



"Should I Stay Or Should I Go?" The Clash What are potential employees looking for? 85% of employees are not engaged in the Pay cut is OK for the ideal job workplace Pay Increase? Not necessarily · Positive relationships within Leaving 15% that are. Work/Life Balance This is a global average. Good Company Culture But only 33% of U.S. employees ARE engaged at work!

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CREATE AN ONBOARDING PREBOARDING CHECKLIST! **OmniTel Onboarding Checklist** This happens before the new hire even walks through the door! Employee Name: Pre-arrival preparation Manager: ensures that everything is in place for a smooth first day, which sets a positive $\hfill\Box$ Call potential new hire to make offer. Be sure to cover all the points of interest. tone & minimizes first day $\hfill\square$ Provide desired deadline to respond back, this can be an email. jitters. ☐ Once position is accepted; verbalize and email the new hire the following: ☐ A welcome email confirming the start date. HR, and in some cases the $\hfill\square$ Provide first day instructions on where to meet HR and at what time. Department Manager, can □ Provide an electronic copy of the first day's agenda, job description, Employee Handbook for pre-rev direct deposit information, state and federal W4 forms, I-9 required documents (Driver's ID, SS Card, OR Passport), benefits highlight form and employment application filled out for our recor work together to organize an agenda for the first day. $\hfill\square$ Send IT an email requesting the following: This will help everyone ☐ Set up new employee email address. ☐ Set up new employee security badge access stay on task and provides ☐ Set up new employee for time clock/time sheet access. the new hire a sense of Provide new employee with software/application authority structure in an ☐ Request that necessary devices be obtained and set up for the individual (cell phone, laptop/computer). environment that is brand ☐ HR will prepare new hire paperwork in advance of their start date. new to him/her. ☐ HR will schedule a "local" tour to be provided by a manager, on the first day. $\hfill\square$ HR to assign a mentor and review the expectations with them. ☐ Put together a "swag bag" and attire if position requires

ONBOARDING STEPS "Orientation"

There's nothing quite like the first day!

You are setting the tone for the experience & ensuring everything is in place as you welcome the new hire to their work environment, team & responsibilities.



Onboarding Steps (their first day):

☐ "Orientation" On their first day, meet with HR to turn in the necessary forms & obtain signatures

- ☐ Turn in Direct Deposit Form.
- ☐ Turn in state & federal W4 forms
- $\cite{Continuous} \cite{Continuous} Turn in I-9; Employment Eligibility Verification Driver's ID and SS card copies OR Passport copies on the continuous continuo$
- ☐ Turn in employment application.
- ☐ Explain the mentor program & who theirs will be
- Review safety policies
- Describe company's annual review or evaluation process
- □Review Employee Handbook highlights, provide them with a hard copy, show where it's located online obtain signature that it was reviewed.
- ☐ Show employee our internal employee directory (photos) and provide employee telephone directory worksheet (contact numbers).
- ☐ Take a photo for the internal employee directory (informal pic first 90 days).
- ☐ Provide them their company "swag bag".
- $\hfill\square$ Provide security badge or code information for location entrance(s).
- $\hfill \square$ Show how to access time sheets and submit daily entries.
- $\hfill \square$ Explain pay periods and how payroll works; electronic pay stubs.
- ☐ Provide a tour of the building and/or facilities; may include a driven tour of the local area and facilities; CO's, towers/huts, landmarks, plant facilities, warehouses, etc., depending on position.
- \Box Inform that the direct manager will be taking over after the tour, to continue with their departments training.
- ☐ Explain that they will be receiving via email, a "New Employee Survey" for HR purposes and a "Get to Know You" questionnaire for our internal newsletter-kindly fill them out ASAP.
- ☐ Send a "Welcome to our New Employee" email to all the employees.

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THE FIRST WEEK

The first week of onboarding deepens their understanding of the company, their job and teammates.

First Week:

- $\hfill\square$ In the first week, HR to work with department manager on facilitating training on/for:
 - ☐ CPNI/RED FLAG
 - ☐ Cyber Security
 - ☐ Broadband Labels
 - ☐ Plant Safety
 - $\hfill \Box$ Discuss having new employee join team meetings throughout the company; to introduce them in person and allows them time to absorb the culture.
 - \square Discuss having the new employee travel to territory locations within the first 90 days. Suggest having another team member go, or manager.
 - \square Schedule the new employee for a meeting with the CEO/General Manager.
 - $\hfill\square$ Verify that the mentor has touched base with the new employee by the end of that first week.
 - □ Job-Specific Training; this would be tailored to the new hire's specific role, per department.
- ☐ Department Manager works to facilitate job specific training; tailored to their role in the company.
 ☐ Introduction to all the tools, systems, software, applications, lingo, procedures, etc.

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THE FIRST 30-60-90

Within the first 90 days of employment, schedule shadowing opportunities between departments within your organization.

NEW CUSTOMER SERVICE REP SHADOWS:

- *Fellow CSR
- *Accounting/AR
- *Marketing/Sales Associate
- *Field Technician/Installer
- *Switch/Plant or Central Office

NEW FIELD TECHNICIAN/INSTALLER SHADOWS:

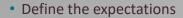
- *Fellow Field Tech/Installer
- *Customer Service
- *Accounting/AR
- *Marketing/Sales Associate
- *Switch/Plant or Central Office
- Gain insight through observation
- Creates an understanding of processes
- · Learn other responsibilities and skills
- Creates ENGAGEMENT

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To Ensure Success... To Keep Them Engaged...

Create a structured training process within each department



- Promote a welcoming atmosphere
- Provide manager check-ins
- Support & communicate
- Confirm training is advancing
- Celebrate achievements
- Encourage job shadowing
- Follow the 30-60-90 plan

ASSIGN A MENTOR

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The MENTOR Definition: An experienced and trusted advisor. Provide support Helps to develop problem solving skills Helps to develop leadership skills Are a source of knowledge Can help set goals Listen Provide encouragement Constructive feedback Trusted ally

Expectations of the MENTOR

- *It's best if the mentor assigned is from a different department.
- *They should meet with the new hire within the first week and again after 2 weeks if possible; even if just a phone call.
- *A scheduled meeting should take place at 30, 60 & 90 days. These can usually be 30-60 minutes long.
- *Reference the list of questions created for the mentoring process. Take notes as needed for reference.
- *If necessary, contact their manager or HR if there are any questions leaning their direction.
- *Keep it informal and friendly.

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And then what?

At 90 days, the new hire will meet with their mentor to go over 90-day questions.

Also at 90 days, a series of markers take place:

- New employee qualifies for free services if applicable.
- Employee benefits are typically available.
- New employee will meet with our CEO and HR for an informal review.
- Professional photograph will be scheduled, for internal directory and marketing purposes.
- A post onboarding reflection survey will be sent to the new hire.

REFLECTION SURVEY

Enables us to fine tune our pre and onboarding processes as well as the mentorship program.





