1. Please **turn on your video**, if at all possible 😊
2. **Chat to Everyone**: One word to describe how are you feeling today
Outcomes

• Access tools and resources related to effective virtual onboarding
• Discuss questions and best practices with other talent leaders
Agenda

• Norms and Community Building
• Effective Virtual Onboarding Strategies
• Participant Q&A
• Next Steps and Close
Introduction

Mary Mason Boaz
Partner, EdFuel
She/her/hers
Lexington, VA
2.5 yr old daughter, Nan + baby due in June
Self Care: Bravo TV shows
Webinar Norms

- Stay engaged
- Community mindset
- Speak your truth
- Experience discomfort
- Expect and accept nonclosure
- Be mindful of air time

Virtual Norms

- Be on video, if possible
- Use the chat!
- Warm calling
- Jump in with questions
- Mute, but unmute for verbal responses
Webinar Safety

Your safety and the safety of our community is our number one priority.

Precautions We’ve Taken:
• Enabled a waiting room
• Muted all participants upon entry
• Limited screen sharing to host only
• Deactivated several settings
• Prepped on how to remove participants

In the Event of an Active In-Meeting Incident
• Put all participants on “hold” and do our best to remove the disturbance
• If needed, end the meeting and follow up immediately with a notification re: the incident and next steps for rescheduling
Community Building

- Name
- School/Organization
- What is one of your self-care activities?
Agenda

• Norms and Community Building
• Effective Virtual Onboarding Strategies
• Participant Q&A
• Next Steps and Close
Poll: Rate Yourself – Onboarding Edition!

Rate your organization as it relates to onboarding:

1. In development
2. Exists but not strategic
3. Exists and strategic, but not implemented with fidelity
4. Exists, strategic, and implemented with fidelity

In the chat:
What is most top of mind for you as it relates to making onboarding “virtual”?
Put simply, onboarding is the process of helping new hires adjust to the social and performance aspects of their new job quickly and smoothly.

Onboarding is a magic moment when new employees decide to stay engaged or become disengaged. It offers an imprinting window when you can make an impression that stays with new employees for the duration of their careers.

Amy Robinson, Principal of The Interchange Group
The Phases of Onboarding

- **Cultivation**
  Beginning after job offer accepted
  
  Keep staff “warm” and invested between the time they accept an offer and officially start on their first day

- **Orientation**
  Initial days and weeks on-site
  
  Take an expansive view, considering how staff will receive the information and context needed to understand expectations and lay the foundation for a great year

- **Management**
  First several months of school
  
  Provide intentional, ongoing support to mitigate the disappointment stage where new hires experience self-doubt, low self-esteem, and question their commitment

Adapted from TNTP.
Making the Case for Strong Onboarding

“As high as 20 percent of staff turnover can happen within the first 45 days of employment.”

“62 percent say primary goal with onboarding is to integrate employees with the workplace culture, however it accounts for just 27 percent of the onboarding process.”

“It can cost an organization six to nine months of an employee's salary to identify and onboard a replacement.”
Making the Case for Strong Onboarding

Source: New Teacher Center
Highlight: Sample Onboarding Plan

Comprehensive timeline that offers a continuum of support

**Cultivation**
Beginning after job offer accepted

**Orientation**
Initial days and weeks on-site

**Management**
First several months of school

Maslow’s Hierarchy of Needs to inform a plan that meets the needs of new teachers

- **Basic Needs**
  - Bathrooms, food, keys, ID, payroll, health insurance, supplies, dress code, class schedule

- **Expectations**
  - Administrative expectations, student, pacing guide, performance evaluation criteria

- **Community**
  - School mission and philosophy, team building, mentorship and coaching

- **Academic Goals**
  - End of course assessment, student achievement goals, common planning expectations

- **Professional Growth Plan**
  - Goals for PD, long term aspirations, resources to meet goals

Source: TNTP
Cultivation: Offer to First Day

General Best Practices

- **Paperwork & HR Documentation**
  - Tracker, DocuSign, One-Stop Shop

- **Relationships & Community Building**
  - Principal outreach, Staff Ambassadors, Swag

- **New Hire Communication**
  - Newsletters, emails outlining key next steps

Virtual Considerations

- **Paperwork & HR Documentation**
  - Determine logistical needs
  - Online trainings with “quizzes”

- **Relationships & Community Building**
  - Virtual “Happy Hours” (Prep for those leading)
  - Headlines around self-care
  - Differentiated levels of support

- **New Hire Communication**
  - Transparency around COVID approach
Highlight: Communication Tracker & Talking Points

<table>
<thead>
<tr>
<th>Subject</th>
<th>New Staff Newsletter Sent?</th>
<th>Email from Leadership Team Sent?</th>
<th>Welcome Package Sent?</th>
</tr>
</thead>
</table>

**Summer Onboarding Outreach**

*School Leader Call to NEW HIRE - Week of ____________________*

Estimated Time: 10-15 minutes

**Purpose:**
- Build community with new hires and school leader
- Generate enthusiasm for XYZ CHARTER/school
- Ensure new staff understand logistics and expectations for Orientation
- Discuss school headlines related to self-care
- Answer any outstanding questions about the school, HR, COVID19 planning

**Key Talking Points:**
- Welcome to the XYZ CHARTER and _____ school!
  - Share the mission and vision of XYZ CHARTER (4 key priorities)
  - Any unique cultural elements of the school
  - 1 or 2 reasons why they were the right candidate for the job (demonstrate understanding and personalization)
  - Discuss how they are doing and taking care of themselves during this time (COVID-19).
    - Self-care is important to us at XYZ Charter. For me, that looks like ________.

- Track paperwork & communication
- Headline guidance for school leaders and staff
Welcome to the Achievement First Team and Family!

New Staff Training is just three months away! So far, we’ve hired a diverse group of over 100 teachers and leaders for the 2015-16 school year.

Here’s a snapshot:

- Thus far, our new hires hail from 20 states—Connecticut, Florida, California and everywhere in between.
- About 50% of you will be teaching elementary school, 30% middle school and 20% high school.
- You are a mix of novices to experienced teachers with 35 years of classroom wisdom.
- You’re violinists, creative artists, economists, pit bull owners and much more!

Due to growth, we still have plenty of additional openings in STEM and special education for next year. Click here to refer your friends.

Between now and new staff training, you can look forward to receiving this newsletter every month. Feel free to reach out with any questions by contacting Kerri-Ann Nesbeth on at kerriannnesbeth@achievementfirst.org.
Highlight: “Quiz” to Ensure Completion

- Video trainings or document review
- Use a googleform to assess completion and roll up into onboarding tracker
Highlight: One Stop “Virtual” Shop
Orientation: First Days

General Best Practices

• Planning & Preparation
  • Balance of hierarchy of needs (School & Org level)
  • Align on outcomes, expectations, and messaging for all levels
  • Determine how to assess participation (i.e. end of day quiz, end of day exit ticket)

• Relationships & Community Building
  • Whole group and small group breakouts

• New Hire Communication
  • Newsletters, emails outlining key next steps

Virtual Considerations

• Planning & Preparation
  • “Zoom fatigue” (i.e. 45 min sessions, shorter days, breaks for self-care, consider dependents)

• Relationships & Community Building
  • Don’t skimp on this!
  • End of day slack or phone check-ins

• New Hire Communication
  • Clearly outline norms for dress, virtual engagement, etc.

• Strong Virtual Facilitation
  • Assess and adjust; webinar safety
Highlight: Virtual Community Builders

- **Show and Tell**: Assign certain people each day (whole group) OR Bring something special that represents you (small group)
- **Whip Around Icebreaker Questions**: Can do in the chat if large groups
- **“Story of Your Name”**: Small group
- **Picture-coding**: Used to create small groups
- **Personality Assessments**: Large group reflections, Small Group Sharing

**Whip Around Chat Questions**

- Reading or watching
- Favorite comfort food
- Self-care activity
- Life hacks
- Best vacation
- Childhood picture and a description

**In the chat:**
What other virtual community builders have you all seen / used?
Highlight: Virtual Facilitation Best Practices

• EdFuel free online training

• General Best Practices
  • Chat box
  • Breakout rooms
  • Googledoc “group work”
  • Polls
  • Pictures

http://www.edfuel.org/how-we-work/virtualrecruitmentandhiringsupport/
Highlight: Webinar Safety Guidelines

- Preparation is key
- Ensure zoom or other online platform settings are in place
- Create norms and slides for your team around how to prepare

EDFUEL ZOOM SECURITY GUIDELINES
Sourced and repurposed from Zoom.com

Must Reads
Everyone on the team is expected to read the bullets and linked pages below.

- When you share your meeting link on social media or other public forums, that makes your event extremely public. ANYONE with the link can join your meeting.
- Avoid using your Personal Meeting ID (PMI) to host public events. Your PMI is basically one continuous meeting and you don’t want randos crashing your personal virtual space after the party’s over. Learn about meeting IDs and how to generate a random meeting ID (at the 0:27 mark) in this video tutorial.
- Familiarize yourself with the Waiting Room. It is an unbelievably helpful feature for hosts to control who comes and goes.
- Read the Zoom blog on keeping out unwanted guests. Most of the content for these guidelines has been sourced from this page and re-organized below so that it’s tailored to meet EdFuel’s needs.
Management: First Months

General Best Practices

• Assess
  • Create a new hire onboarding assessment

• Relationships & Community Building
  • New hire groups/scheduled check-ins
  • Affinity groups
  • Staff buddies or mentors

• New Hire Communication
  • Newsletters with new hire shoutouts / highlights

Virtual Considerations

• Relationships & Community Building
  • Groups may need to be virtual
  • Ensure everyone has calendar invites

• Strong Virtual Facilitation
  • For those leading groups
Highlight: New Hire Onboarding Assessment

**Quick assessment to determine success of onboarding and needs of current new hires**

**Onboarding (Questions for Each Phase)**
- “Someone contacted me to share their excitement about me joining the team”
- “I had all of the information I needed before school started”
- “During my onboarding process, my principal and colleagues made me feel welcomed”
- “During my onboarding process, network employees made me feel welcomed”
- “The onboarding sessions at my school provided me with key information regarding my work”
- “The onboarding sessions at the network provided me with key information regarding the organization and my work”
- “I started the school year with a clear sense of what is expected of me at work”

**Current State**
- “In the last seven days, I have received recognition or praise for doing good work”
- “In the last two weeks, someone at work has talked to me about my progress”
- “I would recommend working at _____” (net promoter score – scale of 1-10)
Effective Virtual Onboarding: Guiding Principles

1. Intentional Preparation and Planning (at every phase)
2. Be Mindful of Where People Are (Equity and Inclusion)
   • Differentiation for people with different needs
   • Normalize self-care
3. Communication, Relationship Building, and Strong Virtual Facilitation

POLL QUESTION
Agenda

• Norms and Community Building
• Effective Virtual Onboarding Strategies
• Participant Q&A
• Next Steps and Close
PARTICIPANT Q&A

- What questions do you have?
- What is one strategy or resource that resonated with you today?
Agenda

• Norms and Community Building
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• Next Steps and Close
Do Now: Quick Survey

*We really value your feedback!*

- **Step One:** Please complete the feedback survey; the link is in the chat box.
- **Step Two:** Type “Done!” in the chat once you’ve completed it.
Appreciations and Next Steps

Appreciations

What will you incorporate from today’s webinar into your virtual onboarding practices?

Next Steps

Reach out to EdFuel for additional resources and support!

- Mary Mason Boaz, mmboaz@edfuel.org