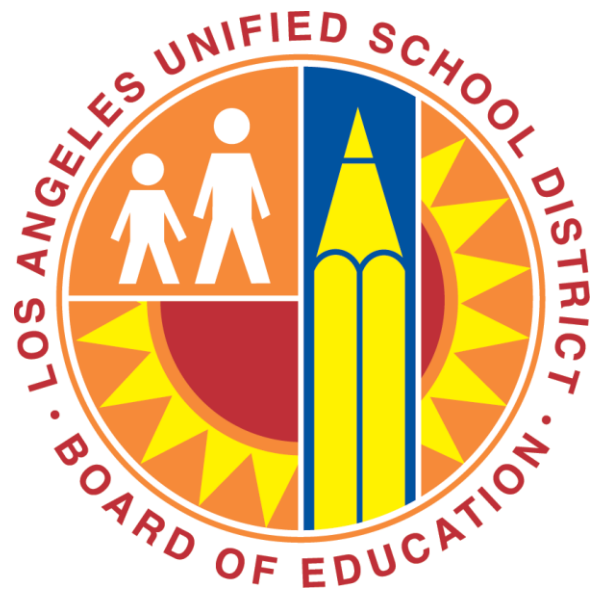


# New Employee Guide for Supervisors



**Organizational Excellence  
Classified Training**

**Los Angeles Unified School District**

**June 2013**



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## Introduction

As supervisors, one of our goals is to increase retention and job satisfaction among our staff at LAUSD. We want the orientation period for new colleagues to be the beginning of a long-term relationship with our District. The orientation period lasts months, and to be successful it requires dedicated focus on the part of many people. Checklists have been provided to help guide you through the new employee orientation period; pre-arrival, first few days, first six months, and to the first year.

## Tips for Effectively Orienting New Employees

**Provide Information Early** – New employees appreciate the opportunity to hear from the supervisor before they arrive.

**Welcome Them** – Have a ‘welcoming’ strategy. Plan to introduce the new employee at a organized meet and greet on the first day. Hang a welcome banner in their cubicle or on their office door.

**Engage Them** – Make the most of their ‘new job eagerness’ by quickly giving them information about their role, the processes and tasks for which they are responsible, and directions on where to dive in. Be available and keep the lines of communication open.

**Share the ‘Big Picture’** – Help them see how their individual role supports the work of your department, your branch, and ultimately the goals of the District.

**Help them Connect** – Explain the missions, visions, and goals of all departments within your branch. Review organization charts and explain the interrelationships with other departments with whom they will be working.

**Provide Tools** – Ensure they have access to and clear instructions for using technology and tools for information retrieval, process management, document management, and other relevant tools that will support their productivity. Link them to the resources they need to be effective in their new position.

**Provide Support** – Consider assigning them a ‘mentor’ to guide them through the ‘settling in’ period, job shadowing, and/or someone to coach them taking on a particular project. Share information about the culture that will help them navigate smoothly, and suggest behaviors to avoid.

**Provide Development** – Help them identify their learning goals and together create a development plan and enable them to have adequate time for their learning process and practice



and help them make the connection from training programs to actual challenges they will face in their work.

## Supervisor's Checklist: Pre-Arrival

**Congratulations, you've selected a new employee for your department.**

The Employee Transactions/Selection Branch ([ETSB](#)) will now call the new employee to offer a conditional offer of employment (based on clearance of fingerprinting) and to schedule a processing date.

1. ETSB will be contacted when the fingerprints clear and will then notify you that the employee is able to begin work.
- 2. You will then be able to call the employee to determine a start date. Please contact ETSB to provide them with a start date.**

*What happens between the offer letter and the first day of work for the new employee depends on planning and communication that assures a memorable welcome and alleviation of a new employee's natural anxiety.*

### Communication

- Call employee prior to first day to provide critical information
  - Arrival time and location
  - Name of person to report to on first day
  - Work schedule
  - Your name and title/job
  - Your contact information
  - Proper attire/dress code
  - Parking information/code
  - Building security
- Inform other staff members (memo or email) about new employee, start date and position
- Assign appropriate buddy/mentor (discuss with buddy/mentor first)
- Register for New Employee Orientation by visiting the [LAUSD Learning Zone](#).



**Prepare Office/Workstation**

- Keys/Codes:** Building, parking, office door, cabinets and desk, code for copier; How to prepare time card, information on how to obtain LAUSD/School identification badge.
- Supplies:** Calendar/date book, name plate, legal pads, post-its, stapler, paper clips, pens and pencils, and tape dispenser.

**Operations: Phone & Computer Systems**

- Set up voicemail account
- Set up long distance telephone account (if applicable)
- Prepare to show employee how to transfer calls and use voice mail
- Prepare to discuss telephone etiquette and standards
- Prepare a list of helpful phone numbers

<b>ITD Helpdesk</b> 213-241-5200	<b>Payroll Services</b> 213-241-6670	<b>Risk Management (Benefits)</b> 213-241-4262	<b>Board of Education</b> 213 241-6389
<b>Personnel Commission</b> 213-241-7800	<b>Ethics Office</b> 213-241-3330	<b>Organizational Excellence - Classified Training</b> 213-241-3440	<b>Office of Environmental Health &amp; Safety</b> 213-241-3199

- Set up new hire's computer with e-mail, internet account, software applications and multiple printing capability
- Schedule training with department administrators and staff on department systems, if applicable



## Supervisor's Checklist: First Few Days & Weeks

*This is a guide to encourage a smooth and comfortable new employee welcome. It is the supervisor's responsibility to provide the new employee with information and instructions about obtaining/using equipment and supplies, departmental facilities information, safety & emergency information and more.*

### First Day Activities

- Time card** – How and where to sign in and out
- Policy clarification** – Clarify any policies about lunch and break times
- Payroll contact** – Identify the payroll person who is responsible for timekeeping questions
  
- Provide employee with an orientation packet and checklist including the following documents:
  - New Employee Orientation Information & Checklist
  - Procedure for [ordering business cards](#)
  - [Sign up for email](#) through the LAUSD site
  - [Class Description](#) to clarify roles, responsibilities and expectations
  - Phone lists/Staff directory
  - [Guide to Schools](#) and [Guide to Offices](#)
  - Organizational Chart
  
- "Buddy" assigned to employee \_\_\_\_\_
- Organize informal group lunch \_\_\_\_\_
- Stop by later in the day on the first day to invite questions
- Meet at end of the day for first few shifts to touch base; plan for next day

### Introductions and Tours

- Introduce employee to fellow team members and key personnel
  
- Tour of site, including:
 

<ul style="list-style-type: none"> <li>• Restrooms</li> <li>• Copiers</li> <li>• Fax machines</li> <li>• Printers</li> <li>• Files</li> </ul>	<ul style="list-style-type: none"> <li>• Bulletin board</li> <li>• Office supplies</li> <li>• Parking</li> <li>• Kitchen</li> <li>• Cafeteria</li> </ul>	<ul style="list-style-type: none"> <li>• Coffee/vending machines</li> <li>• Emergency exits and supplies</li> </ul>
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**GENERAL POLICIES**

<input type="checkbox"/> Review key policies	<ul style="list-style-type: none"><li>• Anti-harassment</li><li>• Overtime, vacation, illness, personal necessity, leaves, etc.</li><li>• Holidays</li></ul>	<ul style="list-style-type: none"><li>• Performance reviews</li><li>• Personal conduct standards</li><li>• Progressive disciplinary actions</li><li>• FMLA/leaves of absence</li></ul>
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**ADMINISTRATIVE PROCEDURES**

<input type="checkbox"/> Review general administrative procedures	<ul style="list-style-type: none"><li>• Payroll timing, time cards, procedures, and forms: illness/personal necessity, vacation, etc. and point person for payroll/time reporting</li><li>• Form for automatic payroll deposit</li><li>• Office/desk/work station</li></ul>	<ul style="list-style-type: none"><li>• Office supplies and orders</li><li>• Telephones</li><li>• Building access cards/codes</li><li>• Conference rooms</li><li>• Picture ID badges</li><li>• Transit subsidy for certain locations</li><li>• Mileage reimbursement</li><li>• Mail (incoming and outgoing)</li></ul>
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**INTER-OFFICE POLICIES/INFORMATION**

<input type="checkbox"/> Review key information	<ul style="list-style-type: none"><li>• Taking work, materials, or equipment home</li><li>• Handling confidential information.</li><li>• Telephone, E-mail, and Internet use (personal and professional)</li><li>• Workspace appearance</li><li>• Work hours, overtime, time-keeping practices, calling in if absent</li></ul>	<ul style="list-style-type: none"><li>• Coffee/Birthday Club</li><li>• Lunch and break periods</li><li>• Unwritten rules</li><li>• Safety and Security</li><li>• Emergency procedures</li><li>• Visitors</li><li>• Smoking</li><li>• Kitchen use and cleanup</li><li>• Dress code</li></ul>
<input type="checkbox"/> Review district and department/unit philosophies	<ul style="list-style-type: none"><li>• Mission and Vision</li><li>• Major Functions</li><li>• Structure</li><li>• How employee's work fits in/office relationships</li></ul>	<ul style="list-style-type: none"><li>• Code of Ethics</li><li>• Our customers</li><li>• Quality control</li><li>• Accountability</li><li>• Productivity requirements</li></ul>



<input type="checkbox"/> Review district and department/unit history	<ul style="list-style-type: none"> <li>• Organization chart</li> <li>• District structure and hierarchy</li> </ul>	<ul style="list-style-type: none"> <li>• District History and Background</li> <li>• Introduce www.lausd.net</li> </ul>
<input type="checkbox"/> Hardware and software reviews, including:	<ul style="list-style-type: none"> <li>• Activate LAUSD.net/Inside LAUSD</li> <li>• District E-mail</li> <li>• District systems</li> <li>• Shared drive data</li> <li>• Internet access</li> <li>• The Learning Zone</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Office System</li> <li>• Phone instruction</li> <li>• Voicemail setup</li> <li>• Transferring calls</li> <li>• Phone directory</li> <li>• Phone etiquette</li> </ul>
<p><b>OTHER</b></p>		
<ul style="list-style-type: none"> <li>• Important dates/events</li> <li>• List of most common jargon defined</li> <li>• List of LAUSD abbreviations</li> </ul>	<ul style="list-style-type: none"> <li>• Nearby places to eat or order -in</li> <li>• Archive of common forms</li> <li>• Tips/experience here as new employee</li> </ul>	





# Job Specific Orientation & Performance Expectations

*When guiding a new employee to become familiar with their new position, this document provides an outline to help supervisors and employees discuss important topics such as job expectations, responsibilities, and performance expectations.*

<input type="checkbox"/>	Review and discuss <a href="#">Class Description</a>
<input type="checkbox"/>	Clearly define responsibilities
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<input type="checkbox"/>	Discuss personal job goals and dates for milestones
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<input type="checkbox"/>	Discuss reporting relationships
<input type="checkbox"/>	Discuss relevant protocol
<input type="checkbox"/>	Discuss training interests and needs
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- Ask and invite questions to judge the employee's comfort and understanding of the job
  - Review job schedule and hours
  - Review initial job assignments and training plans
  - Touch base during the week to ensure employee has resources necessary to perform duties
  - Assign and explain first project:
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- Identify "experts" outside your department who can provide assistance
- Define work behavior expectations:
  - Attendance
  - Punctuality
  - Flexibility
  - Working with supervisor, superiors, peers, and the public
  - Telephone etiquette
  - Working independently
- Discuss the probation period and exact timeline for becoming a permanent employee
- Discuss salary steps and merit salary increase plan ([Salary Table](#))
- Performance Evaluation – discuss expectations and standards
- Follow-up: Set next meeting date and time \_\_\_\_\_



## Supervisor's Checklist: 6 Month

*Review the first six months. Is the employee fully engaged, seeing him or herself as a valued contributor? Is the necessary training complete? Continue providing regular informal feedback. Begin making notes for the probationary review meeting with your employee.*

**For eligible employees, ensure they have completed the enrollment process of benefits. Employees may complete the enrollment process to receive benefits before the end of the month of their hiring OR after they have been on payroll for two or more pay periods.**

Model the kinds of behaviors you would like to instill in your employees.

### **Clarify:**

- Role(s)
- Responsibilities
- Expectations
- Ongoing coaching
- Feedback

### **Schedule:**

- Weekly or monthly update meetings
- Probationary review meeting at 2 months and 4 months
- Performance appraisal/detailed feedback meeting

### **Identify:**

- Areas for further development or remediation
- Areas of strength and shown improvement
- Proper channels/methods to provide feedback
- Decision-making methods
- Future goals of employee and supervisor
- Training opportunities



## Supervisor's Checklist: 1 Year

*Review the first year; celebrate successes with recognition of contributions and plan growth for the future.*

- Continue to clarify roles, responsibilities and expectations as needed and provide ongoing coaching and feedback
- Schedule weekly/monthly update meetings as needed
- Model the kinds of behaviors you would like to instill in your new employees
- Continue to provide detailed feedback to employees on his/her performance and identify any areas that require further development or remediation
- Discuss career development and plans for the future
- Encourage the employee to explore professional development opportunities such as:
  - Professional Development Classes
  - Tuition reimbursement opportunities
  - Degree programs
  - Supervisory certificates

### **Suggested Talking Points To Discuss With The Employee**

- Is the job what you expected? How or how not?
- Are you having enough opportunities to learn and grow? What are some areas in which you would like to grow?
- Are you running into any roadblocks to your productivity? What are they and how do they affect you?
- What's the best thing that's happened to you here this year?
- Do you feel recognized for your contributions? How do you like to be recognized?
- What suggestions for improvements do you have?



## Important Phone Numbers

<b>Board of Education</b>	<b>213-241-6389</b>
<b>Ethics Office</b>	<b>213 241-3330</b>
<b>ITD helpdesk</b>	<b>213-241-5200</b>
<b>Office of Environmental Health &amp; Safety</b>	<b>213-241-3199</b>
<b>Payroll Services</b>	<b>213-241-6670</b>
<b>Personnel Commission</b>	<b>213-241-7800</b>
<b>Risk Management (Benefits)</b>	<b>213-241-4262</b>
<b>Workforce Management Classified Training</b>	<b>213-241-3440</b>

## Helpful Links

[Beaudry Administrative Headquarters](#)  
[Benefits website](#)  
[Business cards](#)  
[Class Description](#)  
[District Calendars](#)  
[District email address](#)  
[District Fingertip Facts](#)  
[District Guide to Offices](#)  
[Employee Transactions/Selection Branch](#)  
[Find A School](#)  
[IT HelpDesk Online](#)  
[LAUSD Learning Zone](#)

[Local Districts](#)  
[Los Angeles Department of Transportation](#)  
[Map of LAUSD](#)  
[New Hires FAQ](#)  
[Salary Table](#)  
[Staff Parking LAUSD Administrative Headquarters;](#)  
[Metropolitan Transit Authority](#)  
[Talent Acquisition and Selection Branch](#)  
[Organizational Excellence Classified Training Branch website](#)