

2nd

ONBOARDING TALENT

All On-Board! Strategies to Coach, Mentor and Retain Employees, from Students to Executives

participating organizations

Aon Consulting	Development By Design
BMO Financial Group	Prescient Digital Media Ltd.
CIBC	Saint Elizabeth Healthcare
City of Hamilton	

who should attend

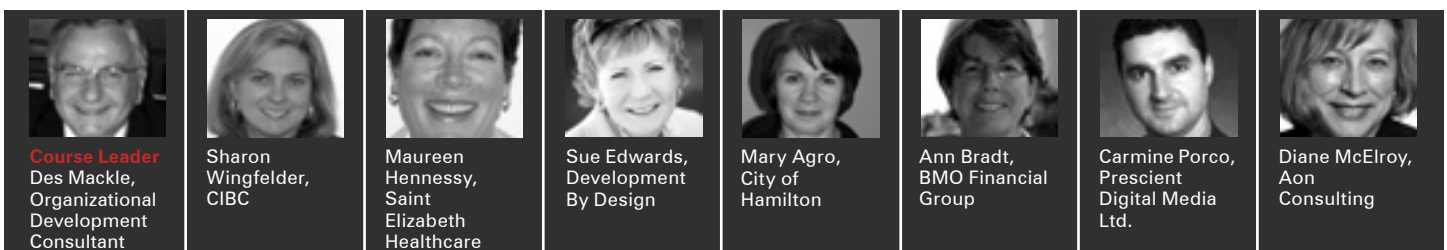
Directors and Managers of Organizational Development and Effectiveness, HR Managers and Directors, Directors of Talent Management, Consultants involved in Recruitment

course highlights

- Creating an effective onboarding program
- Onboarding strategies
- Providing coaching and/or mentoring to new employees
- Evaluating the effectiveness of an onboarding program
- Onboarding executives
- Onboarding to improve retention
- Technology to maximize the effectiveness of the onboarding process
- Roles and responsibilities in the onboarding process
- Streamlining employee compensation and benefits

"As an organization, we have a lot of great and positive programs although they are not holistic and identified as 'onboarding.' It is important to formalize our many processes and communicate them across the agency."

"Learned processes for onboarding."



FACULTY

COURSE LEADER

DES MACKLE

Des Mackle is an Organizational Development Consultant. His experience includes working as a Succession Planner for Loblaw's for 2 years, Director, HR for Work Wear for 7 years, VP Training and Development at Royal LePage for 10 years and Director at Securicor and OD Consultant at Grand & Toy.

CO-LECTURERS

SHARON WINGFELDER

Sharon Wingfelder is Vice-President of HR for CIBC, responsible for recruiting and setting the organization's global diversity strategy. She has 18 years of experience in all facets of HR including, organizational and leadership development, change management, employee communications, compensation and recruiting. Prior to joining CIBC, she held senior positions with companies like Dun & Bradstreet Canada, Royal Bank of Canada, Sanofi Pasteur and Bell.

MAUREEN HENNESSY

Maureen Hennessy is Vice-President of Learning and Development at Saint Elizabeth Healthcare. She has more than over 20 years of experience in leadership and development for the healthcare field. Her expertise also includes organizational effectiveness consulting in both the profit and nonprofit sectors as well as in multiple mergers and acquisitions.

SUE EDWARDS

Sue Edwards coaches leaders ranging from senior executives of Fortune 500 multinational corporations to business owners and partnership teams for mid-sized businesses. She has expertise in coaching leadership teams using a systems coaching approach. She has developed an international reputation for her work with leaders integrating into an organization (onboarding) or being promoted to a significantly more challenging level of leadership, Clearing the 90-Day Hurdle™. She specializes in supporting leaders in gaining the new perspectives and skill-sets necessary to thrive in their new roles. She has extensive business experience in senior HR positions with multinational corporations.

MARY AGRO

Mary Agro is a Manager of Organizational Development in HR with the City of Hamilton. She has extensive experience at building employee programs on a limited budget. As a corporate trainer and HR consultant supporting senior management for many years, she maintains her belief in the individual's desire for excellence.

ANN BRADT

Ann Bradt is the Director of the Talent Planning team at BMO Financial Group. She has held a number of management, customer-facing, consulting and training roles within BMOFG since joining in 1983. Her passion around

human performance led her to the Bank's Institute for Learning in 1993 where she influenced the user-centric design approach for all technology-based projects within the retail and corporate bank. As the Senior HR Business Partner she was focused on building new capabilities within Capital Markets, managing organizational change and building a communications and intranet capability for the region.

CARMINE PORCO

Carmine Porco is General Manager and Vice President of Prescient Digital Media Ltd. and has over 18 years of experience in the areas of Internet consulting, IT management and software development. His strengths include employee self-service, content management, e-learning, customer care and Internet commerce primarily in the financial, government, health, energy and retail sectors.

DIANE MCELROY

Diane McElroy, Senior Vice President, is located in Aon Consulting Inc.'s Toronto office. She acts as practice leader of the communication consulting practice, bringing over 30 years of experience in the development and implementation of strategic communication plans. Her strategies and innovative solutions have received worldwide recognition. She leads the intranet communication consulting team who have developed unique and innovative tools to help educate employees.

COURSE PROGRAM

CREATING AN EFFECTIVE ONBOARDING PROGRAM

Once solely associated with high level recruits, onboarding is becoming a necessity for employees of all levels, as holding on to these newly acquired employees should be a number one priority. This session will offer details on how to get started with an onboarding program, including checklists, timelines and how to develop goals for the program.

- Determining the goals of your onboarding program
- Ensuring new hires are aligned with company mission, values and culture
- What are the essential components of an onboarding program?
- Being prepared for the arrival of new employees
- Getting started with onboarding

ONBOARDING STRATEGIES

The benefits of onboarding are two-fold – enabling new recruits to be productive as soon as possible and ensuring that these new employees are engaged and want to remain with the company. There are several onboarding strategies to help achieve these objectives, from mentoring, utilization of onboarding technology and/or training programs. This session will outline tried and true onboarding strategies that will help integrate newly hired employees into the organization.

- Aligning onboarding strategies with company objectives
- How to integrate new employees into your company culture
- Onboarding internal transfers

PROVIDING COACHING AND MENTORING TO NEW EMPLOYEES

Coaching and mentoring are an effective way to familiarize new recruits with the politics, culture and values of your organization. It is also an excellent way to pass on tacit knowledge that may not be covered in the formalized orientation procedures. This session will provide details on how to incorporate coaching or mentoring into your onboarding program.

- Matching coaches to employees
- Establishing coaching guidelines
- Providing feedback: managing the context
- Monitoring coaching and mentoring programs
- Aligning coaching with the rest of the onboarding program and overall business objectives

ONBOARDING SENIOR LEADERS

The costs associated with hiring new executives can be high. It is therefore essential to provide support to a new member of the management team so that they can succeed in the role they were hired to perform. It is also necessary to ensure that their management and leadership style conforms to the culture and values of your organization. This session will highlight best practices for developing an onboarding program for executives.

- Aligning individuals with the culture of the organization
- How new management interacts and communicates with others in the organization
- Ensuring executives have realistic expectations about the company and job
- Monitoring the progress of executives
- Leadership coaching for new executives

ONBOARDING TO IMPROVE RETENTION

The first couple of weeks are critical for the retention of a new employee. It is during this time period that they will form opinions about the organization and decide whether they want to stay or move on. It is therefore crucial to start the onboarding process on day one to encourage the retention of new employees. This session will outline how to use your onboarding program as one of the integral parts of your recruitment and retention strategy.

- Onboarding to drive loyalty and engagement
- Making sure employee feels connected to the organization
- Strategies to improve retention

TECHNOLOGY TO MAXIMIZE EFFECTIVENESS OF ONBOARDING PROCESS

Technology exists that can help automate aspects of the onboarding process from setting up networks and emails addresses to providing a timeline of when tasks in the onboarding process should be performed. This session will discuss the latest trends and developments in onboarding technology and will help your organization find the right technology solution to suit its needs.

- Latest developments in technology for onboarding
- Use of social networks in the onboarding process
- Developing an employee web portal to centralize data and forms
- Tracking the progress of the new employee
- Managing training and development programs with onboarding technology

ROLES AND RESPONSIBILITIES IN THE ONBOARDING PROCESS

Many people are involved in the onboarding process from peers and managers, to the IT and HR departments. Each of these groups play an important role in integrating a new employee into the organization and coordination and communication between the different parties is essential. If one of these groups does not pull their weight, the entire onboarding process can become derailed. This session will highlight the typical roles and responsibilities involved in onboarding and will overview strategies on how to effectively manage the different stakeholders.

- Who should be involved in onboarding?
- Ensuring support and obtaining buy-in for onboarding
- Coordinating the onboarding process
- Developing a timeline of tasks

STREAMLINING EMPLOYEE COMPENSATION AND BENEFITS

One of the keys to getting a new employee productive right away is by making sure that benefits and payroll issues do not distract them. Having a formalized system for enrolling new employees into company programs can help avoid any delays. This session will offer tips on how to streamline the compensation and benefits process so that your new employees can start providing value to your organization.

- Communicating benefits available to the employee
- Technology to aid in automating the compensation and benefits
- Pre-enrolling new employees in company programs

ONBOARDING: THROUGH THE EYES OF THE NEW HIRE

Companies go to great lengths to develop onboarding approaches that will incorporate best practices, enhance its employment brand and maximize efficiency and time-to-productivity. Yet, in developing its programs, it is critical to not lose sight of the most important audience... the new hires themselves! What is their onboarding experience? What stands out as memorable for them? What are the elements that most impact their level of engagement in the early weeks and months? How has your organization met the new hire's needs not just for company information, but for clarity of expectations in their role, a sense of belonging, emotional reassurance, strategies for coping? This session will:

- Draw from the real stories from executives in one-on-one onboarding coaching relationships
- Fill you in on what Gen Y is saying about their new hire experience in their Twitter Tweets and Blog posts
- Summarize trends from onboarding experiences shared in interviews with new hires at all levels

EVALUATING THE EFFECTIVENESS OF YOUR ONBOARDING PROGRAM

Having spent a considerable amount of time and money developing and implementing an onboarding program, the next step is seeing if the effort paid off by assessing its effectiveness. Does the program provide value to your organization? Are new employees satisfied with the onboarding process? Are the employees' expectations about the company being met? This session will look at ways to answer all these questions and to determine if your onboarding program is meeting the objectives it was set out to achieve.

- Conducting exit interviews and employee surveys
- Barriers to the success of your onboarding program
- How to measure new employee satisfaction rates
- Onboarding metrics: turnover rates, time to productivity
- Qualitative and quantitative metrics
- Monitoring and refining the onboarding process

MULTIMEDIA PRESENTATIONS

Register for Onboarding Talent and we will give you free of charge a CD-ROM comprising the following virtual presentations from recent Federated Press courses and conferences. Presented in their entirety with complete audio and accompanying PowerPoint slides totaling 655 minutes of expert learning, these presentations are an added bonus to this year's course. Bear in mind that these presenters are not necessarily those that you will see and hear at this year's course.

Structuring the Employee Orientation Program for Success; Monitor how much Employees take in during the Orientation Process

Nancy Magor,
Davis & Company LLP
Time: 23 Slides: 18

Julie Jones,
High Impact HR
Time: 38 Slides: 15

Talent Retention - Lessons from the Trenches

Diana S. Goliss,
The Art Gallery of Ontario
Time: 32 Slides: 24

Dr. David S. Cohen,
Strategic Action Group, Ltd.
Time: 53 Slides: 13

Turning training and development into business results

Barry Barnes,
The Crystalpines Group
Time: 37 Slides: 22

Creating and Leveraging Your Employment Brand; Identifying the Organization's Talent Needs; Evaluating the Health of your Brand

Eileen Kirk,
Holt Renfrew & Co. Limited
Time: 33 Slides: 36

Identifying, Implementing & Customizing Employee Communication Channels

Jennifer Bell,
Alliance Atlantis
Time: 65 Slides: 21

Training managers to help employees stay and succeed

Carla L. Brown-John,
Architectural Institute of British Columbia
Time: 59 Slides: 22

Improving Employee Engagement and Loyalty

Susan O'Dowd,
Hoffmann-La Roche Ltd.
Time: 29

Linking Career Development with Engagement & Engaging Metrics for Gauging ROI

Dave Rocheleau,
Royal Bank of Canada
Time: 68 Slides: 20

Measuring Employee Performance to Promote Retention

Stacey Karpman,
Future Electronics Inc.
Time: 37

Designing and Preparing the Interview; How to Create Effective Interview Questions and Develop an Interview Framework

Kenneth Duff,
The Clarendon Consulting Group
Time: 40 Slides: 12

Engagement through internal branding

Mark Thompson,
McKinley Solutions Exchange
Time: 49

Aligning Recruitment and Retention Goals with Long-Term Business Goals

Jeff Ryan,
EA SPORTS, Electronic Arts Inc.
Time: 58 Slides: 28

Personal skills for interviewing effectively; What are the elements of a Behavioral Interviewing Process?

Sylvie LeBouthillier,
Futurestep
Time: 34 Slides: 12

Best practices for strategic recruitment & talent management alignment

Mentoring and Coaching; Gaining Senior Manager Buy-In and Visible Support; Choosing and Training Mentors

Audio/Video segments clickable slide by slide
Papers and overheads also included
Print any of the material for your own use



Registration: To reserve your place, call Federated Press toll-free at 1-800-363-0722. In Toronto, call (416) 665-6868 or fax to (416) 665-7733. Then mail your payment along with the registration form. Places are limited. Your reservation will be confirmed before the course.

Location: Metropolitan Hotel, 108 Chestnut Street, Toronto, Ontario, M5G 1R3

Cost: The attendance fee for the course is \$1825 per person and covers attendance for one person and the lecturers' presentation material. The fee further includes lunch on the first day, morning coffee on both days and refreshments during all breaks. You may purchase a Proceedings CD-ROM containing edited actual proceedings and materials from the course.

Time: Course registration begins at 8:00 a.m. The morning sessions start promptly at 9:00. The second day ends at noon.

Cancellation: Please note that non-attendance at the course does not entitle the registrant to a refund. In the event that a registrant becomes unable to attend following the deadline for cancellation, a substitute attendee may be delegated. Please notify Federated Press of any changes as soon as possible. Federated Press assumes no liability for changes in program content or speakers. A full refund of the attendance fee will be provided upon cancellation in writing received prior to May 13, 2009. No refunds will be issued after this date. Please note that a 15% service charge will be held in case of a cancellation.

Discounts: Federated Press has **special team discounts**. Groups of 3 or more from the same organization receive a **10%** discount. Groups of 7 or more from the same organization receive a **15%** discount.

Payment must be received prior to May 18, 2009

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 # _____ Expiration date: ____ / ____
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REGISTRATION COSTS

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 COURSE: \$1825
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