Accelerating New Finance Employee Orientation to ConnectCarolina

Presented by Cortney Alston

WHAT I LOVE TO DO

Create unique ideas

Facilitate in-person trainings

Create print material

Discovering new tools & resources

Record good audio

Design computer based trainings

Brainstorm original ideas

Organize tasks accordingly
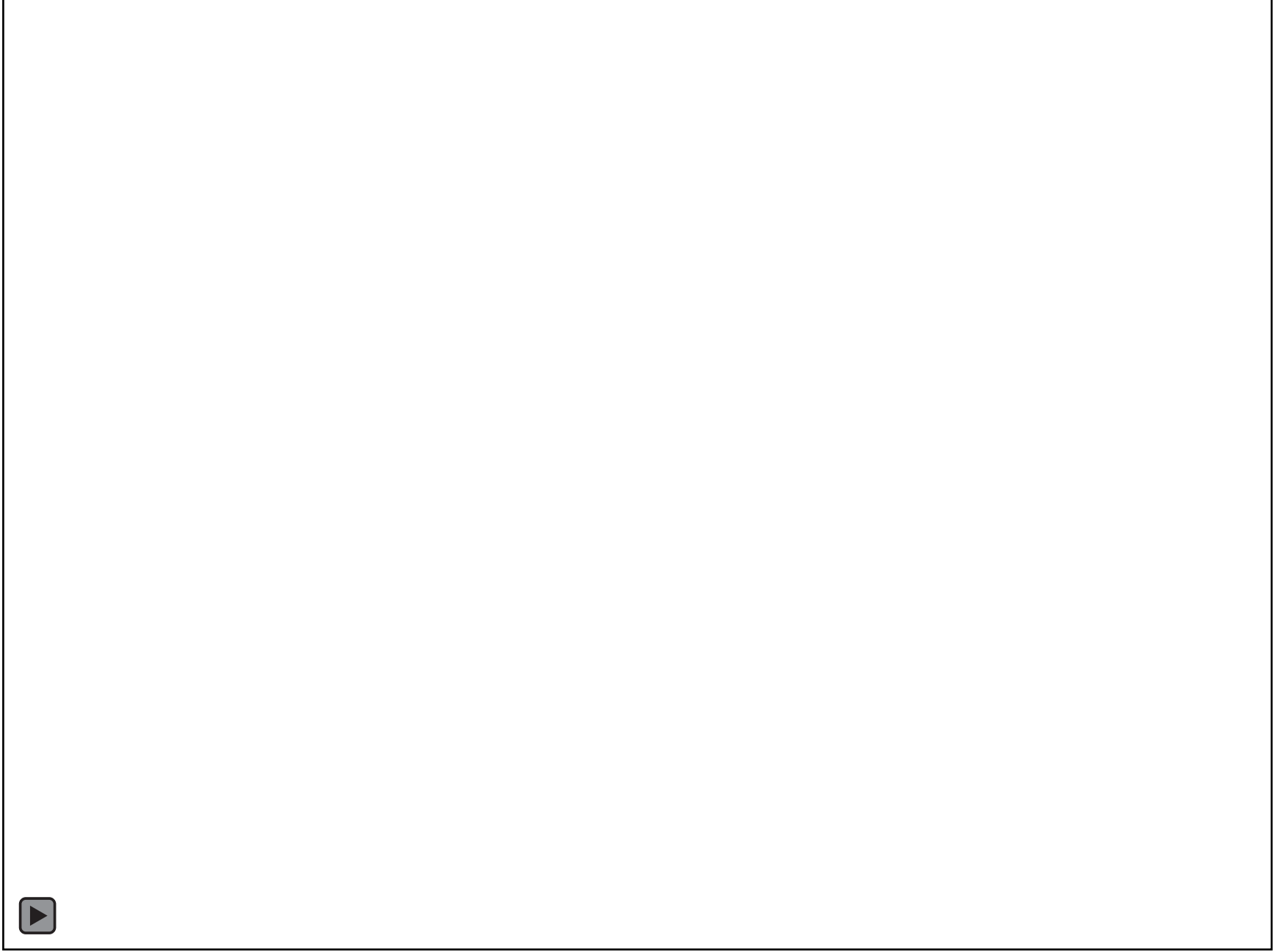
RANDOM FACTS ABOUT ME

Flexitarian

Pluviophile

Undercover Foodie

Chronically early

ConnectCarolina User Conference 2018

Let's Take a Walk

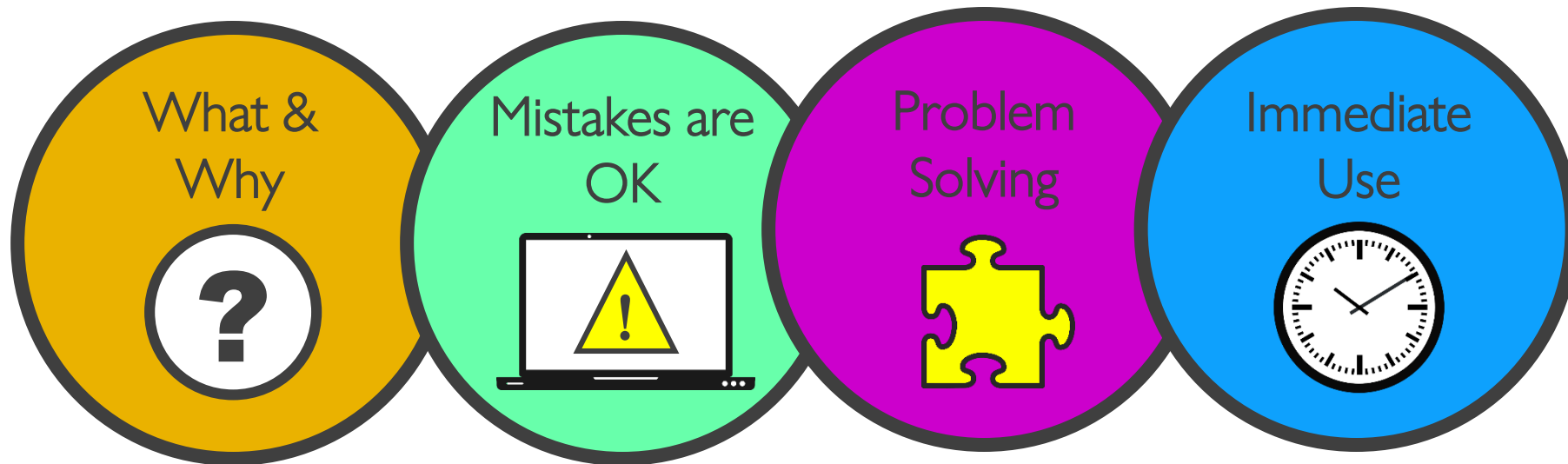Grounding our feet with
perspective and understanding.

Information Overload

Consider Malcolm Knowles' 4 Principles of Andragogy

How to Incorporate Andragogy

- Explain the what and why

- Provide prior to class for clarity which fosters engagement

What & Why

?

How to Incorporate Andragogy

- Provide low risk opportunities to use knowledge and build

- Make yourself available for questions
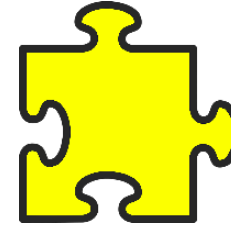
**Mistakes are OK**

How to Incorporate Andragogy

- Encourage peer problem solving and sharing of information

- Collaborate with others to address new user questions to broaden their experience

## Problem Solvers

How to Incorporate Andragogy

- New users need opportunities to practice what they learn with various resources and activities

- Designated room and time for orienting staff to your departments ConnectCarolina finance practices
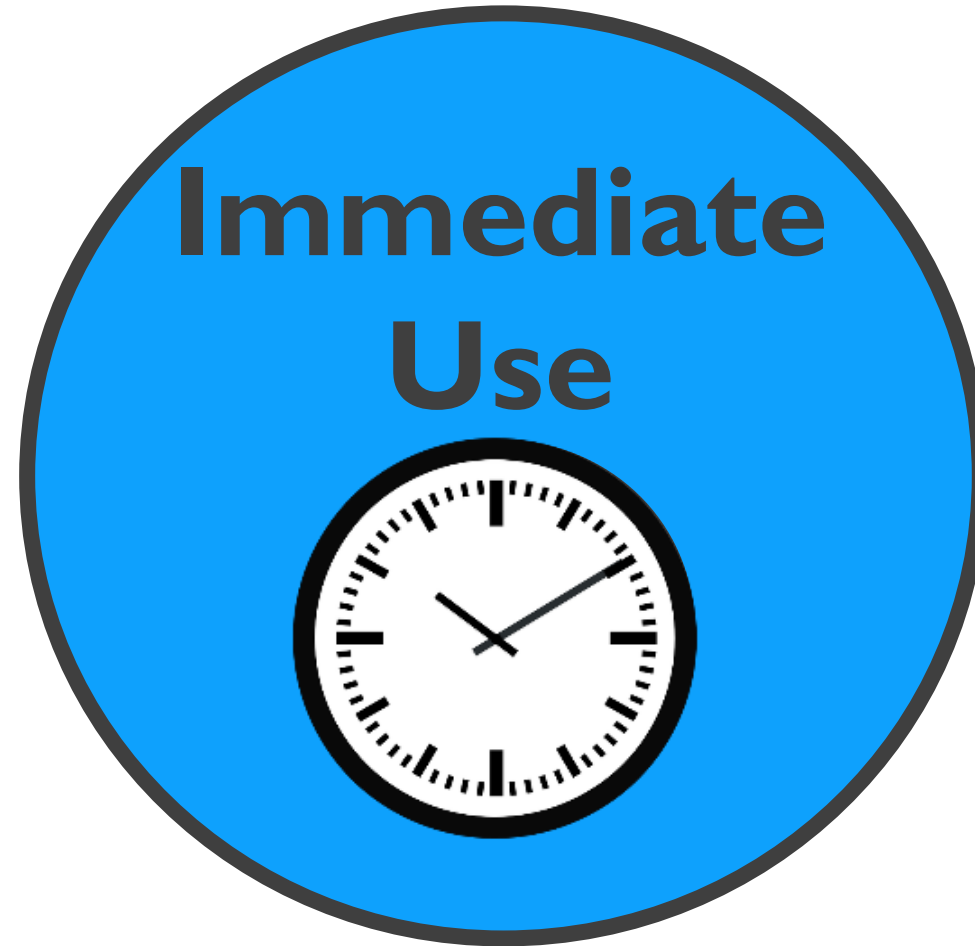
Finance Training Resources

- CC Information Page
- Computer Based Trainings
- Webinars
- Guides
- Presentations
- Quick References
- Lynda.com
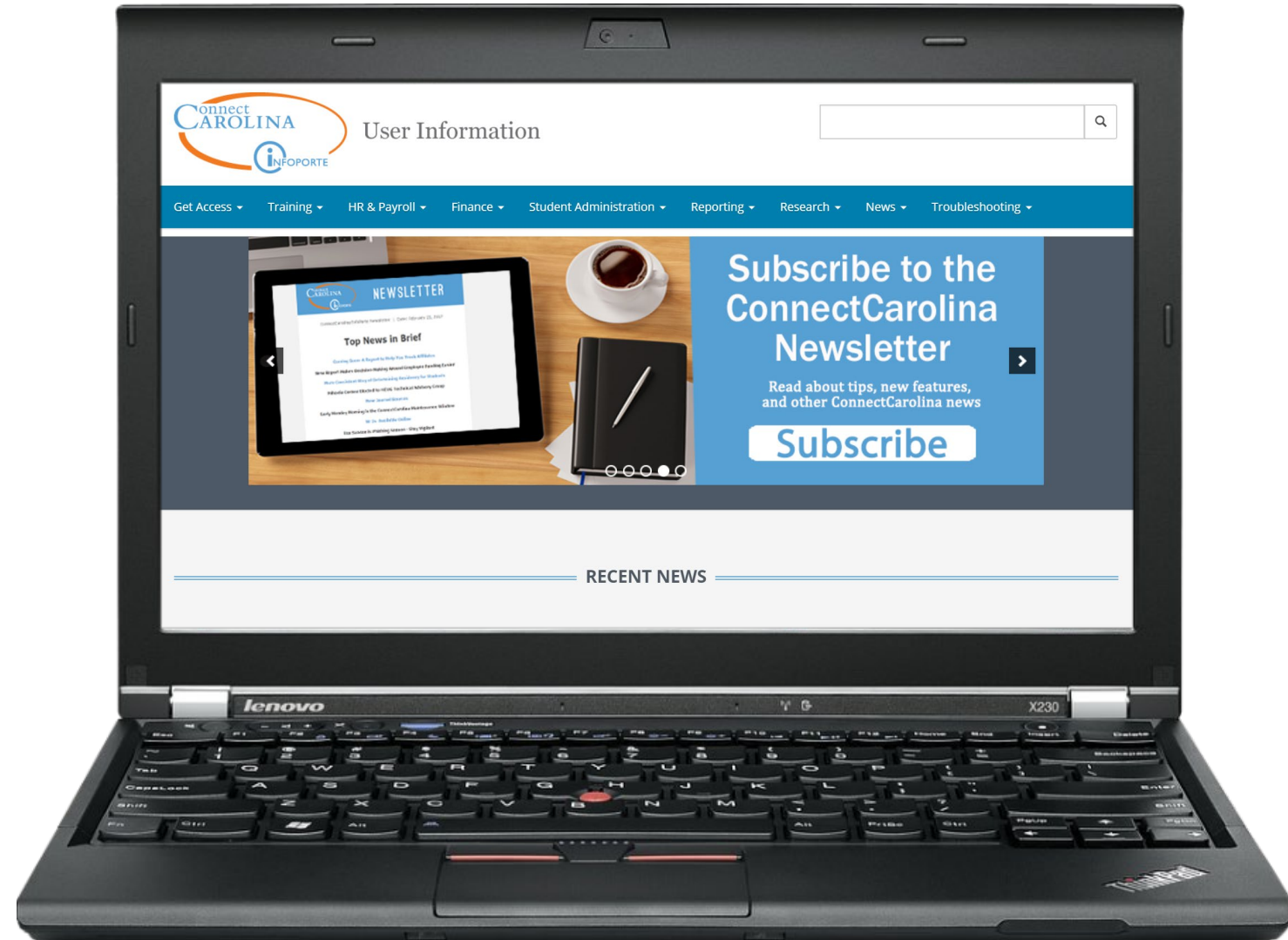
MEET THE MODERN LEARNER

As training moves to more digital formats, it's colliding with new realities in learners' jobs, behaviors, habits, and preferences.

Today's employees are overwhelmed, distracted, and impatient. Flexibility in where and how they learn is increasingly important. They want to learn from their peers and managers as much as from experts. And they're taking more control over their *own* development.

OVERWHELMED...

Number of times online every day

early days of the Internet: **5** | today: **27**

41 % of time workers spend on things that offer little personal satisfaction and do not help them get work done.

DISTRACTED...

Most learners won't watch videos longer than **4** minutes

Knowledge workers are constantly distracted with millions of websites, apps, and video clips.

People unlock their smartphones up to **9** times every hour

2/3 of knowledge workers actually complain that they don't have time to do their jobs

IMPATIENT...

Online, designers now have between **5** and **10** seconds to grab someone's attention before they click away

5 minutes— Workers now get interrupted as frequently as every 5 minutes—ironically, often by work applications and collaboration tools

1% of a typical workweek is all that employees have to focus on training and development

Sources:
"The Overwhelmed Employee: Simplify the Work Environment" *Deloitte University Press*
"The Knowledge Worker's Day" *Basex*
"Make Time For the Work that Matters" *Harvard Business Review*
"Collaboration & Social Tools Drain Business Productivity, Costing Millions in Work Interruptions" *harmon.ie*
"We're Creating a Culture of Distraction" *jonilicious.com*
"Study Says We Unlock Our Phones a LOT Each Day" *TIME*
"'Infobesity' Causes Distraction and Stress at Work" *HR Magazine*
"IT Training Gets an Extreme Makeover" *Computerworld*
"Network Performance: Does It Really Matter To Users And By How Much?" *University of Massachusetts*
"Worldwide Mobile Worker Population 2011 - 2015" *IDC*
"Ambivalence Is Not a Strategy" *Fifer+Strategy Group*
"The Rise of the Extended Workforce" *Accenture*
"Engaging Disengaged Learners" *Towards Maturity*
"Just-in-time Information through Mobile Connections" *Pew Research*
"Here's a Google Perk Any Company Can Imitate: Employee-to-Employee Learning" *Fast Company*

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UNTETHERED

Today's employees find themselves working from several locations and structuring their work in nontraditional ways to accommodate their lifestyles. Companies are finding it difficult to reach these people consistently and even harder to develop them efficiently.

37% of the global workforce is expected to be "mobile" by the end of 2015

30% of full-time employees do most of their work somewhere other than the employer's location

20% of workforce comprised of temps, contractors, and freelancers

ON-DEMAND

Employees are accessing information—and learning—differently than they did just a few years ago. Most are looking for answers outside of traditional training and development channels. For example:

To learn what they need for their jobs, employees access: search engines **70%+** / online courses **50-60%**

People are increasingly turning to their smartphones to find just-in-time answers to unexpected problems

COLLABORATIVE

Learners are also developing and accessing personal and professional networks to obtain information about their industries and professions.

~80% of workforce learning happens via on-the-job interactions with peers, teammates, and managers

Learners are: asking other people / sharing what they know

at Google, **55%** of training courses are delivered by an ecosystem of **2,000+** peer learners

EMPOWERED

Rapid change in business and organizations means everyone needs to constantly be learning. More and more people are looking for options on their own because they aren't getting what they need from their employers.

2½ to 5 Half-life (in years) of many professional skills

38% of workers who say they have opportunities for learning and growth at their workplace

62% of IT professionals who report having paid for training out of their own pockets

SCE New Employee Orientation

Our offices recognize that the onboarding process begins prior to the new employees first day. Over time we discovered that we needed to design a formal process that can be duplicated over, and over as new employees joined our staff.

SCE Service Center of Excellence

Onboarding Checklist

Continuous Improvement & Staff Development

Onboarding: Welcoming

When onboarding a new employee it is important to welcome a new employee to the team and create a positive workplace culture

- ❑ A welcome email sent to the new hire upon acceptance of the job is a good way to begin welcoming the employee
- ❑ Set up Employee desk with office essentials and welcome card
- ❑ Introduce new employees to their team
- ❑ Tour the office and building with the employee on his/her first day to make introductions

Onboarding: Prep for Work

- ❑ Submit a ticket with IT to help get a new employee's work station set up
- ❑ Present the SCE welcome folder information including how to use the directories and phones in SCE
- ❑ Invite the new employee to meetings with personnel who he/she may be working with.
- ❑ Ensure the new employee has access to shared files and templates
- ❑ Schedule any required computer trainings for the employee through ABC sign up so that they may gain access to work required systems quickly
- ❑ Ensure the new employee is aware of required trainings such as Title IX Awareness and/or EHS training
- ❑ Make a list of relevant procedures and information and where to find important documents

Upcoming Events or Meetings for New Employee to Attend

ver 12062017

Resources for Developing Presentations

SCE Service Center of Excellence — Free Tools & Resources to Pep Up Presentations

Audio & Video

Bensound www.bensound.com

Here you can download my royalty free music for Youtube and your multimedia projects.

Powtoon www.powtoon.com

Create free animated videos and presentations.

Free Sound Effects www.freesoundeffects.com

Royalty free sound effects.

Adobe Spark https://spark.adobe.com

Adobe Spark is a free online and mobile graphic design app. Easily create beautiful images, videos, and web pages that make you stand out on social.

Gaming & Engagement

KaHoot https://kahoot.com

Kahoot! is a free game-based learning platform for teachers of awesome and classroom superheroes.

Direct Poll http://directpoll.com

Create and conduct polls in a minute. Use it in your flipped classroom, in your lecture or just to amaze your audience.

Poll Everywhere https://www.polleverywhere.com/

This web-based audience response system lets you embed interactive activities directly into your presentation. The audience responds on the web or via SMS texting on their phones.

Mentimeter www.mentimeter.com

Free realtime voting tools, word cloud generators, quizses and more. Great for presentations and training.

Flipgrid https://flipgrid.com

Allows users to connect and interact as a group to share their voice via short recorded videos. With instructor moderation, access control on more.

Graphic Design

Canva www.canva.com

Canva is a free graphic-design tool website.

Coolors https://coolors.co

Canva is a free graphic-design tool website.

Venngage https://venngage.com

Create and design infographics using a plethora of templates online. Similar to Canva but with a chart focus

Iconfinder www.iconfinder.com

Royalty free sound icons.

DesignBold www.designbold.com

Simple and modern design templates for handouts, infographics, and printed/web-based documentation

Infogram https://infogram.com

Free website (with premium version) for creating infographics

Images

Free Images www.freeimages.com

Browse and download 390,297 free photos and illustrations.

Morguefiles https://morguefile.com

Morguefile is a free photo archive "for creatives, by creatives."

Pixaby https://pixabay.com

Browse and download over 1.1 million images and videos shared by the Pixaby community.

Unsplash https://unsplash.com

Over 200,000 free (do whatever you want) high-resolution photos brought to you by the world's most generous community of photographers.

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SCE Service Center of Excellence — Accessibility Essentials for Presentations & Documents

Images & Other Graphics

Most presentations and some documents use images and graphics to further communicate the message. These images can be difficult for a screen readers users to understand. Alternative text is an element that can be added to the image to allow users to discover the nature of the image. Otherwise, users who use screen readers will just hear "image." When using alt text the user will hear the description provided in the alt text.

How to Edit or Add Alt Text

1. Right click on the image or graphic.
2. Select **"Alt Text".**
3. Enter a description and title for the image.
4. Click **"OK"** or press Enter button on keyboard.

Example

Title: Cassette Tape

Description: Rectangular case with two spoked wheel holes that hold audio tape.

Photo by Namroud Gorguis on Unsplash

Tables, Headings & Lists

Various features are used to categorize and organize information. Below are the most common and how to incorporate elements of accessibility.

Tables

This should be used for displaying data and not just decoration. To make it accessible include a header row instead of immediate data. Why? Screen readers will read the first row as a heading row.

Headings

Using headings to organize your information creates sections to make it easier for readers/users to jump to a sections. Use the default header settings or create your own.

Lists

Use the automatic numbering or bulleted listing element that is built into the software being used. Most of these automatically create lists that are accessible.

Color Contrast & Text

- Text is easily read when left-aligned.
- Use Times New Roman, Verdana, Arial, Tahoma, Helvetica, and Calibri fonts. The US Department of Health & Human Services unofficially recommends these fonts.
- Use high contrasting colors.
- Avoid **boldface** and highlighting. Screen readers may not pick up on this formatting.

Links

Screen readers scan for links. Use descriptive text for the link, instead of copy and pasting the actual link.

Example

Let's say you are linking to a page about how to use a cassette player. The link should look similar to what is below with the text displayed instead of the link.

Using Cassette Players

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v. 09/04/2018

Partner Discussion (1x1)

What is your internal onboarding process like?

1. Does your training incorporate Andragogy Principles?
2. Does your unit incorporate various opportunities to engage?
3. Does your training provide accessibility?
4. Does your office collaborate with other units when introducing new features, change, or update processes?

Group Discussion (2x2)

What is your internal onboarding process like?

What is one thing you would like to incorporate or consider in your current onboarding process for ConnectCarolina?

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Questions
& Thank You

Key Points to Remember

- Take some of the pressure off

- Let them know "What" and "Why" about the training

- Collaborate with other units or staff