


How Employee Onboarding & Engagement Can Help My Organization


A Presentation for WASB by the Pewaukee School District

Ron Frea, Board Member
Brian Kammers, Board President
Jeanne Witthun, Board Member
JoAnn Sternke, Superintendent





Getting to Know the Pewaukee School District

- 25 Miles west of Milwaukee
- 3000 Students/345 Employees
- Unique All-School Campus Setting




Getting to Know the Pewaukee School District

2013 Malcolm Baldrige National Quality Award

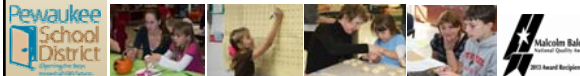



Milwaukee Journal Sentinel Top Workplace for six years (2011-2016)




Today's Learning Objectives

- Understand what employee engagement is and is not
- Learn a multi-step process used to hire, engage, develop and retain staff by focusing on employee engagement strategies
- See engagement tools in action and their impact
- See sample ways to measure employee engagement




Pewaukee School District

Opening the door to each child's future.

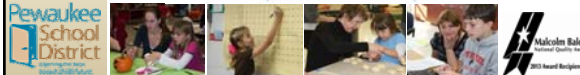


Strategic Emphasis on Workforce Engagement

- Robust Strategic Planning Process – in place for over 20 years



PSD Annual Strategic Planning Process



Strategic Emphasis on Workforce Engagement

5 Key Strategic Plan Strategy Areas

- Teaching & Learning
- Communication & Community Engagement
- Technology
- Facilities & Operations
- **Workforce Engagement & Development**



Goal of Workforce Engagement & Development

- **Hire, engage, develop and retain** a talented workforce to implement our mission of opening the door to each child's future




What Employee Engagement is NOT

Employee Engagement is not:

- having “happy” employees
- what you do “to” employees or “for” them
- about “fit”
- doing more with less
- having talented employees

So what is employee engagement?



What Employee Engagement IS

Employee engagement is:

- an employee's commitment to the organization
- their contribution to the organization's success
- their personal motivation and involvement in their role
- Their feeling of satisfaction and sense of community



Engagement also means that an employee's personal goals and drivers of satisfaction are aligned with the organization's mission and strategic objectives





A recent Gallup study found that organizations with high employee engagement scores had:

- 18% higher productivity
- 16% higher profitability
- 49% fewer safety incidents

BlessingWhite found that two factors top the list of satisfaction drivers for employees

- Career development and training
- More opportunities to do what I do best

Engagement is not about what employees feel – it's what they can accomplish every day. When employees are accomplishing meaningful work, this leads to satisfaction.





A) Hiring

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- ### Engagement of new employees starts with the hiring process
- Posting Authority & Job Description Review
 - Position Posted Externally & Internally
 - Application Screening against Job Requirements
 - Multi-step Interview Process
 - Background and Reference Checks
 - Offer Extension
 - Board of Education Approval
 - Onboarding & Induction
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- ### New Employee Selection
- Leaders incorporate behavioral interviewing - situational questions designed to check Mission & Values
 - Leaders coached on how to effectively bring peers into the interviewing process to see the candidate teach
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B) Onboarding

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Onboarding

Leaders employ an *intentional* process to ensure all new employees:

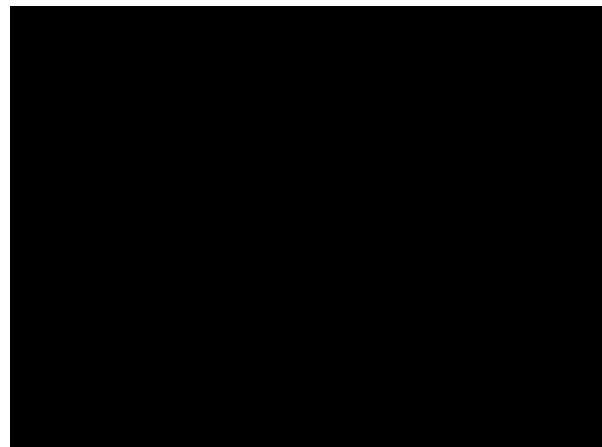
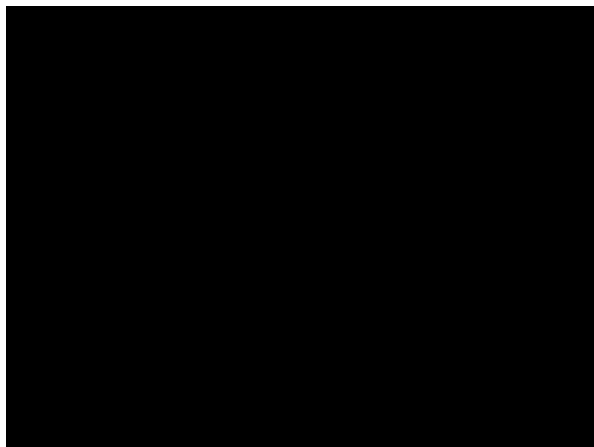
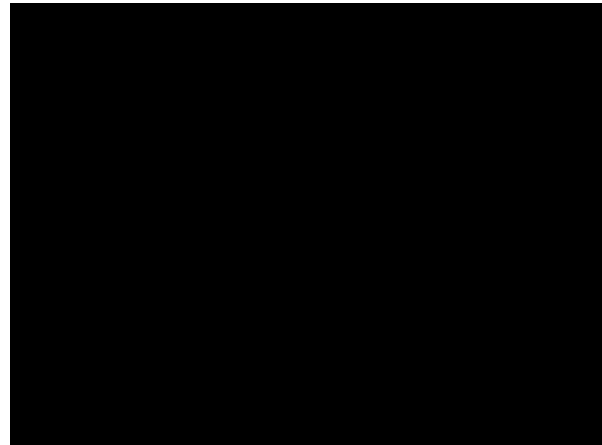
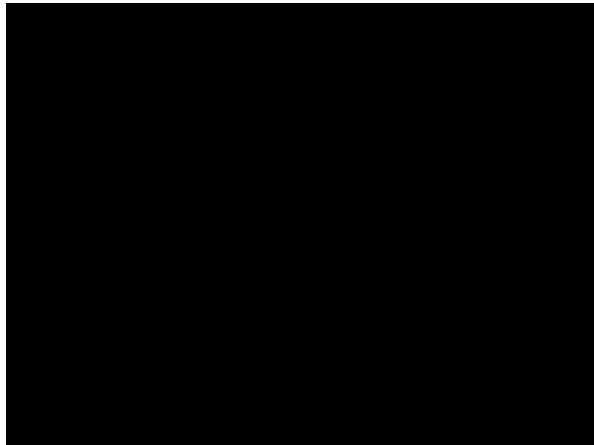



- Understand our Mission and can live it
- Develop a service excellence mindset
- Are connected and feel valued

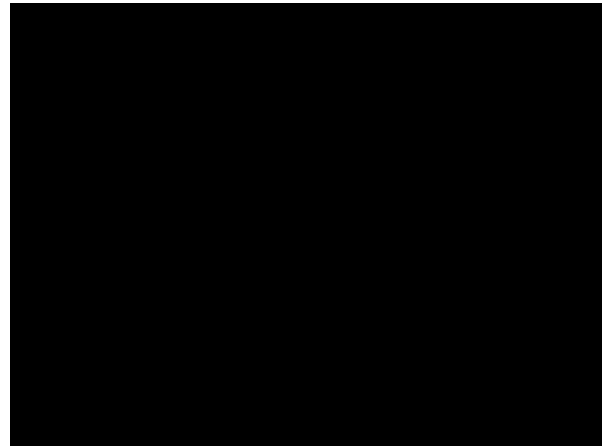
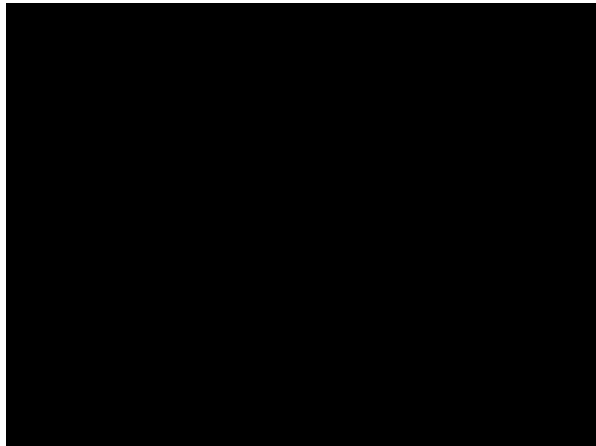


Onboarding

A Four Day Intensive Process:


- Consistent process for all new hires
- Specific activities for new teachers
 - Review of Mission & Strategic Plan
 - Relationship Building - Lunch with the Board
 - Spirit wear coupons
 - Bus tour of community
 - Video introduction to all staff





Reflect

What are some activities you saw that connect people in the Onboarding process?



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C) Mentoring



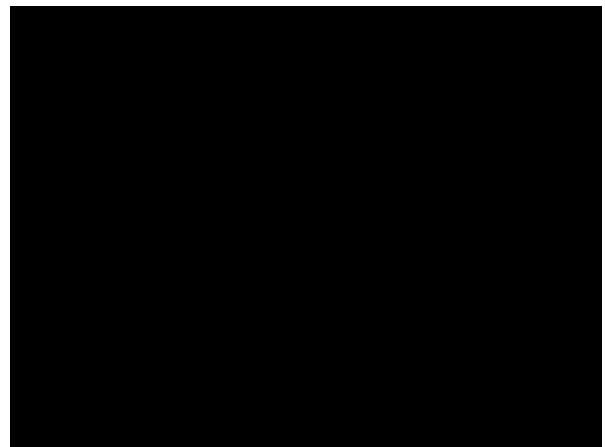
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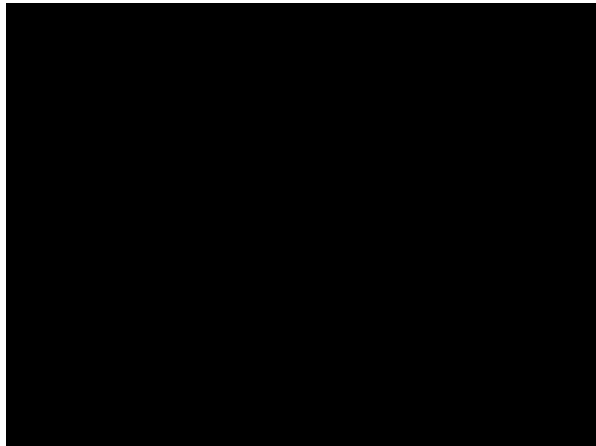
Mentoring Makes a Long Term Commitment to Employee Growth

- Assign mentors to all teachers (both new to the profession and new to the district)
- Mentors provide valuable information to new hires as well as make them feel part of the community
- Mentors are formally trained and have defined expectations (they receive a stipend for this service)



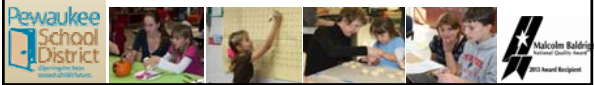
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D) New Employee Interviews

Conducted at 30 and 90 Days after Hire



New Employee Interviews

- Studer Education Training
- Supervisors set up a 20-minute personal conversation with new employees approximately 30 & 90 days into employment
- Creates a connection – and you both learn important things!



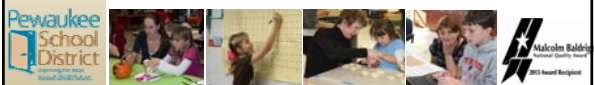
Part One: Hiring & Onboarding




Part Two: Recognize Good Work




Manage Up





Manage Up by Recognizing Employees for Living the Mission

- People Recognizing Others for Good Work - Missionkeepers
- Shows People What "Right" Looks Like
- What Is Recognized Gets Repeated

Board of Education Engagement of Staff

- Spotlights on Learning
- Salutes & Recognitions
- Holiday Recognition (e.g. National Crossing Guard Week)

Spotlights on Learning

- Presentation at Board meetings by Administrators, teachers and/or students
- Topics correlate between Strategic Plan and its action steps
- Board receives information on projects and highlights on initiatives
- Teachers receive a key, students receive a pen as a thank you for presenting

Susan Muenzer

You were selected at the May 23, 2012 Board of Education meeting. Congratulations on another successful Brewers Game Outing! We appreciate all your help in planning this event - we couldn't have done it without you.

We appreciate you and all you do.


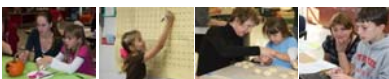

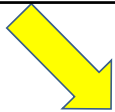

In gratitude,
John Muenzer
 Board of Education President

John Stueck
 Superintendent

Board Member
 Jeanne Wittuhn
 recognizes crossing
 guard Mercedes with
 hot chocolate

Administrative Engagement of Staff

- Missionkeepers
- Salutes & Recognitions in Weekly Principal Newsletters
- Handwritten Notes

Administrative Team Meeting Agenda

Date: 9-17-15 9:00 a.m. District Office

We meet to develop our leadership skills, build management capacity, and work collaboratively to innovate our processes and systems -- all in the name of meeting our Mission to open the door to each child's future

Absent:

Minute Taker: Amy Pugh



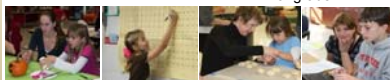



Team:

- Learning Together
 - Let the Murals of the Glendale-River Hills School District will attend to speak with us about Indian culture. Please come ready to welcome her and ask your questions.
- Connecting
 - Mission Sightings
- Scorecard Review
 - You will be split into four and asked to review your scorecard using the following questions:
 - How effective are the pillar goals? Why did you select these measures you selected for each pillar goal? Why did you select these measures frequently will you be able to use them to monitor progress? How will you review these measures? If you are not seeing progress when you review these measures?
 - What are the key strategic actions you will take for each pillar goal in the next 30 days?
- Strategic Plan Deployment (Board approved on Sept. 14)
- Other


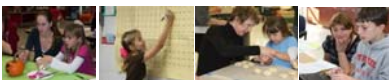



Cabinet:

- Teacher Inservice Scheduling

Announcements for All:


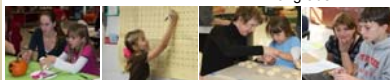








"SuperBowl/Title Belt" Salute Of The Week: Edin (From Ryan)—For championing Global Solidarity, motivating students to believe in a better version of themselves, always smiling, and hosting Tommy and Sister Judy while having a small weekend get together and returning to work to talk about it....with cupcakes! Thank you for inspiring us!

Percy the Pelican: Big thanks to Jim for keen observation and prompt communication. Helped us quickly identify and rectify an issue.

Patty the Perch: Thanks to Lauren, Christina, Alycia, and Angie for creating videos of their RW or WW lessons. Should soon be available for viewing. This week's Perch goes to Katie and Jan for setting up Continental Math for grade 4.

Dr. JoAnn Sternke


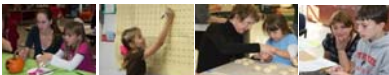

Dear Ryan,

Congratulations on being selected to participate in the Badger Boys program this summer. Badger Boys is an excellent program that teaches high-school students leadership and the workings of government. I know you will benefit from this program and I thank you for participating!

I am so proud of you. Thank you for representing Pewaukee High School with such pride.

Warmly,
JoAnn Sternke
Mrs. Sternke

Pewaukee Public Schools

Manage Up People to Validate Mission in Action

- Build Recognition into Board Meetings
- Public Employee Recognition at Welcome Back Breakfast
- Honor Retirees
- Honor Employee Groups for their service
- Recognize Employee Birthdays & Hiring Anniversary -- Build in Mission Message
- Emphasize it in Newsletters





Part Two: Recognize Good Work

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    graph TD
      A[Hiring and Induction/Onboarding] --> B[Engage Staff/ Recognize Good Work in Support of our Mission]
      B --> C[Ongoing training and professional development]
      C --> D[GOAL: Retention of talented staff]
  
```

GOAL Retention of talented staff

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Pair Share

What is one way you Manage Up?

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Part Three: Ongoing Training & Professional Development

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GOAL Retention of talented staff

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Employee Development

Why is employee training and development important?

- There is a direct correlation between job expectations and the training that is needed – it enables employees to be successful in their job
- People care if you take a genuine interest in their future
- Investment in employee development builds loyalty, and loyalty increases employee productivity and satisfaction
- If you fail to do it or do it well, it can result in decreased engagement, frustration, and/or turnover

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Employee Development

- Dedicated staff development days in calendar
- Dedicated peer coaches for staff (literacy, tech, etc.)
- Sharing our best practices and knowledge – Pirate Pride
- Strategic planning and networking to gather ideas and initiatives

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Employee Development

Board involvement in Professional Development

- Role model commitment to professional development:
 - Commitment to WASB Learning Opportunities
 - Commitment to National School Board Association
- Hold Board Learning Sessions on Board Goals
- Dedicated to strategic planning & support of strategic initiatives
- Support our professional staff to encourage networking and active membership in professional organizations
- Support succession planning and development of internal staff

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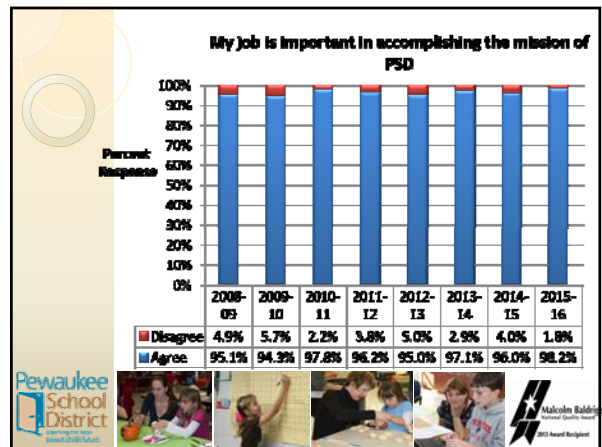


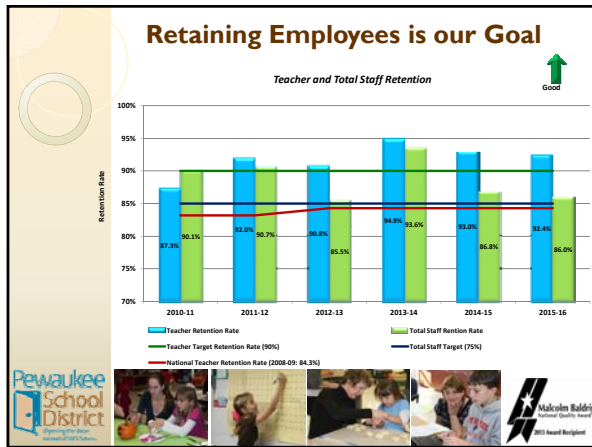
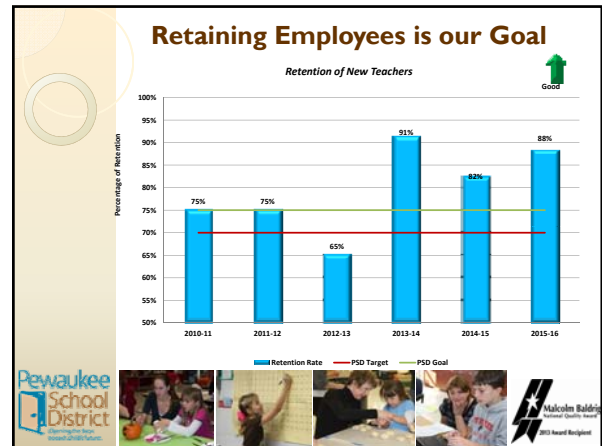
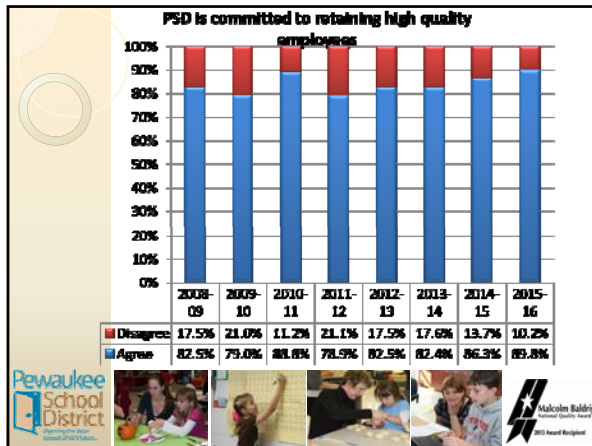
How do we know we are engaging employees? We ask!

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- ### Surveys We Use
- Employee Engagement**
 - Parent Satisfaction
 - Student Satisfaction & Engagement
 - District Services
 - Alumni
 - Community
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- ### Sample Survey Questions
- My Principal/supervisor recognizes good processes & resources to do my job **4.25 / 5**
 - My principal/supervisor has provided feedback concerning areas for improving my performance **4.06**
 - The Superintendent uses a variety of methods to promote effective communication throughout the district **4.20**
 - If given a choice, I would recommend a parent select this district for his or her child **4.45**
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- See engagement tools in action and their impact
- See sample ways to measure employee engagement



Reflect

What is one takeaway you will work to implement?

Questions???

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Award Recipient

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