

# L&OD Highlights

April 2021



## In this Edition



*April Feature:  
Onboarding Program*

*COR Learning*

*Performance Management  
and EPM*

*Recruitment and Development  
Programs*

*New Employee Orientation  
and Onboarding*

*College Relations and  
Community Events*

*Internship and ESP*

*Website Update Project*

*Featured L&OD Employees  
of the Quarter*

## Welcome to the Learning & Organizational Development April newsletter!

Please feel free to contact us at [HRL0D@Rivco.org](mailto:HRL0D@Rivco.org), should you wish to see a specific topic in an upcoming newsletter! -HR L&OD Team

### L&OD Onboarding Program

#### *What is onboarding?*

A good onboarding program will create positive experiences at each stage to help new employees understand how to do their job while forging meaningful connections with their coworkers, their boss, and the organization they've just joined. Your onboarding experience is your employee's initial introduction to your organization. If you don't implement a memorable and helpful onboarding process that fully integrates new employees into your organization, you risk higher turnover rates and less productive teams.

#### *Why is onboarding so important?*

The initial onboarding experience significantly influences job performance, long-term satisfaction, and employee retention. The onboarding experience needs to be carefully planned and optimized with the intention to provide the employee with information and tools to help them succeed.

Longer structured onboarding experiences are proven to help new hires gain proficiency 34% faster than those who go through shorter programs. Employees that go through a structured onboarding program are 69% more likely to stay for 3 or more years. And not only will they stay, but they will also be more productive.

#### *Pre-employment vs. Onboarding*

Pre-employment is everything leading up to the first day of a new employee's assignment. This will include, finger printing, physical, I-9's and anything else required to join a new company, typically the paperwork portion. Onboarding is everything that happens from day one when an employee starts their new position and all the things that come through the employee's first year.

## **Development of resource documents:**

We are working to develop short, 1 to 2-page resource documents for all L&OD products and services. Each resource document details important information pertaining to the product or service at a high level. These documents are intended to serve as a quick resource in the event on demand information is requested for any L&OD offering. We hope you find them useful!

***Please click the link below for our recent Educational Support Program resource document.***

[ESP Resource Sheet](#)

### ***Is orientation the same as onboarding?***

Orientation is just a piece of the onboarding experience. The countywide new employee orientation (NEO) is designed to help employees get to know their employer. With over 40 different departments it is important that each employee understand the County's history, structure, and purpose. NEO also covers benefits, learning and development, retirement, safety, what it means to be a Disaster Service Worker (DSW), and so much more. Currently NEO is offered virtually through our Learning Management System (LMS) and is assigned to employees shortly after their start date. NEO is meant to be a personal experience in welcoming new employees to the County family.

### ***Onboarding Efforts***

One of the best sources of knowledge and innovation are our new employees. We are committed to improving the onboarding process and new hire experience and value feedback. By completing the surveys, the new hire will help us understand what we are doing well, and what we may need to improve.

In addition to the survey new hires receive after completing their NEO, L&OD is sending survey check-ins throughout the new hire's first year of employment. The check-ins are sent at the 90-day, 180-day, and one-year mark. These check-ins are meant to capture several different areas which include team experience, how they feel in their role, and what they think about the County overall. By gathering this data, we identify our strengths and weaknesses for continual development to provide the best onboarding experience possible.

### ***Onboarding Guidebook***

The learning and Organizational Development team is always working on new ways to streamline the onboarding experience for all new hires coming into the County. The latest and soon to be completed project is the Onboarding Guidebook that will go out to all departments and be an available resource on the Human Resources website. This guidebook is full of tips, information, and tools to assist managers with making a lasting impact on their employees from pre-boarding through the first six months and beyond. Sections will also include information regarding onboarding in a virtual environment. While managers may not read this guidebook in its entirety as it may not pertain to them at this moment, it is intended to serve as a resource at various points in the onboarding process.



## We'll be launching the newly revised *Management Learning Journey (MLJ)* in May 2021!

We will help leaders achieve excellence in their role through project-based learning, hands-on experience with coaches, culminating with a live presentation of their accomplishments. The Learning Journey includes these courses:

- *4 Essential Roles of Leadership*
- *Crucial Accountability*
- *Moments of W.O.W. Executive Panel*
- *Fiscal Fundamentals*
- *Presentation Advantage*

... followed with live presentations at the board chambers. Each participant will also receive a 1-year subscription to the *Franklin Covey All-Access Pass*, and *Jhana* online learning library.

*Skillsoft Online* is available free to all County employees! It offers a comprehensive, searchable learning platform, including online courses & videos, online & audio books, job aids, test prep, case studies, and much more. A few topics of interest are IT/Microsoft Office, leadership, mentoring, coaching, customer service, strategy & metrics, change management, as well as many types of certifications. [Click here](#) to access Skillsoft Online and start your learning adventure today!

## COR Learning Highlights

**Live, virtual Professional Development courses this quarter:** 8 courses, 20 total sessions

**Total number of attendees:** 225

**Upcoming courses next Quarter:**

**April:** 7 Habits Foundation; 5 Choices to Extraordinary Productivity; Writing Advantage; Supervisor Learning Journey Orientation

**May:** Project Management Essentials; 6 Critical Practices for Leading a Team; Professional Assistant's Academy Orientation; Crucial Conversations; Management Leadership Journey Orientation

**June:** 4 Essential Roles of Leadership; Crucial Conversations; Crucial Accountability; Writing Advantage; Leading at the Speed of Trust

**RUHS, Behavioral Health, and Public Health LMS Administration:**

**RUHS:** 292 new classes added

**Behavioral Health:** 5 new courses, 29 new classes added

### HR Training for Dept. Supervisors/Managers

As of September 1, 2020, our team completed the creation of five HR Trainings for Managers and Supervisors. These include Leave Management, Pre-Discipline, Reference Checks, Overview of Risk Management, and An Overview of the Recruitment Process, which were all uploaded to Vimeo. A Learning Management System (LMS) Dashboard was also created to host the videos and offer easy access to end-users. The dashboard will launch soon!

Want more information on the courses and offerings referenced above? [Click here.](#)





**Spotlight on  
L&OD  
Onboarding Team**



Coty Wellott holds a B.A. in Business Administration with a certificate in Organizational Leadership from California Baptist University. She has over 16 years of experience in HR which includes recruitment and selection, oversight of the County's Internship Program, college relations, career and educational counseling, and assessment administration. Currently, she is responsible for the development and implementation of the countywide New Employee Orientation and onboarding process.

## **Performance Management and EPM**

A new performance management system is coming soon! As part of the new performance management system review committee, we have been participating in initial vendor and requirement review, as well as gathering all departmental needs in a new performance management system through the distribution of a County-wide survey. The results from the survey will be used to inform our final system requirements and guide us in our conversations with vendors moving forward. More updates to come!

Should you have questions pertaining to Employee Performance Manager (EPM), please reach out to us at [PerformanceMgmt@Rivco.org](mailto:PerformanceMgmt@Rivco.org).

## **Recruitment and Development Programs**

### **Passport Program**

We are currently working with Human Resources to release new travel alerts from current participating divisions, as well as welcoming and preparing additional divisions to begin participation as travel destinations. We are also thrilled to be expanding the Passport Program to other County departments.

Visit the Passport Program SharePoint site for more information:

<https://rivcounty.sharepoint.com/sites/PassportProgram>

## **New Employee Orientation and Onboarding**

1. Newly revised Employee Handbook released! The County Employee Handbook was updated from the last version being in 2015 and released for use on March 23, 2021. The new handbook is located on HR website <https://rc-hr.com/HR-Services/Employee-Support/Employee-Services>, for easy access. It has also been added to NeoGov as part of the onboarding process for new hires.
2. Our New Employee Orientation (NEO) has gone virtual! Due to COVID, in-person NEO sessions were moved to an online format effective June 2<sup>nd</sup>. All new hires can expect to receive their registration link to view their online NEO within 1-2 weeks of starting their new position.

**Online NEO stats: 1,142 completed and 1,277 assigned to date**

**Quarterly NEO Completions: 149**



Victoria Gonzales holds a Bachelor's Degree in Multi-Cultural and Gender Studies with an emphasis in Woman Studies from California State University Chico. Victoria supports the Learning and Organizational Development team by supporting and nurturing all College Partnerships providing discounts to County of Riverside employees. Victoria also assists with administrating New Employee Orientation and the Passport Program.

### Online NEO Feedback:

*"I liked that it was actual people conducting the orientation. When I heard of new employee orientation my immediate thought was that it was going to be series of Power Point with an automated voice reading them. But it was nice to see and hear actual county employees and I liked the county employee testimonies as well. I also liked the Quiz questions after a topic that was covered."*

*"Learning about the various benefits and retirement packages available within the county. It was helpful to learn how to navigate the Human Resources website."*

*"Concise information of the many benefits offered as well as where to locate additional resources."*

### Onboarding—Surveys:

The 90-day, 180-day, and 1-year new hire surveys are now a fully automated process! In collaboration with IT, our team has worked to automate the distribution of each survey through PeopleSoft upon a new hire reaching their 90<sup>th</sup>, 180<sup>th</sup>, or 1-year mark of employment. A link to take the survey is sent to the preferred e-mail address on file in PeopleSoft for each employee. Each week, L&OD receives an automated report that contains all the e-mails that were distributed for the week.



## We're Updating our Website!



### Merging ESP and CORLearning sites and content:

The team is in the final stages of merging the ESP website with COR Learning's website to make it a one stop shop for all things L&OD.

The new pages have gone live and the L&OD is currently reviewing all content to ensure everything is correct and up to date.

We will be working with RCIT to set up a re-direct for current ESP site to automatically go to new pages at the beginning the week of April 5th.

The team is very excited about this merge and the new updated look reflects the team's dedication to serving the County.

### College Relations and Community Events held this quarter:

**College Relations events attended or held: 6**

**Information sessions held for college partners: 5**

- The College Relations team conducted a survey amongst college partners to gauge interest in quarterly meetings and expectations for partnership collaborations this year. Based on the results of the survey, the College Relations team held the first quarter all partner meeting on 3/3/2021. This meeting included calendar year goals and updates. The team received great feedback and will continue with quarterly meeting to address partnership collaborations for the year.
- Recently the Community Events team partnered with the HR communications team to create an HR video (link to view below) that highlighted HR employees, both professionally and personally. This video is the beginning of a marketing campaign that will be released throughout the year which will focus on public service, careers, employees, and the County as a whole.

**HR video link:** <https://vimeo.com/500137466/fe7104fd36>

### Internship and ESP Program

**Current number of interns:** 124 in 16 different departments

**Current number of ESP participants:** 72 in 15 different departments

**45** Tuition reimbursements completed this quarter

**20** Career Development Plans created

**39** Career counseling sessions held this quarter

As a way to bring awareness to the Educational Support Program and to celebrate ESP participants, an ESP Celebration will take place throughout the entire month April!

The team has collected a variety of content from past and current ESP participants that will be shared throughout several of our social media platforms and countywide communications all month long. The team is eager to share some inspirational stories from our very own County employees and hope others are inspired as well.

The team would also like to bring light to the Career Counseling services that are available as a part of ESP. Services include assistance with exploring careers, resume revisions, interview preparation and guidance through the process of going back to school.

**Coming Next Edition**

*July's Featured Topic: Diversity & Inclusion*



**RIVCO 1HR**

*learning & organizational development*