



PRINCIPLE TWO RESOURCES

INTRODUCING THE ORGANIZATION'S CULTURE

If you want new hires to embrace your work environment and stay long term, you must give them a warm welcome. Teaching new team members about your unique organization work culture is an essential piece of effective onboarding. You want to ensure new team members are aligned with your system of shared assumptions, values, and beliefs that define organizational priorities; prescribe how resources are to be used; establish what others can expect from one another; and set the tone for how members should treat each other.

Remember, culture is how we respond, react, and behave. Simon Sinek, author and speaker, argues that people don't buy what you do; they buy why you do it. How well does your organization perform when it comes to teaching and training team members based on your unique culture—why you do things, and how you do them in a way that supports the “why”? A proper understanding of organizational culture fosters a sense of job satisfaction

The tools and resources noted below are designed to educate team members about how their actions and behaviors impact the everyday culture of the organization, while increasing their level of comfort within their environment.

STAGE OF EMPLOYMENT	TOOL (with links)	DESCRIPTION OF TOOL
Onboarding	Our culture activity <u>FIND HERE</u>	The purpose of this activity is to provide team members with the opportunity to practice soft skill responses to common situations that arise in the long-term care setting; focusing on alignment with the organization's mission, vision, values, and workplace culture.
Onboarding	Understanding our culture mentor activity <u>FIND HERE</u>	Allows a mentee to explore the complexities of an organization's workplace culture and evaluate how their personal actions impact the cultural environment of residents, families, and other team members.

STAGE OF EMPLOYMENT	TOOL (with links)	DESCRIPTION OF TOOL
Onboarding	Training: gratitude and our organization's culture <u>FIND HERE</u>	This training introduces new hires to the importance of having a grateful and positive attitude in the workplace. The training also sets the expectation that gratitude is critical in how the team will respond and interact with one another.
Onboarding	Training: culture of our organization and departments <u>FIND HERE</u>	This training builds on a new hires' knowledge of the role of gratitude and workplace feedback, and introduces the principles of culture, including what the organization and department do well, what they are working on from a cultural perspective, and how the new team member can help. To customize the training content, organizations are encouraged to have one or two team members from each department complete the mentor activity (understanding our culture). Department leadership should work in collaboration with their teams to talk about what they do well at a department level and also things they are working on so that the entire team understands the messaging and their role in improving overall areas of opportunity. Content should relate back to the organization's mission, vision, and values whenever possible.
Onboarding	Training: feedback and our organization's culture <u>FIND HERE</u>	This training provides new hires with information about feedback; who provides feedback, and the benefits of feedback. Team members also learn techniques on how to deliver feedback.

We hope these resources will help you onboard new members. LeadingAge Illinois is here to help. Visit leadingageil.org for more resources like this.

