

Voiceover Script

Project: A Manager's Guide to Onboarding New Employees

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File Names: Files should be named as the corresponding Screen.Slide.Layer listed below.

Screen.Slide.Layer	Script
Slide 1: A Manager's Guide to Onboarding New Employees	
1.1	Welcome to A Manager's Guide to Onboarding New Employees. This course will provide important information for managers and cover the key components of a successful onboarding experience for new employees. Click on the navigation button below to learn how to navigate through this course or click on the start course button to begin.
Slide 2: Navigating Through This Course	
1.2	Let's take a minute to learn how to navigate through this course. On the left is the menu, which shows the topics covered in this course. The title highlighted on the menu indicates the slide you are currently on. At the bottom and to the right of the menu, you will see the play or pause button. Next to that is the seekbar which shows your progress through a particular slide. You can drag the seekbar to go forward or backward within the timeline on a slide. You can also use the restart button to go back to the beginning of the slide. Click on volume control to adjust the volume. Select the accessibility controls to personalize your learning experience. The previous and next buttons will allow you to go backwards or forwards in the course. Additionally, there is a resources button at the top right of the player. The resources section contains a job aid summarizing the key onboarding steps that you'll learn about in this course. Now select the next button below to continue.
Slide 3: Consider Your Own Experiences	
1.3	Hello, I'm Daniella, your virtual Human Resources representative. I'll be helping to guide you through this course. To begin, take a moment to think about your own experience when you were a new employee. Was there anything that made your experience positive and helped you to do your job better? Was there anything negative or something that you would have changed about your experience? When you are ready, click the reflect button below to continue.
1.3.a	Type your answers into the corresponding text boxes below. Select the submit button when you are done.
1.3.b	Thank you for taking the time to reflect on your own experience. You are encouraged to keep your experiences in mind as you progress through this course. Select the next button from the navigation menu to continue.
Slide 4: Learning Objectives	
1.4	Let's take a moment to review the learning objectives for this course. After completing A Manager's Guide to Onboarding New Employees, you will be able to: distinguish the onboarding responsibilities between Human Resources and

	managers, describe the essential aspects of establishing connection, list the steps involved with addressing system and equipment needs, identify each aspect involved in communicating expectations, and describe the necessary steps in providing job specific training.
Slide 5: Onboarding Basics	
1.5	<p>Let's begin by going over some onboarding basics. We'll discuss the following questions: What is onboarding? And why is training needed? Onboarding is the process of integrating a new employee into an organization. A good onboarding process provides key information and context for the employee in areas such as their role within the company, the company culture, essential systems, standard processes, and important policies.</p> <p>A successful onboarding program can have a significant impact on retention and employee satisfaction. Click on each of the boxes to reveal an onboarding statistic. When you are done, click the next button to continue.</p>
1.5.a	The significance of a positive and organized onboarding experience can be profound when it comes to employee retention.
1.5.b	An extended onboarding program can give new hires valuable experience that will allow them to further their skill set and increase productivity quicker.
1.5.c	New employees that go through a formalized onboarding process are more prepared to meet initial performance targets and goals.
1.5.d	Employees that are engaged, knowledgeable, and motivated to work can positively impact a business's bottom line.
Slide 6: Onboarding Responsibilities	
1.6	When it comes to onboarding new employees, there are some components that will be handled by Human Resources, while others will be the responsibility of the manager. Click on the Human Resources tab to learn more about their specific responsibilities.
1.6.a	Human Resources will engage in initial communications with the employee, beginning with the job offer and continuing through the employee's first day of work. They are also responsible for creating the employee's record in the company system and managing standard company wide processes like setting the employee up in the payroll system. Human Resources will also assist the new employee with the benefits enrollment process and will ensure that they complete the initial required training modules for annual compliance. Click on the manager tab to continue.
1.6.b	Alternately, the manager's responsibilities will be to engage in ongoing communications with the new employee, from the time they have officially accepted the job offer and continuing throughout the entire onboarding process. The manager is responsible for four key components of the onboarding process: establishing connection, addressing system and equipment needs, communicating expectations, and providing job specific training. We'll learn more about each of those components in this course.
Slide 7: Knowledge Check	

1.7	Let's pause for a moment to check your understanding of who is responsible for different onboarding tasks. As each task appears on the screen, determine who is responsible for that specific onboarding component and then drag it to the desk of either Human Resources or the Manager. Once you have placed all responsibilities on the desks, select the submit button to continue and reveal your score.
1.7.a	Great job! You correctly matched eight or more of the onboarding tasks with the entity responsible for overseeing them. As a reminder, while Human Resources plays an important role in the initial stages of onboarding a new employee, it is the manager's responsibility to engage in ongoing communications, establish connection, address system and equipment needs, communicate expectations, and provide job specific training. We already discussed how communication with the new employee should begin from the time they have officially accepted the job offer and continue throughout the entire onboarding process. Now, let's learn more about each of the other key onboarding processes listed. Select the continue button to advance to the next slide.
1.7.b	Sorry, but that's not right. You correctly matched less than eight of the onboarding tasks with the entity responsible for overseeing them. As a reminder, while Human Resources plays an important role in the initial stages of onboarding a new employee, it is the manager's responsibility to engage in ongoing communications, establish connection, address system and equipment needs, communicate expectations, and provide job specific training. We already discussed how communication with the new employee should begin from the time they have officially accepted the job offer and continue throughout the entire onboarding process. Now, let's learn more about each of the other key onboarding processes listed. Select the continue button to advance to the next slide.
1.7.c	That's not quite right. You correctly matched less than eight of the onboarding tasks with the entity responsible for overseeing them. Let's see if you can improve your score. Remember that Human Resources has five distinct responsibilities in the onboarding process, and the Manager has a different set of five key responsibilities. Select the try again button to retake the knowledge check activity.
Slide 8: Establishing Connection	
1.8	The first essential component of onboarding is establishing connection which covers five aspects: welcome, team, workspace, company culture, and network. Each of these aspects are important in creating a positive foundation for your employee as they begin their new role. The experience a new employee has in their first week or two on the job can set the tone for the future. As a manager, you should strive to create a positive experience that reinforces the employee's belief that they made a good choice in taking the position. Let's review each of the aspects of establishing connection in more detail now. Click on each button to learn more. Once you've selected all of the buttons, click next to continue.
1.8.a	A great way to welcome someone to the company is to give them a card or note on their first day along with some company branded items, such as a mug, water bottle, tote bag, or similar. You can package it up nicely in a gift bag or basket and present it to them upon their arrival.

1.8.b	Be sure to set up some informal opportunity for the new employee to meet with other members of their direct team. A great way to do this is by having a group lunch. You may want to reserve one of the company conference rooms and order in or you can choose to go offsite to a local restaurant.
1.8.c	It's important that the new employee have a space of their own they can personalize, whether it's a whole office, a cubicle, or just a desk. Encourage the new employee to decorate their space and bring in items such as personal photos or artwork that are meaningful to them.
1.8.d	Be sure to discuss company culture with the new employee. It's important they understand the company's guiding statements such as mission, vision, and values and how those are put into practice. Also discuss any company norms such as socializing with others, work attire, communication preferences, and other relevant information that will help them acclimate to their new position.
1.8.e	Provide the new employee with a list of individuals and offices they should connect with. Encourage them to set up some initial informational meetings to learn more about these offices and the specific work the individuals in each office do. This will help the new employee establish their network and be more effective in their position.
Slide 9: Addressing System and Equipment Needs	
1.9	The next step in onboarding is addressing system and equipment needs. The three main areas that you should address with your new employee are providing necessary equipment, obtaining access to systems, and reviewing systems. Within the image on this slide click on the laptop, the data report printout, and the monitor to learn more.
1.9.a	Ensure your new employee has all of the equipment they will need to do their job. Consider things like an office phone, a desktop or laptop computer, a dual monitor setup, employee ID badge, and keys to the office.
1.9.b	Make sure that you have secured the required access to any systems your employee will need to do their job. This can be done through completing a request with the Information Technology department.
1.9.c	Once your employee has access, make sure they know how to log into each system and use the system accordingly. Connect them with existing system manuals or company guides. Direct them to the Information Technology department for further assistance.
Slide 10: Knowledge Check	
1.10	Let's pause again to check your learning now that we've reviewed two components of onboarding. The Establishing Connection component of onboarding consists of these aspects: welcome, team, workspace, company culture, and network. Which of the descriptions below represent what should occur in the company culture aspect of Establishing Connection?
1.10.a	Nice job, that's correct. It is important to review the company's guiding statements, such as mission, vision, and values and how those are put into practice. As a reminder, you should also discuss any norms that are part of the company culture, such as socializing with others, work attire, communication preferences, and other relevant information that will help them acclimate to their new position within the company. Select the continue button to advance to the next slide.

1.10.b	Sorry, that's incorrect. As a reminder, it is important to review the company's guiding statements, such as mission, vision, and values and how those are put into practice. You should also discuss any norms that are part of the company culture, such as socializing with others, work attire, communication preferences, and other relevant information that will help them acclimate to their new position within the company. Select the continue button to advance to the next slide.
1.10.c	Sorry, that's not quite right. Let's see how you do with a second attempt. Here's a hint – when it comes to company culture, remember to think about things such as company mission and values, as well as company standards around things like socializing. Select the try again button to retake the knowledge check activity.
Slide 11: Communicating Expectations	
1.11	The third component of onboarding is communicating expectations and includes reviewing policies and procedures, job responsibilities, and expected goals and results. Click on each of the file icons to learn more about specific topics that should be addressed within each of these areas.
1.11.a	It's important that you communicate all relevant policies and procedures to the new employee. You should ensure that they know about standard company policies, but also any policies and procedures that are specific to your unit. Be sure to review these with the new employee, allow them to ask any questions they may have, and also provide them with the electronic location of these policies so they can refer back to them in the future.
1.11.b	You should provide the new employee with a copy of their job description, preferably in electronic form. Review the job description with them and provide them an opportunity to ask questions or seek clarification. Discuss specific responsibilities in more detail and provide guidance on what are the most important components of their role within your unit.
1.11.c	It is very important to communicate expectations about short term goals and results. Discuss priorities with the new employee and clearly communicate what you expect them to achieve within the first six months. Set up a timeline for checking their progress and providing additional information and support throughout those six months. These progress checks can be something that occur during your regularly scheduled one on one meetings with your employee or you can schedule a separate meeting for this purpose.
Slide 12: Providing Job Specific Training	
1.12	The final component of onboarding is providing job specific training. This is the component that will likely take the longest as you will need to ensure your employee is fully trained on their position. By investing in training your employee properly from the outset, you will create a foundation for success and may also contribute to their overall job satisfaction. The four steps encompassed in providing job specific training are to identify training needs, supply training aids, deliver training directly, and connect to other trainings. Click on each tab to learn more about these steps.
1.12.a	Identify all of the training that the new employee will need in order to be successful at their job and effectively complete their responsibilities. Ensure they are trained on any specific systems they will use, but also consider things like specific processes they will need to know, recurring tasks they are responsible for, how to run reports and gather data, how

	information should be communicated and who it should be communicated to, as well as anything else specific to your unit.
1.12.b	Once you have identified the training the new employee needs, be sure to supply the new employee with any corresponding job aids, manuals, flowcharts, outlines, or process instructions. Give the employee some time to review those documents on their own and an opportunity to ask questions before moving forward to the next stage.
1.12.c	Schedule a series of appointments on the new employee's calendar for you to meet and deliver trainings directly to them. Only deliver ones yourself for which it makes sense for you to be the trainer. If there is a more direct source, consider incorporating that in the next step. Keep the trainings to a set amount of time, provide any materials to the new employee in advance, and allow the employee to ask questions throughout the training process. Follow up with the new employee within two weeks of the trainings to see if they have any additional questions or need to be retrained on any components.
1.12.d	Connect your employee with any additional trainings they may need. These trainings may be delivered by other team members in your unit or colleagues in another area of the company. They may also consist of online tutorials or e-Learning. Refer back to the original list you made in the Identify stage to ensure that you have covered all training areas.
Slide 13: Next Steps	
1.13	Take a moment now to reflect on what you have learned and how you might apply that to onboarding new employees in your unit. When you are ready, click the reflect button below to continue.
1.13.a	Type your answers into the corresponding text boxes below. Click the continue button when you are done.
1.13.b	Continue reflecting on how you might apply what you have learned. Type your answers into the corresponding text boxes below. Click the submit button when you are done.
1.13.c	<p>Great job! Thank you for taking the time to think about how to apply what you've learned and consider what specific things you would include when onboarding a new employee in your unit. You can see the answers that you entered on the screen. This was a great first step in drafting your onboarding plan.</p> <p>Before you continue to the next slide, you have the option to print the information on the screen so that you can use it as you continue to build your onboarding plan. To do so, click on the print button which will open the print dialog box. You can then select your printing options from there.</p> <p>When you are ready to continue, click the next button from the navigation menu to advance to the course Summary.</p>
Slide 14: Summary	
1.14	You have now learned how onboarding responsibilities are distinguished between Human Resources and the manager. One important difference centers around communication. While Human Resources will engage in initial communication with the new employee beginning with the job offer, it is a manager's responsibility to engage in ongoing communications throughout the employee's entire onboarding process.

	<p>You have also learned the essential aspects of each of the four key onboarding responsibilities of managers. Here's a quick review. Within the establishing connection component, remember to address the areas of welcome, team, workspace, company culture, and network. When addressing system and equipment needs, be sure to provide any necessary equipment, obtain access to systems, and then review those systems with your new employee. When communicating expectations, be sure to discuss all relevant policies and procedures, review the employee's job responsibilities, and clearly communicate goals and expected results. When providing job specific training, ensure that you identify training needs, supply training aids, deliver appropriate trainings directly, and connect the employee to other important trainings.</p> <p>Let's move on now and test your knowledge. Click the next button to continue.</p>
Slide 15: Quiz	
1.15	Now it's time to assess your learning. You will be taking a quiz with five questions. The question type varies throughout. You must obtain a score of 80% or higher in order to pass. If you do not pass the quiz on the first attempt, you may try again. Click the next button when you are ready to start the quiz.
Slide 16: Question 1	
1.16	Which of these onboarding tasks are the responsibility of the manager? Please select all that apply and then click the submit button.
Slide 17: Question 2	
1.17	Which of the actions below describe each aspect of Establishing Connection? Move the actions on the right to match the corresponding aspects on the left. When you are done, select the submit button.
Slide 18: Question 3	
1.18	Which of the following steps are involved in Addressing System and Equipment Needs? Please select all that apply and then click the submit button.
Slide 19: Question 4	
1.19	Which of the groupings below represent the three aspects of Communicating Expectations? Click on the correct group, then select submit.
Slide 20: Question 5	
1.20	Match the elements listed below with each corresponding stage of Providing Job Specific Training. Use the drop-down menu to select the answer for each listing. When you are done, click the submit button.
Slide 21: Quiz Results	
1.21.a	Great job, you passed the quiz. If you would like to take another look at the quiz questions and answers, you may do so by selecting the review quiz option. Otherwise, select the continue button to advance.

1.21.b	Sorry, you didn't pass the quiz. As a reminder, you need to earn a score of 80% or higher to pass. If you would like to take a look at the questions and see which ones you got wrong, you may do so by selecting the review quiz option. When you are ready to take the quiz again, select the retry quiz button.
Slide 22: Congratulations	
1.22	Congratulations! You have successfully completed all components of the course "A Manager's Guide to Onboarding New Employees." Before you leave, you have the option to print a job aid resource that may help you in the future. The job aid highlights the key aspects of each onboarding component we reviewed in this course. To access it, click on the Resources tab in the upper right corner of the player, then click on the file called "Quick Reference Guide". This file will open in a new window, and you will have the option to print the document from there. When you are ready, click the exit button to leave the course.