

Welcome to

Beyond Orientation: Designing Onboarding that Connects, Inspires, and Builds Culture from the Start

THE TRAINING WILL BEGIN SHORTLY! WHILE YOU'RE WAITING...

 **Icebreaker Question**
(answer in the chat)

Describe your ideal onboarding experience in one word.



Survey & Certificate of Completion

Available following the training.

Connect With Us!



VISIT **CALTRIN.ORG** &
SCAN TO LEARN MORE



Hi, We're CalTrin!

Who we are

- The California Training Institute
- Funded by the State of California, Dept. of Social Services, Office of Child Abuse Prevention (OCAP) to support child abuse prevention through professional development and extended learning opportunities.
- Designed for staff of family strengthening and child abuse prevention organizations in California, including Family Resource Centers, Child Abuse Prevention Councils, community-based organizations, and other child and family serving systems.

What we offer

- Live webinars & small group training
- Virtual, self-paced courses
- Job aids & other resources



This training was made possible with funding from the California Department of Social Services, Office of Child Abuse Prevention. Any opinions, findings, conclusions, and/or recommendations expressed are those of the CEBC /CalTrin and do not necessarily reflect the views of the California Department of Social Services.

UPCOMING TRAININGS

mark your calendars!

Visit caltrin.org to view and register for upcoming webinars or workshops



September 30 | Expanding Social Supports to Achieve Better Outcomes



October 15 | Drug Endangered Children: Often the Forgotten Ones



October 1 | Trauma-Informed Care Foundations: Building Safe, Resilient Environments for Staff & Clients



October 21 | Protective Factor of the Month: Concrete Support



October 9 | Resolve to Evolve With EQ



October 22 | Leveraging CalTrin for Staff Onboarding

Before We Begin...

DURING



The notetaking slides are in the chat now!



Review interactive features for today's session. Locate the controls on the toolbar at the bottom of your screen.



This presentation is being recorded.



External AI assistants are not allowed in CalTrin trainings due to California privacy laws.

AFTER



Complete the survey at the end of this webinar to receive your Certificate of Attendance.



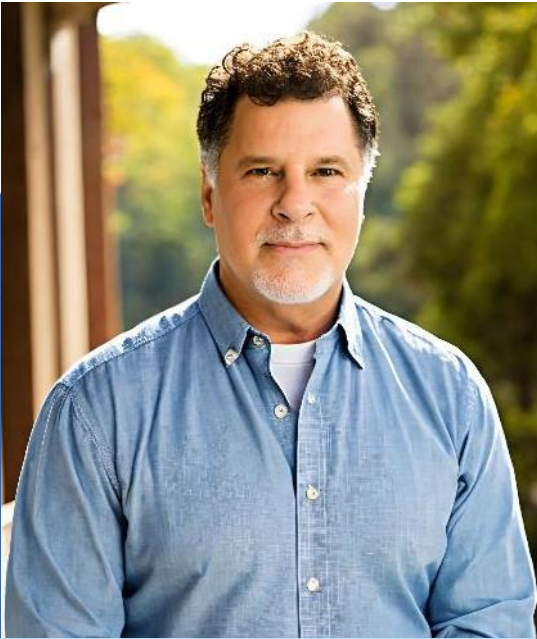
A follow-up email will be sent to all participants within two days.



Beyond Orientation: Designing Onboarding that Connects, Inspires, & Builds Culture from the Start

Presented by Dan Comer, MA





Dan Comer, MA

Workforce Manager
The Kempe Center

- Responsible for curricula development, training facilitation, and coaching services for the Colorado Child Welfare Training System
- Kempe Center faculty as a learning development specialist and leadership coach
- Experience and expertise include implementing alternative/differential response, change management, leadership, resiliency, and best practices in family engagement



Beyond Orientation: Designing Onboarding that Connects, Inspires, and Builds Culture



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Objectives



Redefine onboarding as a cultural and connection strategy



Learn practical ways to break silos from day one




Explore actions which build a supportive culture



Poll Prompt

**What best describes your
current onboarding
experience?**

1. Informational
 2. Overwhelming
 3. Unfocused
 4. Nonexistent
 5. Other
- 

Why Onboarding Matters

- Impacts retention and early engagement
- Early experiences shape long-term culture fit
- Over half of employees would go “above and beyond” in their jobs *if* they had a good onboarding experience
- Research on new employee onboarding shows that when onboarding is done correctly, it leads to:
 - Higher job satisfaction.
 - Organizational commitment.
 - Lower turnover.
 - Higher performance levels.
 - Career effectiveness.
 - Lowered stress.
- The cost of disengagement is high
 - 40% of people leave jobs due to lack of engagement or poor culture fit

Dr. Ida Drury

“Retention is a huge issue – onboarding is your first chance to impact it.”



Transactional: Forms, policies, HR-
focused, short time frame



Transformational: Connection,
storytelling, cross-functional, whole-
organization effort, ongoing experience

Transactional:

- ☐ What do they need to know?
- ☐ Compliance
- ☐ Facts



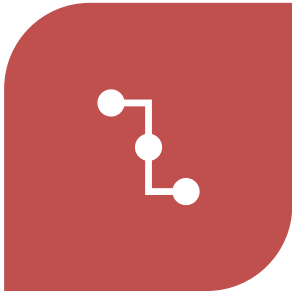
Transformational:

- ☐ What do we want them to feel?
- ☐ Connection
- ☐ Feelings

**“Onboarding is
where people
decide if
they’re on the
right team.”**



The Three C's of (Meaningful) Onboarding



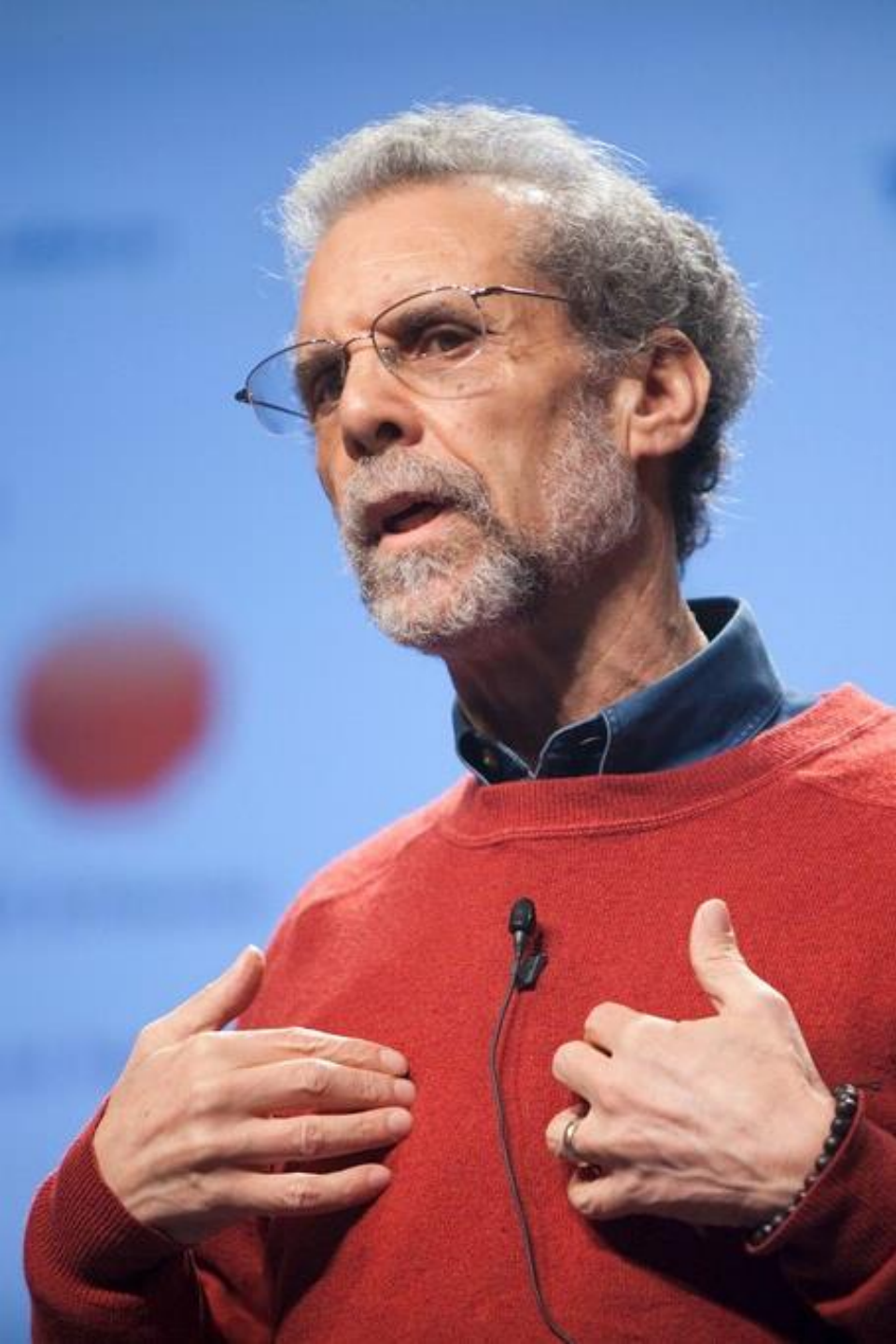
CONNECTION



CLARITY



CULTURE

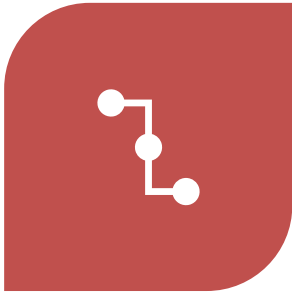


“In a world of uncertainty, layoffs, AI disruption — new employees are looking for stability, clarity, and purpose. Onboarding is the *first test* of whether they’ll find it here.”

-Daniel Goleman, Psychologist and author of Emotional Intelligence

-Believes in dressing comfortably at all times

The Three C's of (Meaningful) Onboarding



CONNECTION

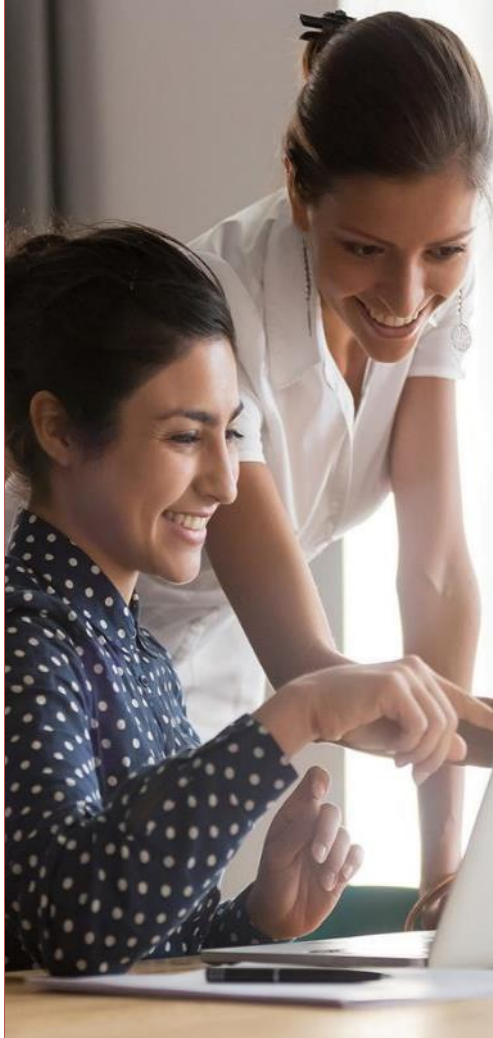


CLARITY



CULTURE

CULTURE and CLIMATE



Organizational Culture

The shared behavioral **expectations** and **norms** in a work environment.

“The way work is done.”

E.g.,

- Do we talk about success *and* failures?
- Can I ask for help?
- Does everyone leave at 5:00 on the dot?



Organizational Climate

Staff perceptions of the **impact of the work environment** on the individual.

“How it feels” to work here.

E.g.,

- Supportive
- Stressful
- Isolated
- Fun





“You never get a second chance to make a first impression.”

-Multiple people, including my mother, but not this person, this is just a stock image.

Transactional:

- ☐ Passwords
- ☐ HR policy review
- ☐ Reimbursement process



Transformational:

- ☐ Who do they need to meet?
- ☐ **Meaningfully** introduced to their team
- ☐ What mentors they might be paired with?
- ☐ Experiences that reinforce their decision to work here
- ☐ Think 3-12 months, not 1 week

Breakout Activity

- **Goals:**
 - Know newbie as a 'whole person'
 - Activities that center storytelling and shared values
- **Refer to HO pages 2-3** (Making Connections)
 - Read reflection prompts and reflect
 - Read examples
 - Brainstorm and note other ideas/activities with your small group
- **10 minutes!**

Breaking Down Silos

Learn

Goal 1: Learn what people do/who they are

Connect

Goal 2: Connect new hires to the big picture

Build

Goal 3: Build a culture of connection and collaboration





Culture-Building Starts on Day One

Responsibility
belongs to
everyone!

Welcome rituals

Leadership
storytelling

Culture is learned
by a series of
'micro-moments'

Preboarding

Prepare an
excellent first day




“Culture isn’t
built at the
annual retreat
— it’s built in
dozens of
small, everyday
interactions.”



Chat Prompt

What's one tradition
or practice in your
organization that
helps people feel
welcome?



2 other considerations:

☐ How long will this take?


- Reaching an employee's full potential often takes longer than a 90-day period.
- Minimally, make a plan for 90 days, 1 year is better...

☐ Online onboarding:

- Some organizations use technology to deliver initial orientation programs, but one study shows that benefits may not be quite as positive in computer-based orientations.
- Researchers found less understanding of the job and the organization for those in the computer-based version.



Call to Action

- What is one thing you'll take back to improve onboarding?
 - Drop your answer in the chat!
- 



**Does your
onboarding
process
communicate:**

**‘You belong
here, your
contributions
matter, and
we’re glad you
chose us.’**

Onboarding, Part 2

Thank
You!

Dan Comer

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Thanks for joining us!

WHAT'S NEXT?

- Survey and certificate in the chat now
- Follow-up email with resources within two days
- Watch your inbox for the next issue of *CalTrin Connect*



Stay Connected for More Free Training & Resources!

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