MG Robert M Joyce, Installation Management Academy
School for Family and MWR

NAF Personnel Management:

Recruitment, Readiness & Retention

Session 5
Participant Guide

Virtual Classroom Course

Onboarding – Keeping the Right People on the Bus

"You seldom improve quality by cutting costs, but can often cut costs by improving quality"
Karl Albrecht

In Session 5 of the NAF Personnel Management virtual course learners identify the strengths in onboaridng, review onboarding models, and practice the process of establishing performance standards.

Session 5 Objectives
- Define onboarding & outline benefits
- Review three onboarding model; discuss merits and drawbacks
- Practice process of establishing performance standards

Pre-Session
- Read HO-005-PM (Getting onboard)
- Read HO-005-PM (Getting new hires)
- Review AR 215-3 Chapter 6: 6.1-6.5

In addition to the Participant Guide, have available the assigned document listed below:
1. HO-005-PM (John Hopkins)
2. HO-005-PM (Department of Personnel)
3. HO-005-PM (University of MN)
4. JA-002-PM(PDP-RecAssist-Sports-NF03

Defence Connect Online (DCO):

Your virtual classroom is located at https://sfmwr.acms.com/pm

Please login 15 minutes prior to the start of your session

Conference Calling

OCONUS
For OCONUS there are several dialing options. You will need to test each option to determine which one is best for your location.

Option 1 – dial 94 866-748-1120

Option 2 – dial 94 517-623-2946

Option 3 – dial 517-623-2946 as if you are dialing a local commercial number

Option 4 – dial 809-463-3376, wait for a second dial tone, and then dial 1-866-748-1120

CONUS 866-748-1120 (No DSN for CONUS calling)

Participant Pass Code: 64104442#

AR 215-3 Chapter 6 (sections 6-1 through 6-5) review

1. True or false: The use of forms designed for appropriated fund employees is authorized for writing performance standards for NAF personnel?

>   Choose from the following for Q 2-5

>   a)   Employee

>   b)   First line supervisor

>   c)   Second line supervisor

>   d)   Servicing CPAC/NAF CPU

2. According to AR 215-3, who is responsible for developing Performance Standards?

3. Who is responsible for reviewing ratings and has final authority?

4. Who is responsible for administering the personnel performance evaluation program?

5. Who provides input into performance standards to ensure that the established standards are realistic in view of current assignments?

6. Which of the following could be considered aspects of performance in writing performance standards?

>   a) Quality of finished work
>   b) Timeliness
>   c) Leadership and initiative
>   d) Courtesy to the public
>   e) All of the above

7. Performance evaluations will be used as a basis for which of the following in making decisions about an employee?

>   a) Training
>   b) Retention
>   c) Promotion
>   d) Reassignment
>   e) Removal
>   f) All of the above

Breakout Room Exercise

Activity

- Left column: Strengths of onboarding model

- Right column: Challenges of onboarding models

- 15 minutes

Technical

- Dial into phone sub-conferencing once you are put into BOR

- To return to main phone conferencing, dial 0##

- Raise your hand if you have questions

Community Recreation Division

Mission

Support the Army Force Generation Model by providing the resources and services that enhance region and garrison capabilities to support the expeditionary Army and deliver a quality of life for Soldiers and Families commensurate with their service.

Vision

Serving those who serve by providing increased accessibility and quality of programming in Soldier and recreation programs for all authorized patrons.

Provide excellent programming while giving outstanding customer service to those who use our facilities.

SMART Job Performance Standards

S pecific

M easurable

A ttainable

R esults-oriented

T ime-framed

A well written performance standard also tells the Team Member how s/he can exceed standard!

SMART Performance Standards

Change & Continuous Improvement
Creativity/Innovation

Are these SMART standards? Why or why not?

1. Research a new idea about fitness.
2. Research a new idea about fitness and write an article for the Family & MWR website.
3. Research new and innovative fitness ideas and share two (2) with customers on Family & MWR website/quarter.
4. Research new and innovative fitness ideas and share two (2) with customers on Family & MWR website/quarter. **To exceed:** Share three (3) new and innovative fitness ideas with customers/quarter.

Breakout Room Exercise 2

Activity

- Write two SMART performance standards for a Recreation Assistant (Sports) NF03 for your assigned Model/Core Competency focusing on the KSAs

- Tell how they link to the mission and vision

- 15 minutes

Technical

- Dial into phone sub-conferencing once you are put into BOR

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- Raise your hand if you have questions

16

Post-Session Assignment (5)

Assignment

1. Construct three (3) performance standards for the commonly-filled position you've been using for your previous post-session assignments.

    - Identify Model and Core Competencies for each standard – focus on KSAs
    - Choose three (3) different Core Competencies when writing standards
    - Remember to write SMART objectives
    - Remember to include how standard can be exceeded
    - Include facility's/program's mission
    - Please review the syllabus for grading rubric

See syllabus and Participant Guide for Session 6 Pre-Session assignment(s).

Technical Directions

1. Email to Patrice & James
2. Due NLT midnight Thursday class Central Time.
3. Use naming conventions outlined in syllabus [SmithJ-Session 5].

5-17

Key Take-aways from Session 4
Panel Interviews and Reference checks

5-2

Onboarding Aha!

5-4

Partnership for Public Service. (2008). *Getting On Board: A Model for Integrating and Engaging New Employees.*

Principles for Successfully Managing New Team Members

- Onboarding is a process, not an event

- Onboarding is a team effort

- Onboarding is planned and structured

- Onboarding is about more than filling a job

5-7

Performance Standards

Why is this an important part of onboarding?

5-11

Why do we write good performance standard?

Mission, Vision and Culture of the Organization.

✓ Identifies Model or Core Competencies.

Partnership for Public Service. (2008). *Getting On Board: A Model for Integrating and Engaging New Employees.* 5-12

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5-13

SMART Job Performance Standards

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5-15

Why do we write good performance standard?

Mission, Vision and Culture of the Organization.

✓ Identifies Model or Core Competencies.

✓ Write Job Performance Standards.

Partnership for Public Service. (2008). *Getting On Board: A Model for Integrating and Engaging New Employees*.   5-14

SMART Performance Standards

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Creativity/Innovation

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5-16

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5-15