ASM Educational Center (ASM) *Est. 1992*

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Human Resources

Employee Onboarding Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop objectives

Module Two: Introduction

- What is Onboarding?
- The Importance of Onboarding
- Making Employees Feel Welcome
- First Day Checklist
- Case Study
- Review Questions

Module Three: Purpose of Onboarding

- Start-Up Cost
- Anxiety
- Employee Turnover
- Realistic Expectations
- Case Study
- Review Questions

Module Four: Onboarding Preparation

- Professionalism
- Clarity
- Designating a Mentor
- Training
- Case Study
- Review Questions

Module Five: Onboarding Checklist

- Pre-Arrival
- Arrival
- First Week
- First Month
- Case Study
- Review Questions

Module Six: Creating an Engaging Program

- Getting off on the Right Track
- Role of Human Resources
- Role of Managers
- Characteristics
- Case Study
- Review Questions

Module Seven: Following Up with New Employees

- Initial Check In
- Following Up
- Setting Schedules
- Mentor's Responsibility
- Case Study
- Review Questions

Module Eight: Setting Expectations

- Defining Requirements
- Identifying Opportunities for Improvement and Growth
- Setting Verbal Expectations
- Putting it in Writing
- Case Study
- Review Questions

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Module Nine: Resiliency and Flexibility

- What is Resiliency?
- Why is it Important?
- 5 Steps
- What is Flexibility?
- Why is it Important?
- 5 Steps
- Case Study
- Review Questions

Module Ten: Assigning Work

- General Principles
- The Dictatorial Approach
- The Apple Picking Approach
- The Collaborative Approach
- Case Study
- Review Questions

Module Eleven: Providing Feedback

- Characteristics of Good Feedback
- Feedback Delivery Tools
- Informal Feedback
- Formal Feedback
- Case Study
- Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations