

Management & Supervisory Notes

April 2014 On-Boarding Program for New Employees

With approximately 20% of our workforce eligible to retire in the next 5 years, employee retention, particularly new employees, is more important than ever. Estimated employee replacement costs range from 50% to 300% of the worker's salary. Turnover affects organizational performance as well. Furthermore, the majority of employees say they are looking for a job "all the time". Eighty-two percent say they have updated their resumes in the past 6 months.¹

Because keeping qualified new employees is critical, we have instituted an *On-Boarding Program*. You as a supervisor have a very important role to play.

*"An employee's perception of an organization takes shape during the first several days on the job. It is in the best interest of both the employee and the organization to impart knowledge about the company quickly and effectively to integrate the new employee into the workforce. By implementing an effective on boarding process, short-term turnover rates will decrease and productivity will increase."*²

Supervisor's role

Keeping new employees isn't only in selection, compensation, empowerment and training. It's also in relationships, your leadership, and helping the new employee know they are valued and *belong* in the organization. It can be an uncertain transition for both you and your new employee: your feedback and your *relationship* are very important.

Make sure your department orientation imparts and reinforces these three messages:

- You were carefully chosen and we're glad you're here.
- You're now part of a GREAT organization.
- This is why your job is so important.³

Attached to this email you will find a PowerPoint presentation describing the *On-Boarding Program* and your role as supervisor/manager in this process. We ask you to:

- (at 45 days) present a "Thank You" card to your employee.
- (at 90 days) prepare and present a "Thank You" e-certificate to your employee.
- (on the 1 year anniversary) present a cooler tote and congratulate you employee on their first year of service.

Within the next week you will receive several blank thank you cards for your use. We encourage you to print out the PowerPoint and keep it as a reference.

We're happy to offer you the *On-Boarding Program* as one way we can help you to make your new employees feel welcome and part of your team.

¹ <http://hiring.monster.com/hr/hr-best-practices/workforce-management/employee-retention-strategies/employee-retention-tactics.aspx>

² http://en.wikipedia.org/wiki/Employee_retention

³ http://www.ragan.com/Main/Articles/Top_10_ways_to_ensure_your_best_people_will_quit_47779.asp#



Incentive Services

On-Boarding Program

for



Program

- Day 1 – (Orientation Day) Employee receives a “Welcome to Pinellas County” Pen
- 45 Days – Manager receives an email notification of new employee 45 day service completion and Manager gives “Thank You” card to employee
- 90 Days – Employee receives an email notification of 3000 points awarded and deposited into their On-Boarding account
- 180 Days – Manager receives an email notification and electronically prepares a thank you e-certificate for new employee
- 270 Days – Employee receives an email notification of another 3000 points awarded and deposited into their On-Boarding account
- 1 Year Gift – Manager presents employee with first year cooler tote and congratulates employee on first year service completion
- Birthday - Notification sent to all Pinellas County employees via email regardless of start date

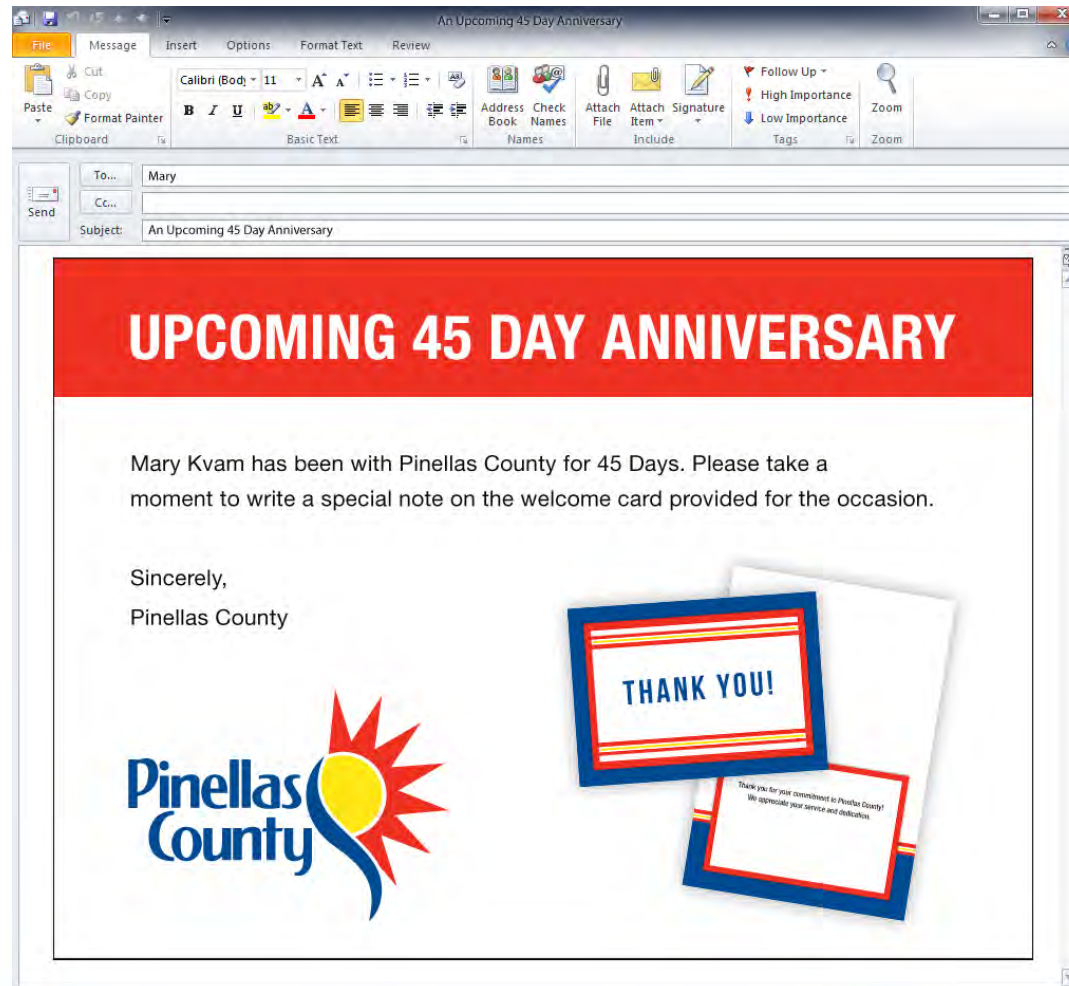


Day 1



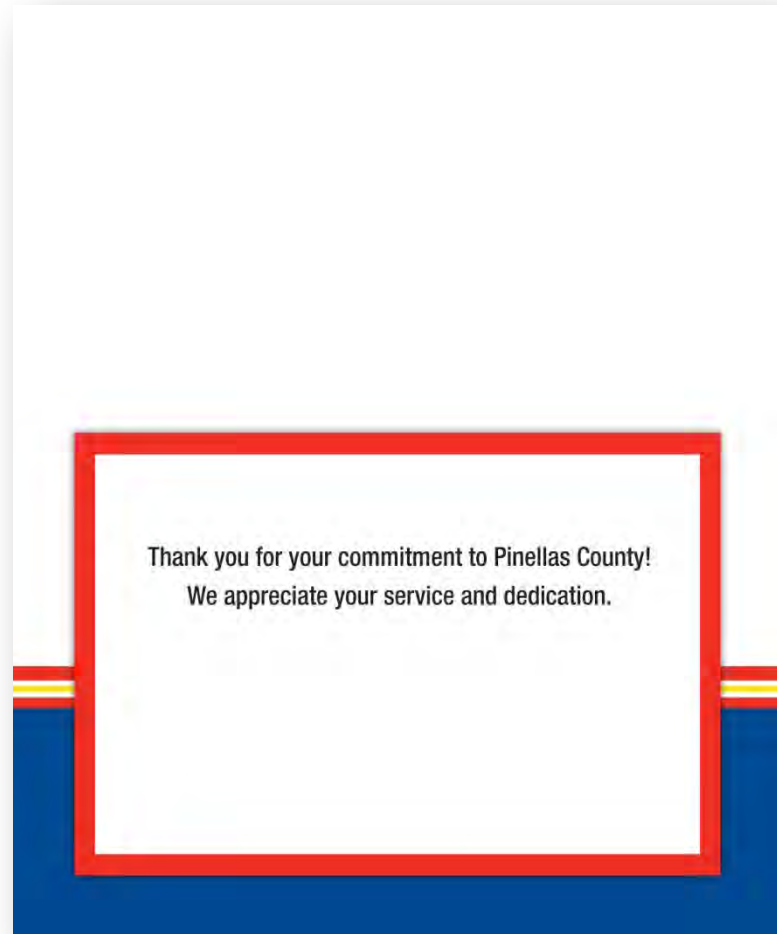
45 Days

- Manager Email Notification



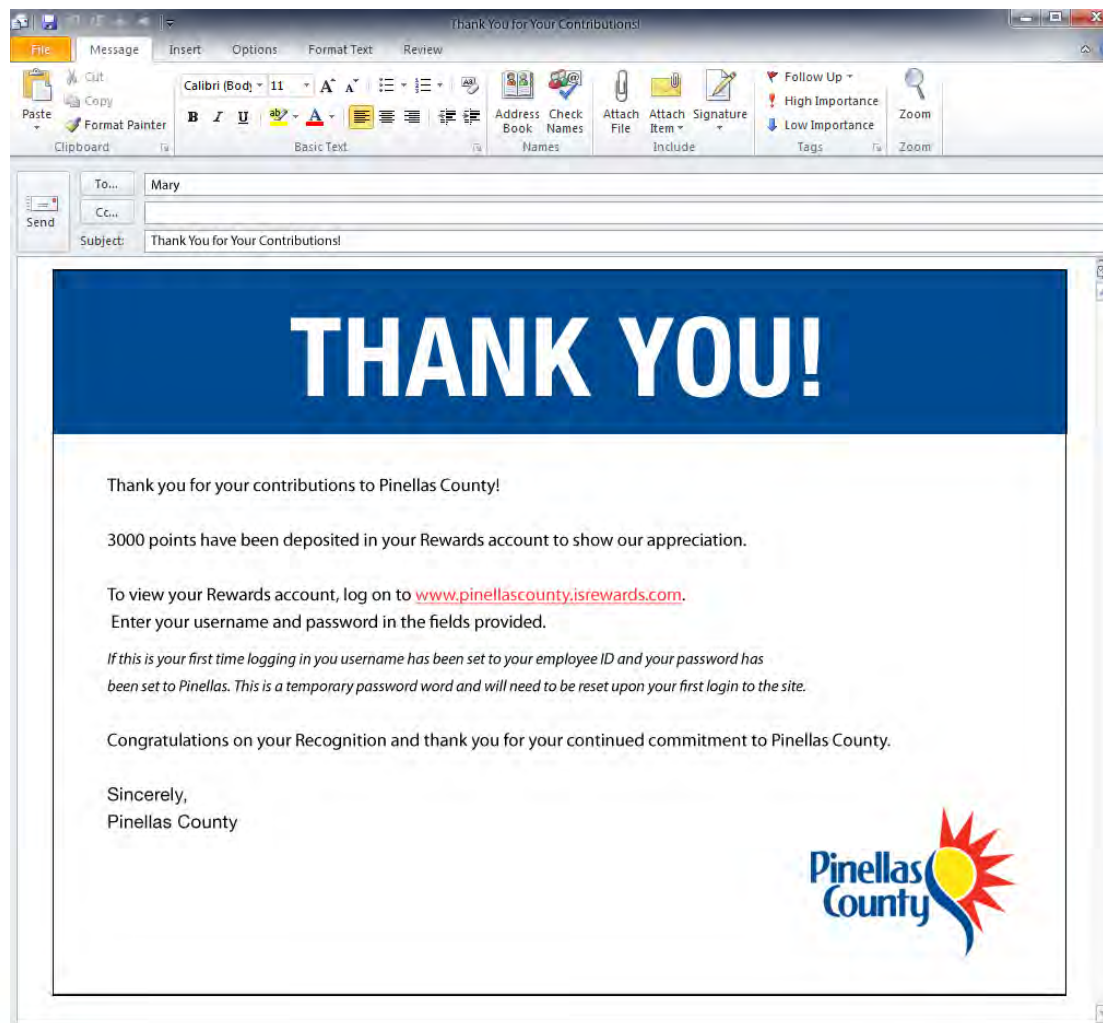
45 Days

- Printed Card for Manager



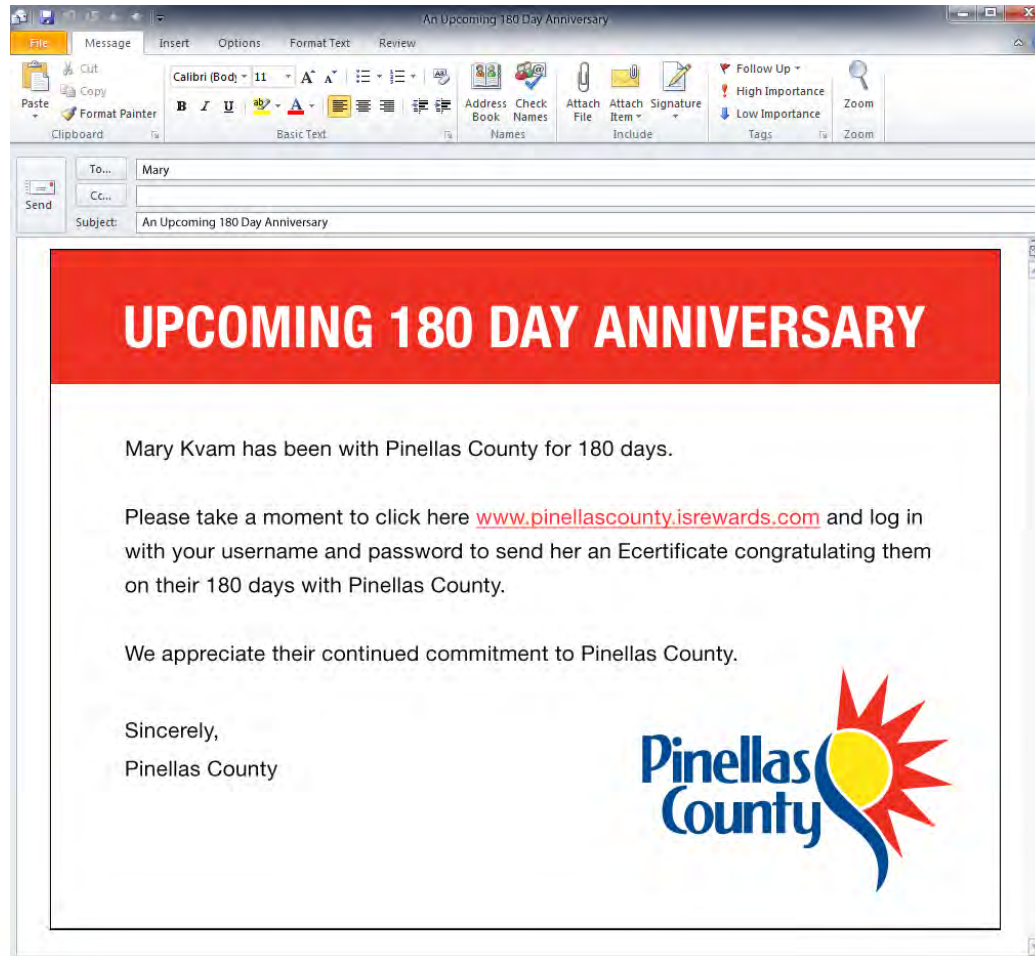
90 Days

- Recipient Email with 3000 points awarded



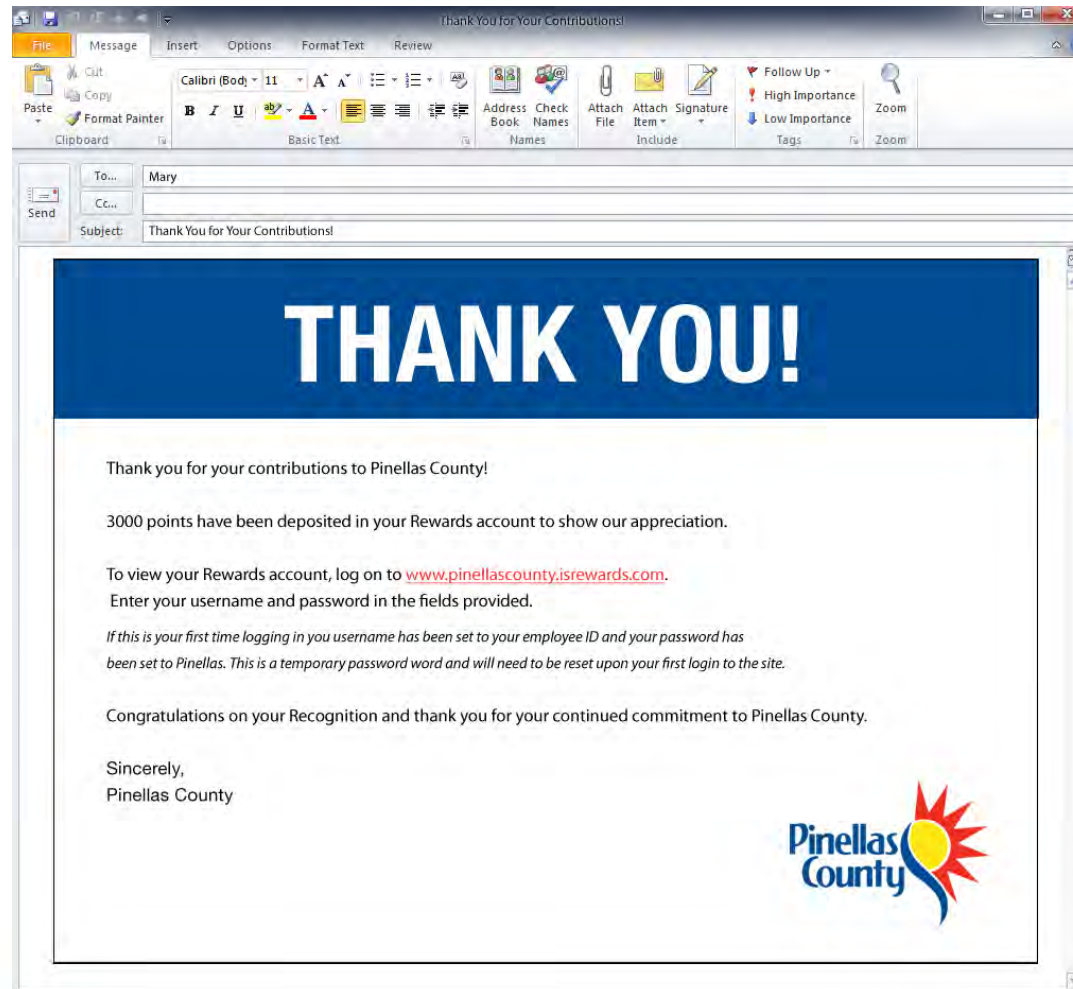
180 Days

- Email to Manager to send E-Certificate



270 Days

- Recipient Email with 3000 Points Awarded



1 Year Award



Birthday

