



ERICSA

2022

**Jazzin' It Up
for Children
and Families**

New Orleans

May 22 – 26, 2022

**59TH ANNUAL
TRAINING CONFERENCE
& EXPOSITION**

Welcoming New Team Members & Keeping the Seasoned Ones



Welcoming New Team Members

- What do we expect from a New Team Members (NTMs)?
- What do NTMs expect from their job, from us...?
- How do we get there?



Welcoming New Team Members

NTMs expect:

- A sense of belonging,
- Trust,
- To feel excited about their work,
- To use their strengths,
- To do work they are good at and love.



Welcoming New Team Members

- DAY 1
- PERSPECTIVE
- ONBOARDING BUDDY
- DEFINED ROLE
- NEW TEAM
- SUCCESS??



DAY 1

- Welcome, welcome, welcome!!
- Red tape stuff
- Meet supervisor & onboarding buddy



3 Fun Facts:

Best Practice Tip:
When you get stuck
check out the
guidebooks. If you
cannot find the
answer, then find
me & I will help.



Cody Yeakel,
IV-D Administrator

1. I have 4 dogs,
2. I'm a huge superhero fan, &
3. I drive a motorcycle.



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PERSPECTIVE

- How are the NTMs likely feeling?
- What are their challenges?



PERSPECTIVE

- Overwhelmed and unfamiliar
- Don't know how things really work
- No connection to TMs...an outsider
- Have to adapt to a new culture



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PERSPECTIVE

- NTMs will be more engaged if they feel:
 - Valued,
 - Secure,
 - Supported, and
 - Respected.*

* *Engagement at Work*, Emma Seppala, PhD



ONBOARDING

noun

on·board·ing

: the act or process of orienting
and training a new employee...

Merriam-Webster



ONBOARDING BUDDY*

- What makes a good onboarding match?
- Consistency is key.
- Provide work place context.
- Intervene if NTMs are struggling.
- Automated reminders to connect.

* *7 Ways to Setup a New Hire for Success*, Michael D. Watkins



Good onboarding matches are knowledgeable TMs with strong job performance and availability.

- Consistent onboarding results:
 - NTMs get up to speed 50% faster
 - Reduced failure rates
 - Improved NTMs engagement & retention
- Workplace context:
 - Connect NTMs with key stakeholders, identify who makes decisions
 - Navigate the different organizations
 - Identify cultural norms & unwritten rules



DEFINED ROLE*

- NTMs should know:
 - What do I need to do now?
 - How should I go about doing it?
 - Why should I feel motivated to accomplish it?

**7 Ways to Setup a New Hire for Success, Michael D. Watkins*



NEW TEAM

- NTMs means NEW TEAM
 - Integration is everyone's responsibility
- GOAL

“All team members to reimagine the group as a new entity that they have all collectively shaped.”*

**How to Make Sure a New Hire Feels Included From Day 1, Sabina Nawaz*



NEW TEAM*

- IT'S NOT NTMs' RESPONSIBILITY TO SLOT INTO THE EXISTING TEAM.
- There is a small window of time when NTMs can share valuable insights as “outsiders”.
- Meetings are useful tools to foster the New Team concept. Managers should make certain NTMs participate and are heard at team meetings.

* *How to Make Sure a New Hire Feels Included From Day 1*, Sabina Nawaz



SUCCESS??



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KEEPING SEASONED TEAM MEMBERS

- What do we expect from seasoned Team Members (TMs)?
- What do TMs expect from their job, from us...?
- How do we get there?



KEEPING SEASONED TMs

TMs have the same expectations as NTMs:

- A sense of belonging,
- Trust,
- To feel excited about their work,
- To use their strengths,
- To do work they are good at and love.



KEEPING SEASONED TMs

What do we as leaders expect from TMs?

- High productivity, efficiency & performance
- Trust
- A positive work environment
- TM RETENTION



KEEPING SEASONED TMs

- The Great Resignation
- Milwaukee County Best Practice Team
- Here's What I do...
- The Pro Agrees...



THE GREAT RESIGNATION

- COST

According to Gallup the cost of replacing TMs can range from one-half to two times their annual salary.

- Non-monetary Losses



THE GREAT RESIGNATION

Non-monetary Losses

- Loss of valuable TMs
- Lowered team morale
- Reduced applications for open positions



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*EMPLOYEE SUGGESTIONS SHAPE POLICY IN WISCONSIN**

Best Practice Team created in fall of '20 by Milwaukee County Child Support Services (MCCSS).

* Katie Murphy, March, 2022 OCSE Child Support Report



Milwaukee's Best Practice Team

- Purpose:
 1. To implement process improvements based on information and ideas from employees doing the actual work.
 2. Provide a broader organizational perspective for decision makers.
- Goal:

Improve effectiveness when employees performing the work are part of planning work solutions.



Milwaukee's Best Practice Team

- Design

- MCCSS is made up of 11 units with 1 TM from each unit making up the BP Team.
- TMs from each unit suggest policy changes. Then the unit evaluate, investigate & brainstorm possible solutions.
- Proposals are forwarded for review to the BP Team.
 - Katie Murphy, MCCSS Legal Counsel Administrator, forwards approved proposals to the Director.
 - The Director reviews proposals for final approval & implementation.



Here's What I Do...

- Know your Team
- Trust
- Define Goals as a Team
- Develop Special Teams
- Training Isn't Just for NTMs



Here's What I Do...

- Assign jobs that complement each TM's likes, strengths & abilities.
- Trust ...say yes, listen, believe in them, lead by example & accept mistakes as learning opportunities.
- When all TMs participate in defining the mission and goals for the team, they will be invested in outcomes.
- Developing special teams is an opportunity to recognize excellent performance, encourage learning & team spirit.



The Pro Agrees

- ADP Research Institute surveyed 50,000 global participants and the 3 most significant predictors of retention were found to be:

**1. Performance,
2. Engagement, &
3. Inclusion**



“These results, neuroscience research, and my decades of experience working with individuals in organizations strongly suggest that only when a company intelligently links what people love to their actual activities will it achieve higher performance, higher engagement and resilience, and lower turnover.”*

**Designing Work That People Love, Marcus Buckingham*



3 IMPORTANT QUESTIONS:

1. Was I excited to work every day last week?
2. Did I have a chance to use my strengths every day?
3. At work do I get a chance to do what I'm good at and something I love?

Designing Work That People Love, Marcus Buckingham



SUCCESS??



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