GISD Onboarding

Welcome New Staff Members and Change Culture Simultaneously

Michigan Association of School Boards 2015 Annual Leadership Conference
Why Onboarding?

- Continuous improvement / NCA Accreditation
- Disney Institute Business Excellence
- Organizational culture change
- Program expansion
- Significant staffing growth
- Getting new employees off to the right start
- Working at GISD is more than a job
- Clear expectations for customer service excellence
LEADERSHIP • SERVICE • INNOVATION

Partnering for Success.
Continuous Improvement Process

1. Vision
   - What future are you pursuing?

2. Profile
   - What is your current reality?

3. Plan and Implementation
   - What actions will you take to improve?

4. Results
   - What was the impact?

5. Monitoring
   - Results
The Best of Three Models

AdvancED - Accredited | NCA

Disney Institute

The Ritz-Carlton
The Best of Three Models

AdvancED/Accreditation

5 Standards of Excellence for Quality Organizations on a Path of Continuous Improvement

1. Purpose and Direction
2. Governance and Leadership
3. Teaching and Assessing for Learning
4. Resources and Support Systems
5. Using Results for Continuous Improvement
The Best of Three Models

Disney Institute Strategies for Business Excellence

- Collaborative Culture
- Employee Engagement
- Culture by Design/Training
- Common Purpose
- Over-managing
- Recruiting
- Selection and Training
- Communication/Feedback
- Telling our Story
The Best of Three Models

Ritz Carlton Strategies for Legendary Service

- Service Excellence Culture
- Consistency
- Leadership
- Employee Engagement
- Employee Acknowledgement
- Lateral Service
- Commitment to Talent
- Selection and Hiring
- Memorable Customer Service
We are leaders and innovators creating success by providing quality programs and exceptional service for people of all ages.
We believe:
- every person has value and should be treated with respect
- all students deserve a quality education
- people are our greatest asset
- in providing exceptional customer service
- empowering everyone as leaders throughout the organization
- in continuous improvement
- everyone shares in the responsibility to improve the organization
- we succeed when those we serve succeed
- in collaborative problem solving
- challenges can be overcome by innovative thinking
- in lifelong learning
- education is the foundation for success
- in striving for perfection and accepting excellence
- in building collaborative relationships
- partnerships maximize potential
Onboarding Ensures...

- Clear Expectations
- Learn about the Mission, Purpose, Beliefs
- Learn about the culture
- Learn about the programs
- Learn about the GISD
- Customer Service Expectations
- Connect with Other New Employees
- Staff members understand their actions make an impact
Key Concepts to Consider

- Selection
- Over-Managing
- Continuous Improvement Application into Actions and Beliefs
- Mission Statement
- Belief Statements
- Common Purpose Statement
- Engaging ALL Employees
GENESEE INTERMEDIATE SCHOOL DISTRICT

OUR MISSION
Leadership.
Service.
Innovation.
Partnering for success!

OUR COMMON PURPOSE
We are leaders and innovators creating success by providing quality programs and exceptional service for people of all ages.

OUR SERVICE STANDARDS
Purpose and Direction
Demonstrate GISD’s purpose and mission in all we do.

Governance and Leadership
Make decisions in the best interest of students, our customers, and our organization.

Teaching and Assessing for Learning
Assess, monitor, and adjust according to customer progress/needs.

Resources and Support
Be knowledgeable of district/department resources and organizational services.

Continuous Improvement
Use data to continuously improve.

OUR BELIEFS
We believe:
• every person has value and should be treated with respect;
• all students deserve a quality education;
• people are our greatest asset;
• in providing exceptional customer service;
• empowering everyone as leaders throughout the organization;
• in continuous improvement;
• everyone shares in the responsibility to improve the organization;
• we succeed when those we serve succeed;
• in collaborative problem solving;
• challenges can be overcome by innovative thinking;
• in lifelong learning;
• education is the foundation for success;
• in striving for perfection and accepting excellence;
• in building collaborative relationships; and
• partnerships maximize potential.

CONTINUOUS IMPROVEMENT
GISD is pleased to have earned accreditation, for all of its buildings and programs, through the North Central Association Commission on Accreditation and School Improvement.

Because the accreditation process is about continuous improvement, we review what we do, and how we do it, on an ongoing basis to ensure it is getting better each day.

Our Service Framework represents the foundation for our work, and helps guide us through our organization’s continuous improvement efforts.
GISD Expectations

- Development of expectations
- Disney Institute Best Practice
- Employee Generated
  - Staff at all levels engaged in conversation
- Process to inform during selection
- Reviewed at Second Level Interviews
- Reviewed at Onboarding
- District – Reviewed at Staff meetings
- Value added for corrective action process
GISD Expectations

- Be invested / show personal ownership / have commitment to job
- No smoking
- Reliable transportation
- Maintain confidentiality
- “24-hour rule” to respond to colleagues or customers
- Give personal attention to the person with whom you are dealing
- Commit to the culture of GISD
- Be flexible and adaptable to changing environments
- Commitment to provide quality services
- Wherever you go – You are the GISD
- We are a growth organization – staff should grow, too
GISD Expectations

- Value others / customers
- Be a good listener
- Exceed customer expectations
- Perform expected job duties
- Represent the organization positively at all times
- Maintain a clean, organized, welcoming work environment
- Maintain a professional appearance
- Treat others in a courteous, professional manner
- Maintain safety standards at all times
- Support Employee Handbook
- Support Style & Procedures Guide
GISD Expectations

- No distracting piercings
- Exercise personal cell phone use / iPod etiquette
- Arrive to work and meetings on time
- If you don’t know an answer, find out together
- Treat guests with respect and hospitality
- Be flexible and go the extra mile
- Be loyal to the organization
- Work collaboratively
- Honesty and Integrity
- Accept feedback for personal improvement
- Take pride in doing a quality job

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LEADERSHIP SERVICE INNOVATION
Partnering for success!
Onboarding Day #1

1. Video Presentation - We are GISD
Onboarding Day #1

2. Welcome and Introductions
3. Powerpoint Presentation
   - ISD History/Definition
   - County Data
   - GISD overview
3. **Powerpoint Presentation** (continued)

- Link with LEA's / Partnerships / Cost Savings
- Program and Services
Onboarding Day #1

3. Powerpoint Presentation (continued)
   - Continuous Improvement / Accreditation
   - Staff Expectations
Onboarding Day #1

4. Lunch

5. Family Feud
   - Review of morning information
   - Fun and engaging for adult learners

6. Technology
Onboarding Day #1

7. GISD Style and Procedures Guide
8. Customer Service – Good / Better / Best

Quality Customer Service Language ...
What is a time that you’ve had great customer service? What is a time that you’ve had poor customer service? What is the common denominator?

Exceed Customer Expectations
It might not be your fault, but it does become your problem
Be positive (even if you don’t feel like it)
Pay attention to details
Do what you’ll say you’ll do
If you don’t know the answer, find it out
We all make mistakes, but when we make them—we make them right and we make them right away
Yes, if ..... Yes, and ..... (Strive to make a no a yes)
We judge ourselves by our intentions Others judge us by our behaviors
You are the GISD!
1. Morning Overview
   - Tour of Davis Building
   - Bus Tour of all buildings
     - Transportation staff provide county / district information while traveling
     - Staff-led Tour at each facility with scheduled presentations of programs
2. Afternoon Overview

- GISD Packet of Information
- Win-Win Process
Reflection Activity

Onboarding Customization for YOUR District

- Based on what you have heard, how could you apply this to your district?
- If you were going to conduct an Onboarding experience, what three things might you want to convey to employees?
- Please write down three ideas and be prepared to share.
Keeping the Experience Alive

Onboarding is just the beginning

- Department Level Onboarding
- Reboarding for Existing Staff
- Outboarding for Community
- GISD University (GISD-U)

GISD University (GISD-U)
Keeping the Experience Alive
Nurture the Message Organizationally

- Public Reinforcing Messages
- Staff Communications
- Staff Meetings
- Competitions
Conclusion

1. Onboarding is more than orientation
2. Structured to meet needs of adult learners
3. Bus Tours reinforce printed materials
4. Why provide Onboarding, Reboarding, and Outboarding?
5. Evaluation results
The objectives of onboarding were clearly evident:

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
Onboarding Evaluations

The facilitator(s)' instructional skills were:

- Poor
- Below Average
- Average
- Above Average
- Excellent
Onboarding Evaluations

The materials were relevant and helpful:

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
Onboarding Evaluations

The program was effective and held my interest:
I will be able to use the information and/or skills acquired through this program to improve my job effectiveness:
Onboarding Evaluations

Overall, I would rate the training as:
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Questions?