

# Orientation For Agency Employees

# Agency Orientation Topics

•Parking	•Clock-in Clock-out	•House- keeping	•Dress Code
•Arrival time	•Timesheets	•Smoking	•Safety Overview
•Business Hours	•Paychecks	•Benefits	•Productivity Overview
•Shifts	•Phone Calls	•Assignment Length	•Job Related Injury Info
•Lunch & Breaks	•Attendance	•Badges/ID	•Call-out procedures

# Employer Orientation Topics

• Introductions and tour of work-site layout	• "Buddy" assigned for two weeks
• Department "hot buttons"	• Detailed safety procedures
• Job description review	• Quality metrics
• Productivity measurements	• Evaluation process

# Orientation Benefits

- Assimilate Agency employee into workplace
- Share information regarding overall function of company
- Target specific contribution of Agency employee to company
- Communicate critical information and tools to be successful
- Consistent message regarding responsibilities and expectations



# Job Performance Expectations

- Precise expectations presented at start of assignment to Agency employee
- Position objectives explained
- Essential functions of assignment detailed
- Additional functions that arise reviewed
- Performance standards outlined
- Safety practices presented



# Agency Employee Training Overview

# Prepare

- Determine needs
- Know desired outcome
- Metrics to measure success in place
- Document best practices to share
- Design training curriculum
- Select good performer as trainer
- Trainer must be “trained how to train”
- Trainer must have desire to train new employees

# Present

- Orientation topics
- Detailed job description presented
- Work flow demonstrated
- Job shadow completed
- Metrics explained
- Quality Assurance process reviewed



# Try Out

- Agency Employee works at assigned tasks
- “Buddy” answers questions
- Supervisor monitors work
- Supervisor communicates feedback
- More responsibilities are layered onto assignment as competencies increase



# Follow Up

- Hourly, daily and weekly feedback to Agency employee (positive and negative)
- Agency employee's metrics compared to standards
- Agency employee's quality performance measurements reviewed
- Training curriculum scrutinized
- Trainer receives feedback to improve training process

