



## The 5 Ps of Successful Orientation

- **People**
  - Introduce new employee to everyone
  - Make sure new employee understands roles and positions (organizational chart)
  - Have new employee spend time with each manager to understand what duties are performed in their departments
  - Have new employee spend time with each employee they will be interacting with on a frequent basis
  - Have new employee work in each department for a day to fully understand what duties are performed
  
- **Places**
  - Give employee a complete tour of the whole operation
  - Show the employee all of the important points (time clock, lockers, bathrooms, kitchen, water cooler, etc.)
  - Give new employee a tour of each department and talk about what happens in each
  
- **Products**
  - Give the employee an appropriate explanation of the products/services of the company
  - Make sure that the employee understands their responsibilities and duties related to the products/services
  - Make sure the employee understands the expected quality levels relative to the company's products/services
  
- **Processes**
  - Provide an employee manual to new employee
  - Provide a processes/procedures manual to new employee, especially of the area they will be working in
    - If there is no procedure for their tasks, have new employee create one for each new task they learn
  - Teach all processes and procedures they need to learn in order to perform their jobs to satisfaction

- Teach them the major processes that are relative to their job (filling out time cards, benefits, punching the time clock, etc.)
- **Performance**
  - Give new employee the company's values statement, vision/mission statement, and company handbook
  - Give new employee complete up to date copy of positional agreement and make sure it is signed
  - If there is no positional agreement, create one with the employee
  - Discuss the performance expected by the employee in order to maintain employment and make sure they are aware of accountability process
  - Discuss the performance levels with the new employee that would be deemed unsatisfactory and unacceptable