



Onboarding new staff with Modlettes

Helping you onboard new staff more easily

A Cautionary Tale - How Do You Onboard Your New Staff?



Meet Miranda

Miranda has just completed her degree in business studies and after a number of interviews has now been accepted as a marketing intern with a FMCG manufacturing company.

Tomorrow will be her first day and she is having second thoughts about her role with the Yummy Food company. She really wanted to get into pharmaceutical as her father was a doctor and she felt she would have been more comfortable in a health based industry.

However, a number of her friends who graduated at the same time still have not got jobs so she feels she must be grateful for what she has.

After a fretful night, but excited to start her new career, Miranda presents herself to reception at 7.50 am ready to start her first day at 'real' work.

"Who do you want to see?" asked the receptionist who finally arrived at her desk.

"I'm starting work here today", said Miranda.

"Well good luck then," said the receptionist, "I'll see if HR are in yet, just take a seat".

After waiting for another 25 minutes Miranda went up to the receptionist and asked where "HR" were.

"Oh, haven't they come out yet, I'll give them another call."

Again Miranda waits until after another 20 minutes a lady who looks frustrated arrives beside Miranda. "Sorry to keep you waiting dear, you must be Miranda, head office said you were coming. I have been held up with a complaint from the engineers, they're always complaining. Come through to my office and we'll work out what we are going to do with you."

They go through to the HR office and Miranda is given some forms to fill in and a book to read about 'safety in the factory'. An hour later the HR lady hurries back into the room apologising about a meeting she had to go to. "Have you finished, dear," she asks. "Here's a book about our range of products, I'll leave you to have a read, then I'll show you to the cafeteria where you can have your lunch and then I'll see if I can arrange a factory tour for you this afternoon."

Miranda sat alone in the cafeteria and wondered what she had let herself in for. The product book only confirmed what she already knew from her research before she went for the final interview.



Meet Mike

Now see what happened to Miranda's friend Mike:

Mike had completed an engineering degree and considered himself fortunate to have got a job at a competitor food company who manufactured Munchies and several other food and snack products.

When Mike signed the acceptance letter in his final interview the HR Manager, Robyn, congratulated him and advised him of his start date in a week's time. She also explained to him how the company had an on-boarding or induction programme that he could complete online over the next week so that he would be fully prepared to start work when he arrived next week. She established his email address and assured him that his induction programme would start as soon as he was ready. All details, such as where to pay his salary, would be addressed through the programme.

When Mike left the building, he checked his mobile phone to find that the first Modlette relating to his induction had already arrived and that he could start going through his induction material on the bus on the way home. Mike was very impressed with this and by the end of the week he was excited about his new company and what they had to offer. He felt he was ready to start work on his first day.

What's the better process?

Which of these on-boarding experiences would you have preferred?

The "fill in the forms" type of on-boarding are usually effective in meeting payroll requirements and compliance to company law. However, if this is all that happens (and too often this is true) then these companies are missing the ideal opportunity to build commitment, relationships, productivity, sales potential and so much more.

Instead of seeing new employee on-boarding as a paper work session or a grand tour of the departments, companies are starting to realise the value that can be derived from a well-designed, comprehensive online programme whose objective is to train and retain employees in what will become a competitive job market for good people.

In this e-book, we set out a five-step approach to all-inclusive on-boarding and orientation in all aspects of company values and culture.

Chapter 1

STEP ONE:

Defining the Procedures of the Employee Setup Process

Does the company have an existing process to deal with the arrival of a new employee – recording the new employee's personal details, expected work location, and so on. If you are part of a start-up company this process may not be in place.

If you are updating your new employee notification process, use the list below to ensure that each department that plays a part in the induction process is notified of the new employee's arrival in a timely manner and that each receives all the information needed to complete their task.

Ensure that a meeting is scheduled with a representative of each department that will need to know and act when a new employee enters the company. It is interesting to contemplate how many people it can take to set up a new employee in the organisation.



Here are some examples of personnel who may be part of this process, in addition to the training department:

- Payroll personnel**
(payroll setup, direct deposits etc)
- Benefits personnel**
(deduction for Medical benefits)
- HR/Compliance**
(set up of personnel file for individual)
- Information Systems**
(e-mail addresses and access passwords where applicable)
- Receptionists**
(to update their phone listings)
- Security Personnel**
(to obtain temporary or permanent identification badge, parking authority, building access keys or cards)
- Accounting Personnel**
(for distribution of accounting information where applicable)
- Phone System Personnel**
(to bring in a new phone if needed for a new employee, or to set up the phone number and voice mail system to use the new employee's name)

STEP TWO:

Conduct a Needs Analysis to Determine or Review the Topics and Objectives of Your Induction Programme

Whether you are designing a new programme or updating an old one, it will need to be customised to your company's strategy, culture, values, policies, procedures, expectations, regulations, and processes.

When conducting your needs assessment, you should consult with:

- **Senior Managers**, to find out what they want new employees to know and to develop content regarding the company culture and strategy to be included in the induction programme.
- **Recently Hired Employees**, to find out what they wish someone had told them before they started.
- **Experienced Employees** and Department Supervisors, to find out the questions they are most frequently asked by new employees.
- **All Personnel who are involved in the orientation process** (see Step 1) to find out what they want new employees to know and the most frequently asked questions from new employees.
- **Line Managers**, to find out what they want new employees to know.

New employee induction is the most variable and customised programme in the training and development industry.

STEP THREE:

Identify Your Audience(s)

Depending on your company's needs, your budget, and your resources, you may want to develop one general induction programme, or you may want to have additional specialised programmes for:

- Managers**
- New University graduates**
- Professional, salaried employees**
- Technical employees**

Make sure you target your induction for your audience to get the maximum benefit of onboarding your new staff - a manager will need different information than a graduate.



STEP FOUR:

Determine the Delivery Method(s) For Your Programme

There are many different ways to deliver your on-boarding programme, and some companies combine a variety of delivery methods. Some examples of delivery methods are listed here:

1. Instructor-Led Classroom Delivery

– best suited to larger intakes

2. Online Delivery

– See Chapter Two

STEP FIVE:

Continuously Improve Your Induction Programme

Use a '90 day New Employee Survey' to obtain feedback from employees about their induction experience, now that they've been in the job for a while.

Keep the induction materials current, and keep yourself energised to the important role you play in creating that crucial first impression with each new employee.

People learn a number of different ways so it's important to use a number of different methods to get your message across - Modlettes offers visual, audio and quizzes to ensure learning and understanding.



Chapter 2

Moving Your Induction Programme Online

Move Away From the Classroom

Classroom time involves tying up trainers and managers. Trying to put a number of new hires in one place for induction is inconvenient and time consuming, and it is sometimes hard to get buy-in from managers.

Most companies today are looking for induction training in which new hires can receive all the instruction they need on their own time, and at their own workstations, desk or even in their own homes.

In the past, this type of induction training has used videos, Powerpoint presentations, or CD-Roms.

Increasingly, companies are contemplating using intranets or other web-based alternatives such as LMS (Learning Management Systems), see Technology Led Training Ltd's new Modlettes System.

www.modlettes.com.



Here are six steps to help you focus on a successful on-line on-boarding programme.

1. Focus on Content First
2. Choose a Delivery Platform That Works For Your Company
3. Test, Test, Test
4. Use a Delivery Platform That's Easily Updated
5. There Isn't Any Good Off-The-Shelf Stuff
6. Modlettes Provide the Ideal Platform

In the following pages is a more in depth explanation of each step.

Looking for a way to get away from paper and classroom based inductions? Modlettes can help! Cloud-based and mobile friendly, Modlettes is the future of your staff inductions

STEP ONE:

Focus on Content First

Don't start by deciding you want a technology based programme. Start by deciding on the induction programme content.

Make sure you are absolutely clear about what you want to say to your new hires. Write it down (all of it!) in whatever form you prefer. Start with a mind-map to brainstorm and then write in the details. Get others to supply information to help complete details. Finish your own draft first.

This is important for three very good reasons:

- (a) Basically, writing the programme content is the hard part. It takes time, hard work, and the content must be yours. No matter what platform you choose these "hard yards" must be completed first. The company that constructs the on-line platform cannot decide your content . . . you have to do it.
- (b) It's the content that counts, not the format. Few people these days are impressed by multimedia presentations of any sort, they will see through a 'bells and whistles' campaign and recognise what's behind it. Make sure what your presentation says is great, and well laid out and designed.
- (c) Sometimes, what you want to say dictates how it will be said. Experts can help you in this respect.



STEP TWO:

Choose a Delivery Platform That Works For Your Company

After you are satisfied with the content, it's important to deliver the message in a way that's consistent with your company culture. A company with no computers using an LMS based programme is as silly as an internet company using quill pens.

Most people today have access to the internet with either mobile or other devices. This will undoubtedly be the communication conduit of the future as a majority of millennials say, "everything will be done on mobile devices in the next five years."

Care must be taken in how material is presented considering the anticipated use of mobile technology, to ensure a good user experience. Modlettes are totally compatible with all popular smart phones.

**87% of millennials say,
"My smartphone never leaves my
side." Is it time for your induction to
go online?**

STEP THREE:

Test, Test, Test

If you've got great content, your project will move easily from one format to another.

Test your programme content on a test Modlette and try this out on various smartphones and a number of sites.

**60% of millennials say, "In the next
five years, I believe everything will
be done on mobile device."**

STEP FOUR:

Use a Delivery Platform That's Easily Updated

CD-Rom-based programmes were state of the art in their day, but can be both costly and difficult to update.

However, cloud-based platforms such as Modlettes (www.modlettes.com) are an ideal vehicle for your on-boarding programme as they are compatible with all devices

STEP FIVE:

There Isn't Any Good Off-The-Shelf Stuff

Save yourself a lot of time. Any off-the-shelf programmes we have seen are too generic and do not tell the story about YOUR company. It's just impossible to deliver a generalised but high-calibre induction programme that's not tailored to a specific company.

STEP SIX:

Modlettes Provide the Ideal Platform

Modlettes, in association with Technology Led Training, can provide you with guidance and technology to build a highly effective cost-conscious cloud-based system using the following steps:

- 1) Help you to write the material
- 2) Provide an excellent delivery platform and help convert your material to an instruction based internet access programme. Finding the right company to convert the material is an important decision and you should be very sure you can work together before you commit.
- 3) Wait for the final product. As you've already written great content and picked a cost-conscious provider, the product should be completed and on the Modlette platform in three to four working weeks.





Chapter 3

A Trustworthy Instruction Design (A Theoretical Case Study)

This new employee on-boarding case study began when a bank opened several new branches. Although on-boarding had previously been developed for various departments and branches within the bank, none was comprehensive enough to meet the current need. Further, the bank wanted to ensure that new employees acquired consistent skills during their inductions.

The programme that was ultimately designed for the bank will continue to be updated and enhanced through its application on the Modlettes' platform.

SECTION 1: Identify Training Needs and Fill Gaps

Initial information was collected for the needs analysis through a printed questionnaire, sent to a sampling of current branch employees, including recent hires, branch managers, tellers, and people who had developed their own induction programme for their areas of the bank. The questionnaire covered demographics, skill and knowledge gaps, prior training experiences, attitudes, expectations, and resource ability.

Using that information as a foundation, we conducted a focus group to get more specific information in certain areas, and to obtain reactions to possible instructional strategies.

SECTION 2: Create an Induction Programme Development Team

The programme team for the project was composed of cross-departmental bank employees, Modlettes and an HR consultant. The project manager was a bank employee. Other bank employees helped design the programme, developed training materials (given instructional design assistance by the Modlettes consultant).

The consultant was able to identify existing materials that could be used, help develop new materials, and manage and control the production of these materials.

SECTION 3: Identify the Target Audience

The audience for the orientation programme included personal bankers, tellers and branch Customer service representatives. Some had prior banking experience and all were computer literate. Although there was some overlap in the knowledge and skills required of the three audience groups, the technical skills related to each differed.

SECTION 4:

The Design Team Were Briefed on the Material to go on the Modlettes' platform

Following Steps 1 – 3 the design team, assisted by two members of the bank team, were given the content that was to be placed on the Modlettes' platform. This involved information and 'show-you-know' quizzes relating to the following content:

Company Culture

- The Bank's Mission Statement and explanatory information
- The Bank's Vision Statement and its values
- The Bank's Leaders/Executives
- A video facility tour
- Industry awards and recent recognition
- Top market niches/products
- The Bank's Customers and Customer recognition service values
- Recent Press release
- Customer Service Training

The Bank's Benefits

- Various employee benefits

The Bank's Policies and Procedures

- Work Hours/Work Schedules
- Telephone procedures
- Emergency procedures, fire, hold-up, etc
- Computer/Internet Usage Policies
- The Payroll Schedule
- Expenses – Claims procedures
- Travel policies/procedures

- Sick leave
- Performance standards and appraisal procedures
- Ethical policies
- Code of Conduct
- Health, Safety and Environmental Policy
- Alcohol/Drug Abuse policies
- Uniforms
- Dress Code
- Sexual Harassment Policies, and Report Procedure
- Confidentiality Policies
- Discipline Procedures

And any other compliance policies

Bank Programmes and Services

- Health & Safety programmes
- Security services and policies
- Training programmes
- Wellness programmes
- Housing programmes
- Customer Care

All of this basic information can be designed in a blended learning programme and administered through the Modlettes' platform. Knowledge can be tested, results recorded and monitored so that understanding can be proven at a later date if necessary.

The design of a fully interactive programme can ensure that some of these otherwise classroom boring subjects can be enhanced by games and quizzes.

The programme was designed, tested and installed on the Modlettes' platform.

SECTION 5: Involve the Employees’ Managers

Bank Managers attended a two-hour workshop to prepare for the induction their new employees were about to experience. At this workshop, they discussed the induction’s performance objectives and structure, and the roles and possibilities of everyone involved.

The Branch Managers received a Branch Manager’s Guide containing a schedule for each of their new employees, performance objectives, descriptions of all activities, a list of people to call for help, a password to monitor the progress of their new employees on the Modlettes’ platform programme, instructions for preparing their designed coaching guidelines.

Each Branch Manager is responsible for designating one or more coaches for his or her branch. The coaches were briefed by the Branch Managers on-site and were given a Coaches’ Guide. Similar to the Branch Managers’ Guide, the Coaches’ Guide describes the induction and the various activities designed to enable the new employees to apply and reinforce what they learned during the workshops. It also included a “Who To Call” Section and Coaching Tips.

SECTION 6: Implementation of the Programme

To kick off the induction there was a welcome breakfast on the first morning. Senior executives joined the new employees. The Chief Executive spoke briefly, welcoming the new employees and reinforcing their decision to join the bank. The bank’s HR Manager explained the format and goals of the induction, and showed a marketing video prepared previously by the bank.

Following those presentations, the new employees had the chance to meet other employees and put faces to the names they had seen in their induction packages.

The Marketing Manager then spoke on the following topics (this presentation can be videoed and shown at branches). This video included the following topics that are relevant to everybody:

- An overview of the financial services’ industry
- The position of the bank within the industry
- The bank’s competition
- A review of key banking concepts
- Specific banking terminology.

At the conclusion of this, new employees returned to their branches where they were able to start their Modlettes’ Induction Programme designed in Step 4 on the Modlettes’ platform. Their progress through this programme was monitored by their coach and the training department.

Further training programmes were presented in the branches to teach procedures and performance standards in their specific jobs and these were computer based and monitored by their coach.



SECTION 7:

Evaluate the Programme Level One – Customer Satisfaction

Performance-based evaluation forms were developed for each section of the programme and included in the on-line programme, so new employees could give feedback on their impressions and feelings.

The branch managers, coaches, and instructors also completed the evaluations so problem areas could be identified. The results of these evaluations were used to refine the programme.

SECTION 8:

Evaluate the Programme: Levels Two and Three – Testing for New Skills

The results of the quizzes and evaluations in the computer tutor on the Modlettes' platform were able to show learning achieved whereas the coaches can report on skills demonstrated.

In the spirit of continuous improvement, lessons learned should be constantly recorded and where improvements can be made or policies changed, these changes can be easily accomplished within the technology of the Modlettes' platform.

Monitor learning through quizzes and evaluations and make instant changes to the onboarding process where improvements are needed.

No need to reprint, just log in and update! With Modlettes it's easy to keep everything current.



CONCLUSIONS

Which of these on-boarding experiences would you have preferred?

- 1** In today's millennial world much is to be gained by using mobile technology to ensure that the new hire's onboarding programme is virtually completed before starting date.
- 2** Using cloud based on-boarding programme (Modlettes) ensures geographically diverse branches all have the same on-boarding programme.
- 3** Using Modlettes is by far the most inexpensive platform and enables companies to save money by reducing travel time (sending trainers to branches), getting new hires up to speed in the shortest possible time, providing a system that doesn't need expensive instructional designers as it can be created DIY.
- 4** The system can be altered at any time to accommodate policy or procedural changes.
- 5** The cost of on-boarding and ongoing training can be as little as NZ\$3.00 to \$1.00 per month depending on the number of users signed up for.
modlettes.com/pricing/
- 6** The Modlettes system allows for total customisation using your company's logo and livery throughout.





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Meet Technology Led Training Ltd



We are an energetic and innovative company with 70 years combined experience in the training industry. Modlettes were developed and tested over a five-year period to meet the exploding needs of companies to train both their own people and their Customers.

We have a varied stable of companies extending from SME's to corporates who now benefit from designing their own training programme.

Go to www.modlettes.com click on Pricing and select the Free Trial. This will give you an obligation free opportunity to see how the Modlettes on-line platform can bring benefits to your company

The Modlettes Team

WHY CHOOSE MODLETTES

FEATURE	BENEFIT
Not the biggest	We give our Customers our dedicated attention
Clever web presence	After much research, we have created amazing user experiences. 24//7 Access
You build your own learning nuggets	What you design is yours alone and can be customised totally
Appeals to Millennials	A large proportion of your staff will soon be mobile junkie millennials
We use Cloud technology	Our servers are maintained by Amazon, the same company who carry Netflix
Six delivery mediums available	You can use Video, slide-share and four other download mediums means you can make your training Modlettes engaging.



www.modettes.com