



State of Missouri Onboarding

Capstone Team B

MISSOURI LEADERSHIP ACADEMY CLASS II

What could we do differently to improve onboarding?

“Virtually everything...”

-Department response



No one fully uses best practices



Start onboarding prior to first day


Measure success of onboarding


Assign mentor


Follow up with new hire

Introduce State Government 101

	Office of Administration	Missouri Agriculture	Missouri Department of Corrections	Missouri Department of Education	Missouri DHSS	MeHE	DIFP	LABOR.MO.GOV	Missouri Department of Mental Health	Missouri Department of Public Resources	Missouri Department of Revenue	Missouri Department of Social Services	MoDOT
Start onboarding prior to first day	No	No	Varies	No	No	No	No	No	No	No	Varies	No	No
Measure success of onboarding	No	No	No	Varies	No	No	Varies	No	Varies	No	No	No	No
Assign mentor	Varies	Varies	No	No	No	Varies	Varies	No	Varies	Varies	Varies	Varies	No
Follow up with new hire	No	No	No	No	Varies	No	Varies	No	Varies	No	Varies	No	Varies
Introduce State Government 101	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies	Varies

Yes 

No 

Varies 



We recommend a common first year process for all employees



- Contact new hire by phone
- Two week agenda of training activities
- Guidance for completion of new hire paperwork
- Communicate essential information for first day
- Workspace and supplies are identified
- Supervisor outlines first day
- Introduce expectations and objectives
- Schedule interaction with colleagues
- Tour the facility
- Provide state government overview
- Benefits overview
- Meet management team
- Introduce department mission & placemat
- Introduce professional development tools
- Begin job specific training
- Complete department specific orientation
- Complete required training
- Follow-up with employee to receive feedback
- Assign mentor
- Continue job specific training



Successful onboarding will require a sustainable operating model

Governance

- Establish an owner of the new onboarding process
- Establish a team of leads to implement new onboarding process

Content

- Provide statewide onboarding content for Intranet site
- Develop one universal survey for tracking new hire feedback
- Maintain the onboarding checklist for hiring managers to use
- Create MO Learning training paths

People

- Onboarding team creating an exceptional experience for our new hires to show them we care about their career in State Government.
- Changing the culture by working with the hiring managers and HR to focus more of their time towards this initiative

System

- Enterprise Learning Management System
- MO Learning
- State of Missouri onboarding Intranet site



Questions?

