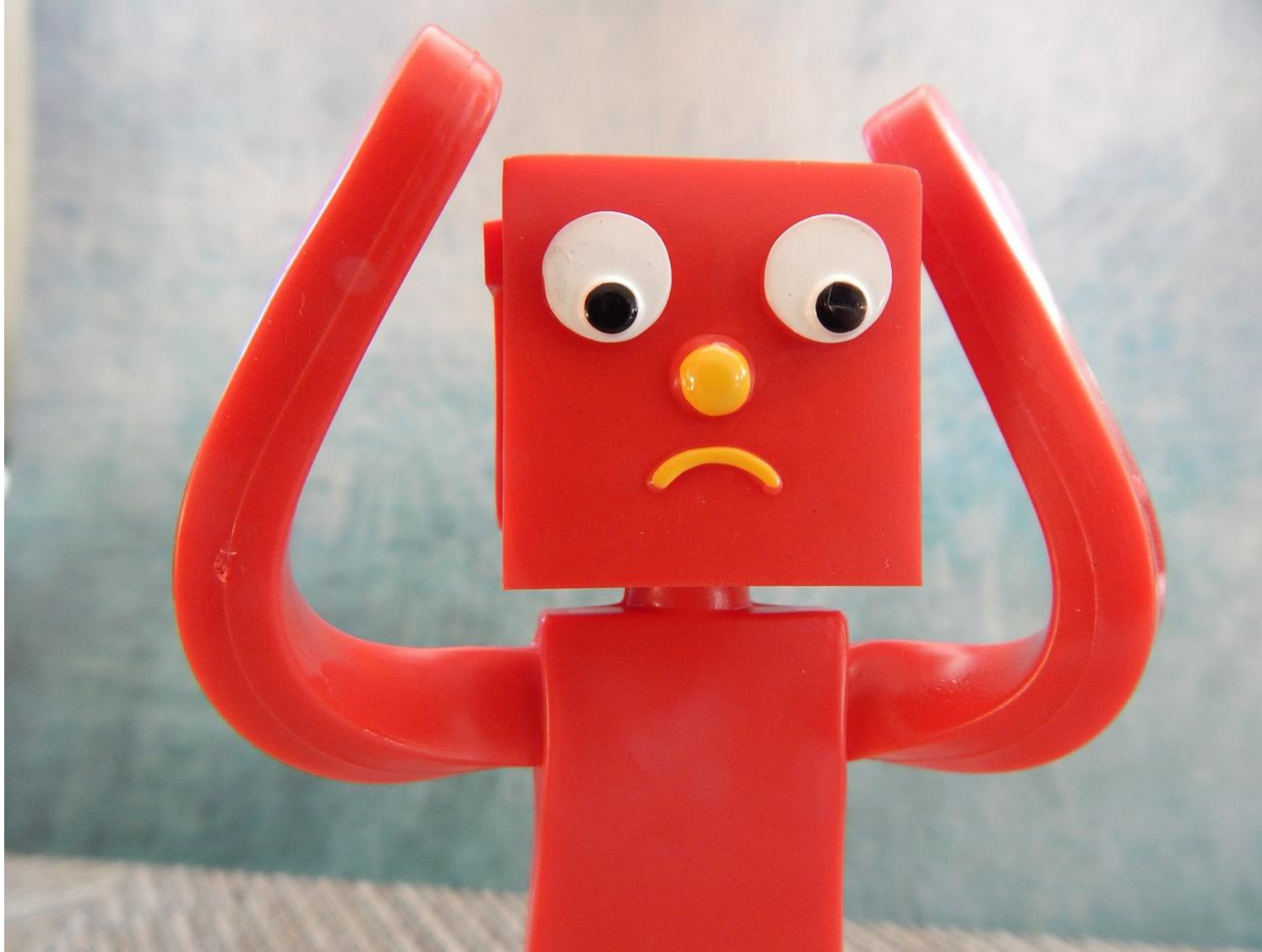
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Some of the Hardest Things When Starting

- Getting to know the people supported
- Routines and duties
- Getting to know other staff members
- Navigating team dynamics
- Adjusting to new schedules
- Learning and remembering
- Environmental protocol
- Knowing who to ask

On-the-Job Stressors



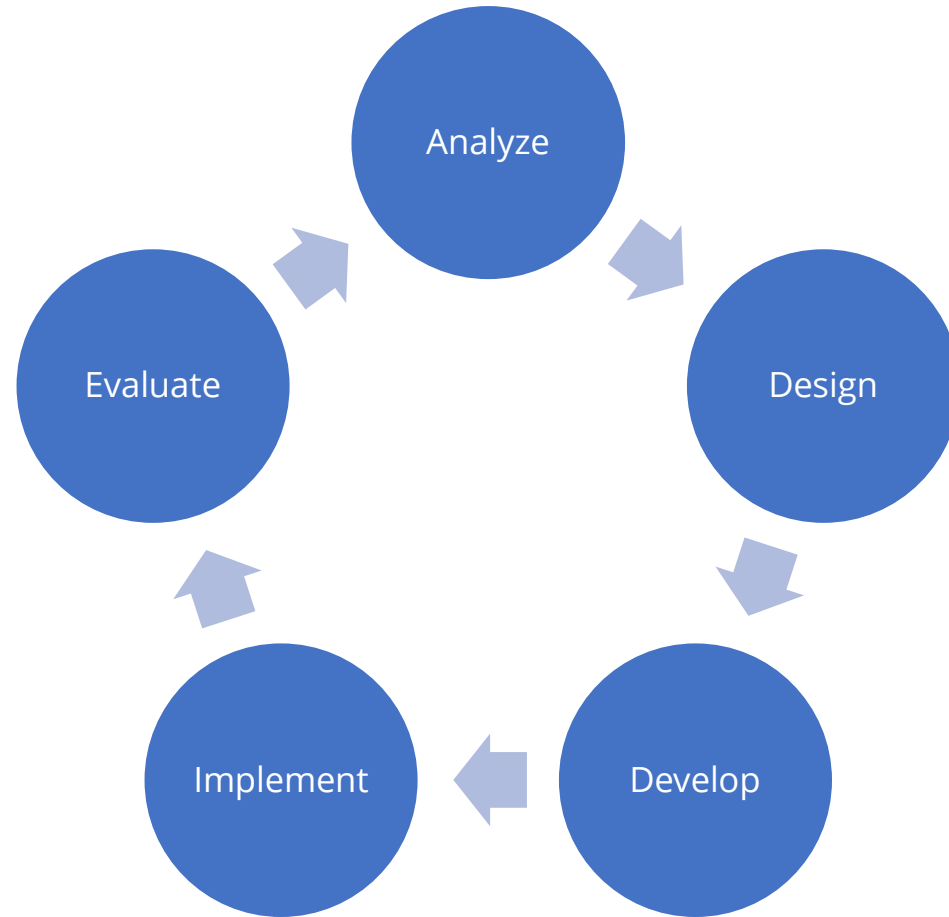
On-the-Job Stressors

- Demands and pressures mismatched to current knowledge, skills, and attitudes
- Lack of support from supervisor and co-workers
- Lack of control over work processes
- Frontline Initiative: Vol 16, Number 1 Self- Care for DSPs
 - <https://nadsp.org/frontline-initiative/>
- World Health Organization page on Stress in the workplace.
 - https://www.who.int/occupational_health/topics/stressatwp/en/

Realistic Orientation Programs for New Employee Stress (ROPES)

- Provide realistic information about initial stressors.
- Provide general support and assurance (1-1, small group).
- Demonstrate, discuss, and rehearse various coping skills.
- Deal directly with stress, change thinking about stress, manage symptoms of stress
- Teach self-control of thoughts and feelings.
- Target information about stressors to specific new staff.

ADDIE Model of Instructional Design.



Getting Started

Build a strategic plan for onboarding and orientation:

- Assess needs of new DSPs
- What competencies and skills are needed for the job?
- Set training priorities and timelines
- Tailor training programs based on the individual needs of DSPs
- Evaluate current orientation/onboarding practices

Developing a Plan

- Design a written plan for onboarding
- Define a clear future vision, learning objectives, goals, and timelines
- Develop the onboarding program
- Implement the program
- Evaluate and continuously revise program

Frontline Supervisor's Onboarding Strategies

- Welcome gifts (mugs, pens, balloons, T-shirts)
- Job shadowing (at least 1-2 weeks)
- Differential information based on experience
- Use interaction and storytelling
- Pace information
- Follow-up with new hires



Frontline Supervisor's Onboarding Strategies

- Re-unite orientation cohort
- Use adult learning principles to reach different learning styles
- Provide concrete strategies for stress
- Assign a mentor
- Introduce and involve consumers and family members



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Resource Links

NADSP

- Competencies: <https://nadsp.org/15-competency-areas/>
- Frontline Initiative: <https://nadsp.org/frontline-initiative/>

World Health Organization

- https://www.who.int/occupational_health/topics/stressatwp/en/

Institute on Community Integration

- Ropes: https://ici.umn.edu/products/docs/Staff_Recruitment_book/Ch_5.pdf
- DSP Self Assessment: <https://rtc.umn.edu/docs/selfdsp.pdf>

Learn Upon

- ADDIE instructional design: <https://www.learnupon.com/blog/addie-5-steps/>

Questions?

To receive the slides from today's webinar or to further discuss this strategy:

- Contact your UMN consultant
- Go to: tenncare.ici.umn.edu
- Email us at: dsp-tn@umn.edu

Next Workforce Toolkit Webinars

Employee Development Part II July 2nd 2pm CDT

Employee Development Part III July 30th 2pm CDT

Recognition Programs August 11th 10am CDT