



PRINCIPLE ONE RESOURCES

WELCOMING A TEAM MEMBER TO THE ORGANIZATION

Research demonstrates that there are two ways to improve team member retention: ensuring job satisfaction and creating an organizational environment that makes team members feel comfortable. Facilitating the development of positive work relationships is one way to improve working environments. Good old-fashioned friendships are started when we chitchat, hang out, joke, and have fun with one another. Once good relationships are started, camaraderie across the department can begin. Camaraderie is more than just having fun, it is about creating a common sense of purpose and the mentality that we are in it together.

People are more likely to stay in jobs where they have friends. Introducing job applicants and recent new hires to current team members, residents, and family members as soon as possible will help facilitate the development of positive working relationships, and potentially friendships. Close work friendships boost people's sense of recognition, increase commitment to quality, and help staff feel that their job is important. Welcoming a new team member isn't difficult. It only takes a little bit of time. But, the investment in the welcome will bring great returns in increasing team member satisfaction and improving team member engagement and retention levels.

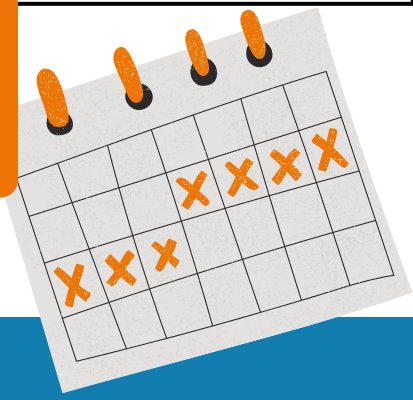
If you need help improving your organization's processes so you're prepared to make every team member feel connected, the resources below can help.

STAGE OF EMPLOYMENT	TOOL (with links)	DESCRIPTION OF TOOL
Organization wide process	Training (all staff): changes to onboarding new team members <u>FIND HERE</u>	This training is intended to be used to introduce all current staff to <i>all</i> the improvements that will be made to the organization's onboarding process. The training sets the expectation that all team members are accountable to demonstrating hospitality and engaging positively with new team members.

STAGE OF EMPLOYMENT	TOOL (with links)	DESCRIPTION OF TOOL
At time of application	<p>Thank you post applicant letter</p> <p><u>FIND HERE</u></p>	<p>Two letters in different formats are provided. The intent is that a thank you letter will be sent to all individuals that apply to the organization. Several HRIS and applicant systems have the ability to send automatic letters. Most letters are a brief thank you and do little to introduce or explain to the applicant all the wonderful benefits to working for your organization. The letter templates take the thank you to the next level, providing a glimpse into the culture of the organization. They also provide reasons why team members choose to join your organization and stay with your organization.</p>
At time of interview	<p>Letter from family member (invitation to write)</p> <p><u>FIND HERE</u></p>	<p>The intent of this tool is to facilitate the involvement of residents and family members into the application, interview and training process of new hires. The tool itself is a letter that would be sent to family members <i>after</i> an initial face to face meeting introducing the idea. The letter would become a part of the packet of materials all interviewees would receive when invited onsite for an interview.</p>
At time of interview	<p>Welcome to our organization letter to interviewee</p> <p><u>FIND HERE</u></p>	<p>This letter is a fabulous way for the leadership team to demonstrate the open door culture of the organization, begin communication with new hires, and provide some level of personal connection with new staff. The letter also invites an interviewee to consider working in long term care as a career. Additional content includes, information on training and development opportunities, team member scholarship programs, and benefits information that make the organization unique. Organizations may find it beneficial to have this letter written by someone of interest to the applicant who may not be involved in the interview process, such as the Administrator, Director of Nursing, or Director of Corporate Compliance.</p>

STAGE OF EMPLOYMENT	TOOL (with links)	DESCRIPTION OF TOOL
At time of offer	Welcome to our organization (offer letter) <u>FIND HERE</u>	This tool, a modified version of a standard employment offer letter, serves as the team member's official and formal welcome to the organization. The letter includes direction for organizations to include copies of the organization chart, mission/vision/values, and the All About Me questionnaire. See All About Me Questionnaire model tool provided in Principle # 1.
At time of offer	All about me <u>FIND HERE</u>	This tool is intended to collect information that will help the organization learn more about the team member prior to Day 1 of orientation. This tool can be posted on a bulletin board, compiled in a binder (stored in the employee break room and leadership offices), used during new employee welcome events, or placed in an organization newsletter.
Prior to first day	Introduction from a coworker <u>FIND HERE</u>	This tool is intended to foster relationships between current team members and new hires, and ease any nervousness that a team member may have about starting their new job. Organizations may opt for using this letter as a part of the new team member's Welcome Packet to minimize pre-employment contact and potential confusion with the team member.
Prior to first day	Introduction of new hire to coworkers <u>FIND HERE</u>	This tool informs current team members about the new hire, their role in the organization and also shares some information about the new team member to help facilitate relationship building.

**Welcome
to the team!**



STAGE OF EMPLOYMENT	TOOL (with links)	DESCRIPTION OF TOOL
Prior to first day	<p>Staying in touch - letter from mentor or trainer</p> <p><u>FIND HERE</u></p>	<p>This tool is intended to start the development of relationships between current team members and the team member's mentor or trainer. This letter also details information related to the first day of employment and lets the new hire know when they will be starting position-specific training, as well as the person orienting them.</p>
First day of employment	<p>Welcome package</p> <p><u>FIND HERE</u></p>	<p>This tool is a checklist for organizations to verify that new team members have the tools, resources and a gift that makes them feel welcome into the organization; all while setting the team members up for success and easing the nervousness associated with starting a new job.</p>
First day of employment	<p>Teammember tools & resources checklist</p> <p><u>FIND HERE</u></p>	<p>This tool is a checklist for organizations to verify that new team members have the tools, resources, user accounts, and passwords to begin working on Day 1.</p>
First day of employment	<p>Training: welcome to our organization</p> <p><u>FIND HERE</u></p>	<p>This training is intended to be used as the first training on Day 1. It provides an overview of the onboarding goals, and communicates the structure for the orientation days. This training also gives a team member a brief introduction to the organization's history, mission, vision, values and culture. These are items that</p>
Two weeks post date of hire	<p>Two week orientation - check in recognition</p> <p><u>FIND HERE</u></p>	<p>This tool should be used in conjunction with the <i>Orientation Assessment Week 2</i>. The purpose of the tool is to provide structured recognition and reinforcement of behaviors for current staff that have made a difference by positively welcoming new team members.</p>

STAGE OF EMPLOYMENT	TOOL (with links)	DESCRIPTION OF TOOL
First 30 days	Welcome events <u>FIND HERE</u>	This suggested event is an opportunity for new hires to meet current team members, and vice versa. The tool is a template of an announcement that can be posted on staff communication boards or in communication binders informing and inviting staff to meet their new team members. Leadership should schedule welcome events at a time that works best for staff. Team members working closely with new hires on separate shifts should be encouraged to attend.

As you can see, LeadingAge Illinois is offering loads of resources to help you make the most of onboarding new members. We're here to support you and your staff so you can support the elders under your care, and the families who love them.

Not sure where to start? Check out our [Retention Readiness Assessment](#) to get a better sense of where your organization needs a boost. Then find the right-fit resources above to help you get started.

For more information, visit leadingageil.org anytime -- we're always happy to see you.

1 WELCOMING A TEAM MEMBER TO THE ORGANIZATION

Introducing new hires to current team members, residents, and family members as soon as possible will help facilitate the development of positive working relationships, and potentially friendships. Welcoming a new team member only takes a little bit of time, but the investment in the welcome will bring great returns in increasing team member satisfaction and improving team member engagement and retention levels.

	1	2	3	4	5
We provide applicants with information on what makes our organization unique.					
We share information or stories with our new hires about how team members have made a difference in the lives of older adults.					
We dedicate time to introduce interviewees to our mission, vision and values.					
We provide interviewees with a tour of the community.					
We thank all applicants for their interest in working with our organization.					
We inform all individuals who have interviewed with us about the status of their application.					
At the time of offer, we send information about our organization and the pre-employment process to the potential new hire.					
We stay in touch with the new team member between the time they accept the job offer and their first day of employment and communicate how excited we are to have them join our team.					
We make an effort to help new hires build relationships with other team members.					
Every member is provided with a welcome packet and resources needed to complete their job on Day 1.					

Your average score is: _____

PRO TIP: Connecting each new employee to a more seasoned mentor is a great way to initiate and foster positive connections within your team.

You did it!

Great job!

