Design Recommendations for the New Hire Training

Presented on:

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To:

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Background

CoX, Inc. is a geographically diversified services company, focused on drilling fluids and associated products and services, well testing, and offshore rig equipment.

Two discovery meetings with subject matter experts from all divisions were conducted in order to gather a big picture view of the current process used for new hire training. The following are our findings and recommendations.

Current Process for New Hire Training

CoX has three main divisions with multiple US locations. The corporate office location includes all business segments.

Generally, the current New Hire Training includes:

- HR packet and pre- first day paperwork

- HR orientation (1 – 2 hours)

- Safety orientation (4 – 6 hours)

- Specific Safety related certifications - CPR, SafeLan, H2S (2 – 3 days, sometime third party)

- Technical Training – depends on role, location, division

While the current onboarding process includes the above sections, the content and the approach varies for each division, and moreover, within each division's location. All the divisions use a checklist, but there are some differences depending on the location and role. Some of the training documents and courses exist in the LMS.

Most locations have an HR Admin conduct the HR orientation. However, there are some locations in Division II where the district manager has to conduct both the HR and the Safety orientations. Some locations have an employee handbook, but not all.

Some locations have a HSE specialist conduct the Safety Orientation, but not all locations. The Safety Orientations are, currently, conducted as instructor-led sessions.

There is some confusion, especially in Division III, to who is conducting the safety certifications and how these are scheduled.

There are several versions of the CoX general safety orientation PowerPoint. They include some information from the following:

- CoX overview of the business

- CoX Core values and mission

- Company Image

- HSE policy and statement

- HSE Zero Incidents Concept

- Drug, Alcohol, Weapons Policy

- Short Service Employees

- Incident Management

- Stop Work Authority

- Behavior Based Observation (BBO) Safety

- Hazard Recognition

- Ergonomics

- Driving Safety

- Job Safety Analysis

There seems to be a need for some of the training and onboarding materials to be translated in Spanish as well. There are also systems that employees have to log in and use.

Overall Program Recommendations

1. Create a New Hire Portal in Success Factors as follows:

    a. Visual orientation map with all steps shown

    b. Resources, digital documents and forms

    c. Each portion of the Onboarding Journey opens up with details
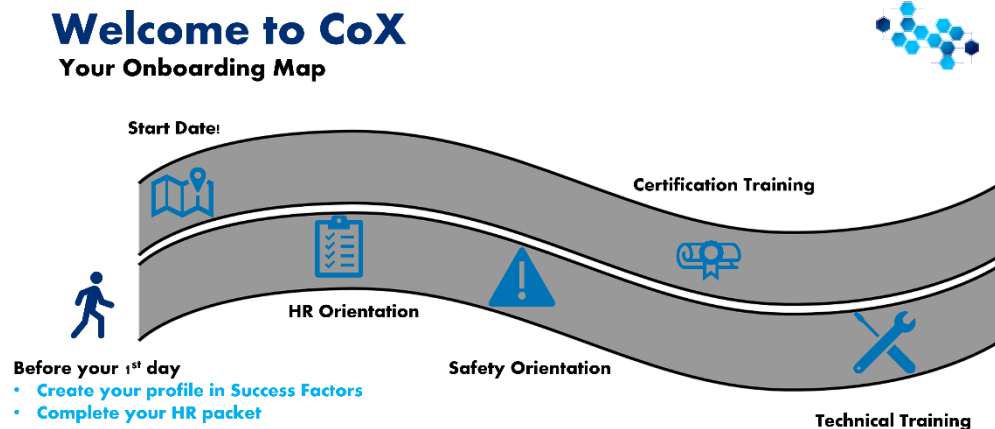
2. Standardize the HR Orientation as follows:

    a. Create a company wide Employee handbook

    b. Create a company wide Employee package with all necessary forms and benefits information. This package should be sent to the employee prior to their first day

    c. Structure the HR orientation as follows: Welcome to CoX video (less than 10 minutes), HR Policy, Other Company Policies, HR Benefits, XXX Software tutorial and Job Aid, Other software tutorial and Job Aids

3. Standardize the Safety Orientation as follows:

    a. Intro microlearning (10 minutes max) **Company Overview** – Includes overview of the company (e.g. "Who we are", "What we do"), company culture and values, CoX CORE

    b. eLearning Module (10 minutes) **General Safety Rules** - HSE policy and statement, HSE Drive to Zero Concept, Drug, Alcohol, Weapons Policy, Short Service Employees, Ergonomics

    c. eLearning Module (20 minutes) - **Hazard Recognition and Incident Management**

    d. eLearning Module (5 minutes) - **Stop Work Authority**

    e. eLearning Module (10 minutes) - **Behavior Based Observation (BBO) Safety**

    f. eLearning Module (10 minutes) - **Job Safety Analysis**

These modules can be treated as one module with multiple sections. However, Recommendtreating them as microlearning modules for the ease of tracking and in order to be able to assign them based on roles and needs

       g.   eLearning module (30 minutes) - **Driving Safety**

We also recommend that the Safety orientation modules be translated in Spanish.

Recommended features for the Safety CBTs:

- These modules will include voiceover narration and closed captioning.

- The courses will be reviewed one time with the client prior to recording professional voiceover, and there will be no voice over changes after the narration is recorded. To aid this review, I will provide computer generated narration for the draft to be reviewed.

- The courses will be SCORM-compliant and deployable in Success Factors.

- Developed with Articulate Storyline 360.

- Developed using strategies that ensure content is easy to update and forward-compatible (e.g. created in a way that allows addition of new topics and information).

- All source files will be turned over to CoX at the completion of the project.