

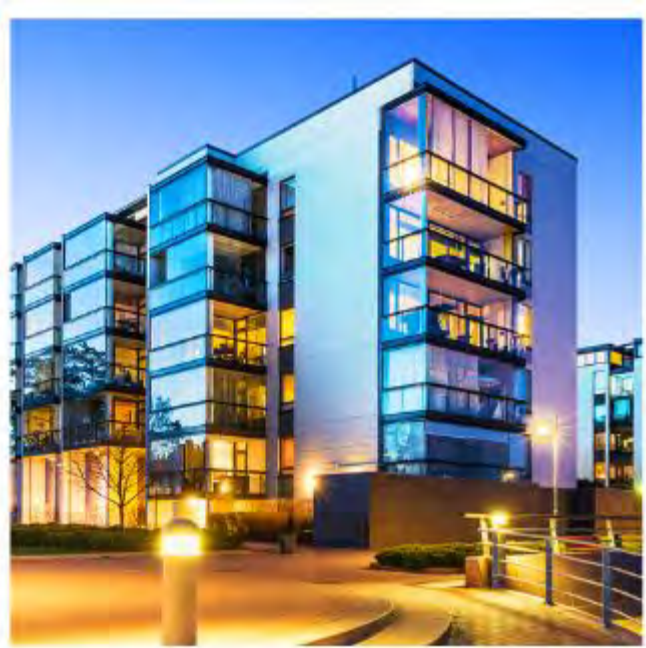


Get focused. Get inspired. Get going.

APARTMENTALIZE.

NAA
NATIONAL APARTMENT ASSOCIATION
EDUCATION
CONFERENCE & EXPOSITION





You Had Me at Hello!

Extraordinary Employee Onboarding and Engagement

**Get focused.
Get inspired.
Get going.**

Thursday, June 22
11:15 a.m. – 12:15 p.m.

#NAAEDU17

Breakout Sessions Sponsored by



YOU HAD ME AT HELLO!

Extraordinary Employee Onboarding & Engagement



NAA Education Conference & Expo 2017

Atlanta, Georgia - Thursday, June 22, 11:15 AM

#NAAEDU17

Meet the Experts



Lori Snider

**Education & Team
Experience**

RedPeak



Tammy Chivers Baker

**Customer Experience
Strategist**

EPMS



Kara Rice

Owner

**Experiment Learning &
Talent Development**



grab
the app!

Lori Snider lsnider@redpeak.com

Tammy Chivers Baker tchiversbaker@epmsonline.com

Kara Rice kara@experimentLTD.com

Expectation



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Reality



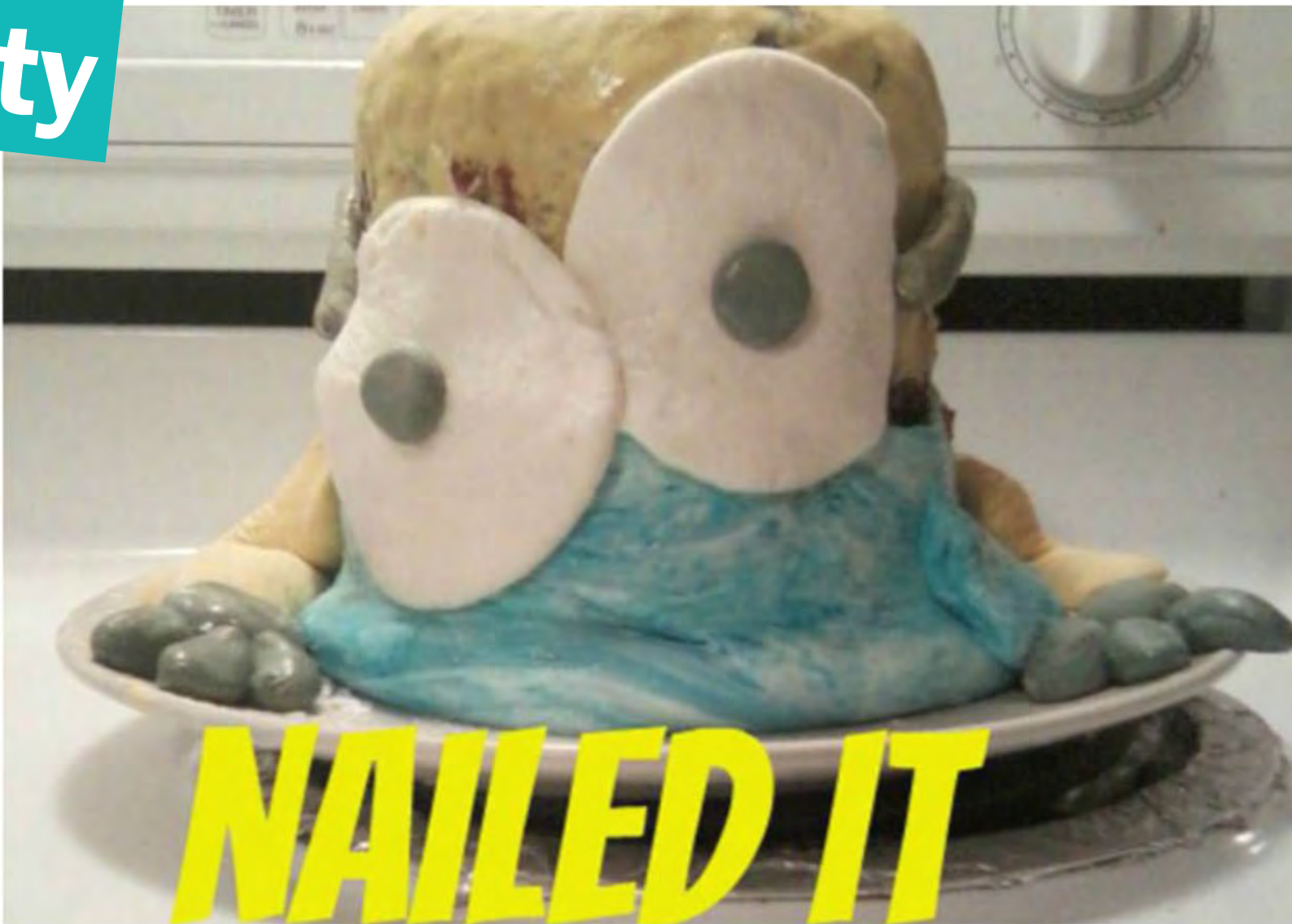
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Expectation



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Reality



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OVERHAUL YOUR ONBOARDING



- Step 1 
- Step 2 
- Step 3 

ONBOARDING

IS NOT

ORIENTATION



PROCESS

EVENT

1: Pre-Boarding

2: First Day

3: 30 Days and Beyond



Enable productivity more quickly

Boost comfort level, confidence & camaraderie

Increase tenure with the company



GET FLEXIBLE

- What position you're filling
- New-hire's location
- Level of turnover
- Time of year, month, week
- Language barriers
- Your role

The Ultimate Onboarding Checklist

Pre-Boarding [Begins as soon as candidate accepts job offer]

- Congratulate the candidate on their new position with a handwritten note sent via mail
- If budget allows, send flowers, balloons, or custom Welcome Gift
- Inform co-workers a new team member has been hired. Include start date, job title, summary of experience
- Order business cards
- Order name badge
- Add new hire's info to employee directory/contact lists/distribution lists
- Secure new hire's space and furniture
- Request new hire's tools & equipment [computer, tablet, phone, radio, golf cart]
- Secure new hire's keys, gate cards, access password
- Set up new hire's email address, system log-ins. Document links and passwords
- Phone and voice mail set up
- Prepare new hire paperwork package



document your process

- to the organization [such as a preferences sheet, meeting]
- Set up time sheets or system
- Reach out to co-workers who will be involved in new associate's orientation and

Make Beautiful Mobile Apps

Build and publish mobile apps for Android and iOS. Our app maker provides a simple way to develop your own app for events, schools, places and companies. What will you create?



resource: guidebook.com





congratulate and celebrate





order & organize equipment





coordinate with co-workers





prepare a welcome gift



Source: The Management Group LLC



Source: Sticker Mule Blog, www.stickermule.com/blog



last-minute prep

54%

of new hires report
experiencing at least
1 mishap when
starting a new job

Source: OfficeTeam, a Robert Half Company



- 33% Technology not set up
- 22% Necessary supplies not provided
- 16% No intro to company & policies
- 15% No introduction to co-workers
- 14% Didn't receive a tour of the office



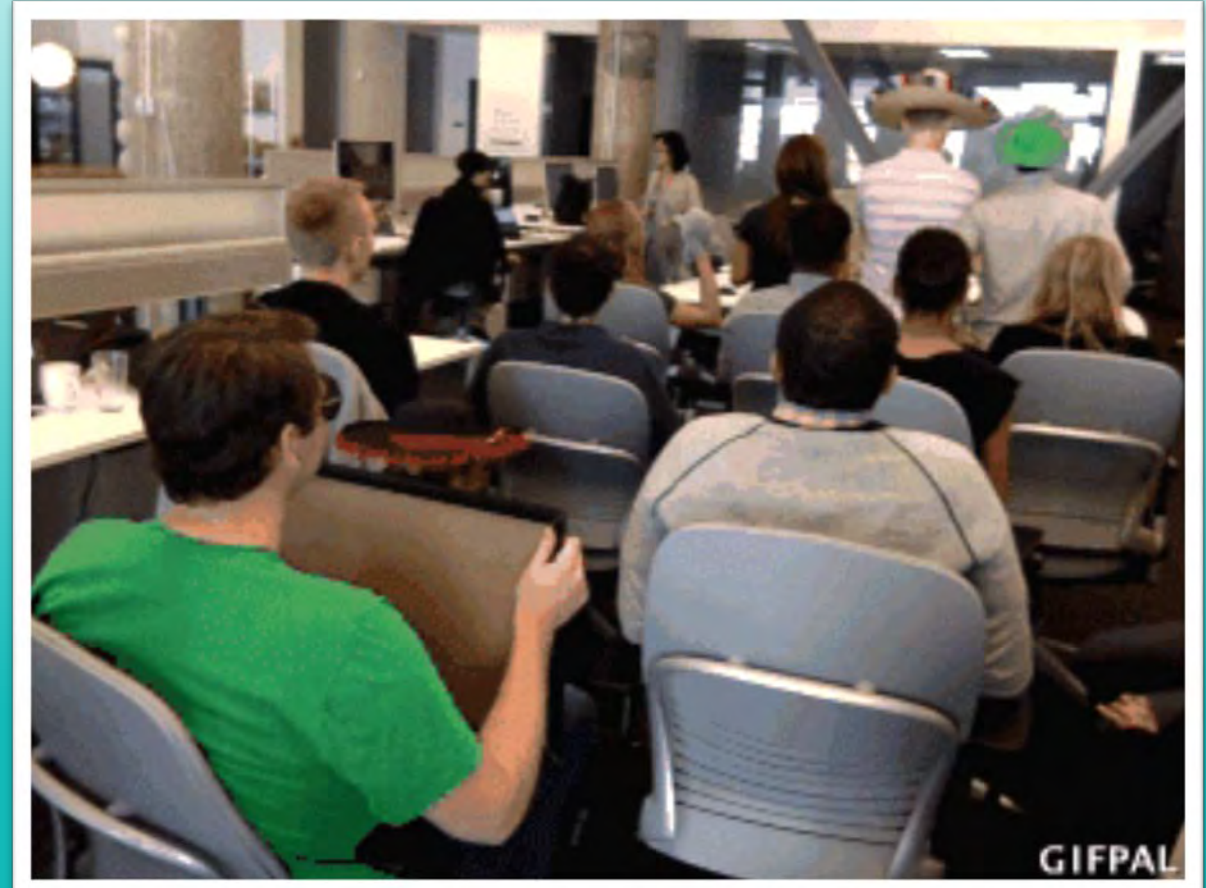


make it memorable

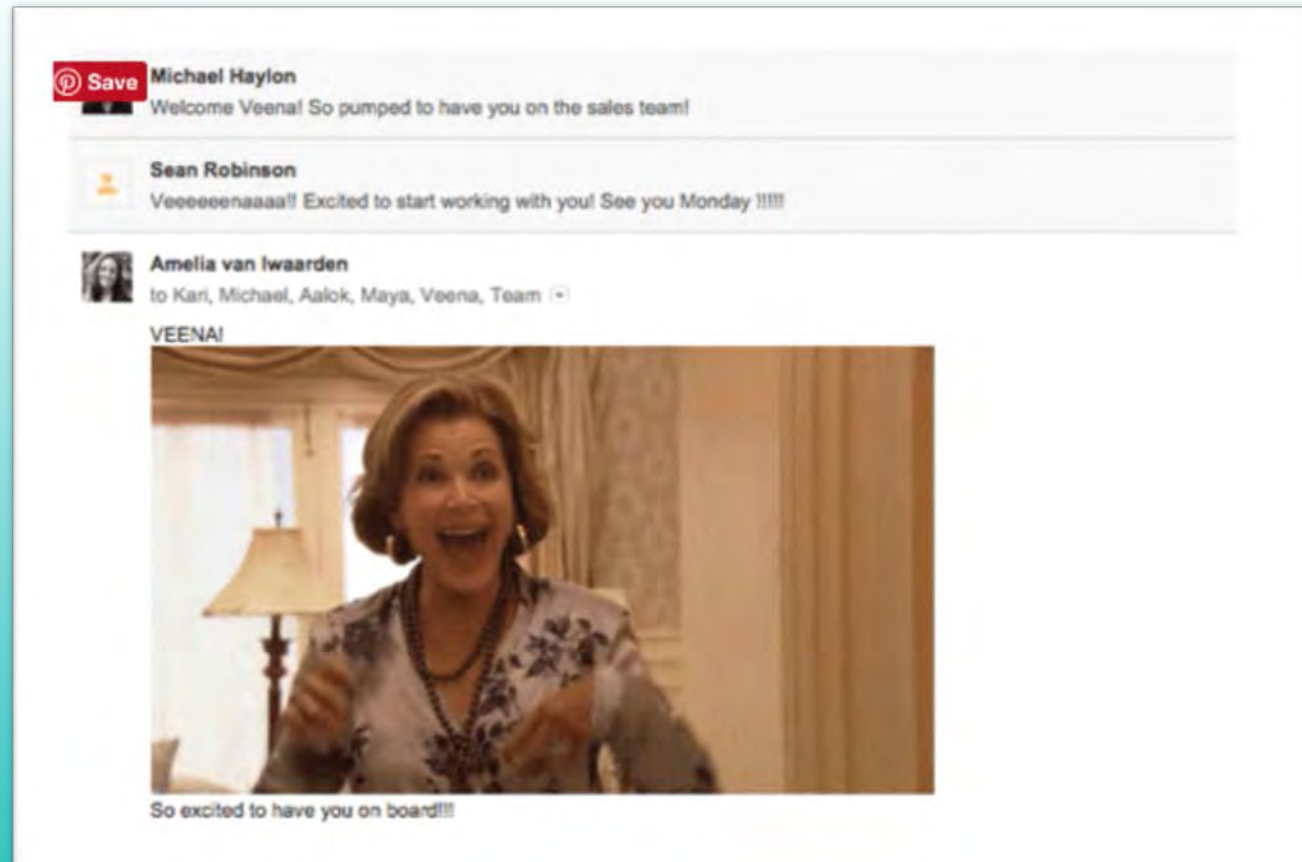
Corporate Office Accounting Department



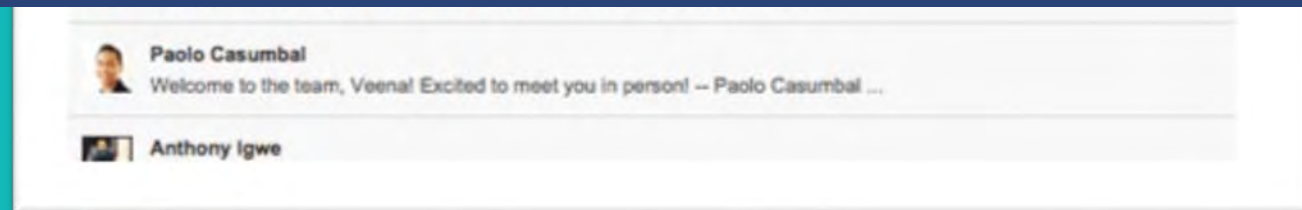
Corporate Office Tech Support



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first email of the day



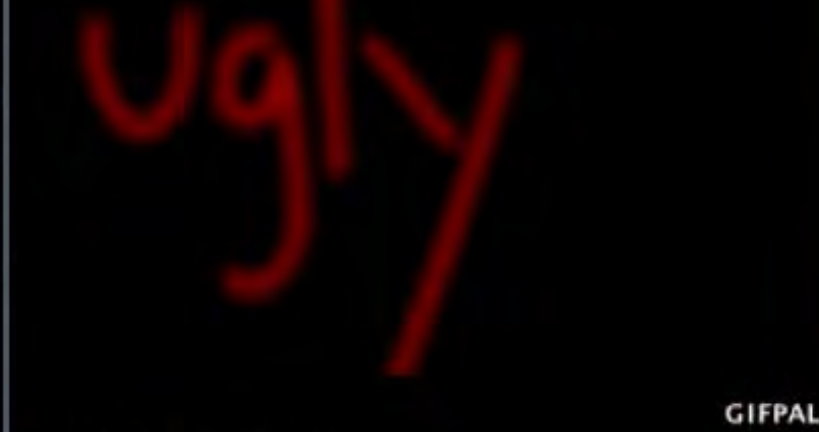
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GIFPAL

adsagsi
★★★★★ 5.00 (2 votes)

Report



GIFPAL

000998087666666667888
★★★★☆ 3.00 (2 votes)

Report



GIFPAL

f hhhhhhhhhhhhhhhhhhhhh
★★★★☆ 1.00 (1 votes)

Report



GIFPAL

gvrgraseg
★★★☆☆ 1.00 (1 votes)

Report



GIFPAL

tfgtrvfwwwrvvgvb
★★★★☆ 1.00 (1 votes)

Report

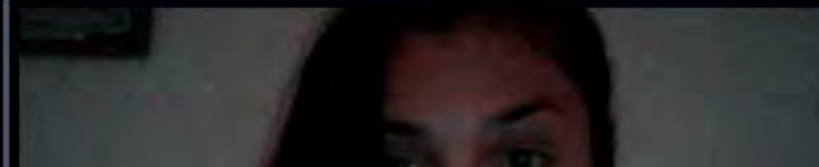


GIFPAL

not bad
★★★★☆ 3.83 (6 votes)

Report

resource: gifpal.com



4%

of new hires leave
the job after an
awful experience
on their first day

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Simple Steps to a Successful First Day

- Start early and uninterrupted
- Meet your new hire at the door
- Introduce them to their new space
- Give a tour of the office/community



employee scavenger hunt



Social Scavenger Hunt

Get your crew moving around the office with an interactive scavenger hunt

1. List activities that help new hires connect with colleagues, get familiar in the office, and learn the company culture.
2. Break the group into teams, and give them 10-30 minutes to complete the challenges. The challenge is more engaging if there is a time crunch to complete it all!
3. As teams check items off the list, ask them to capture a video or photo of them in action.
4. Also, if your company has an employee hashtag, ask teams to post their photos across social media using the hashtag!

instructions in the handout

10-30 minutes

Set aside time for meaningful work

- Introduce social media & websites
- Sit in on work-related meetings
- Introduce company values – and demonstrate how you live them
- Build confidence with small victories
- Set milestones

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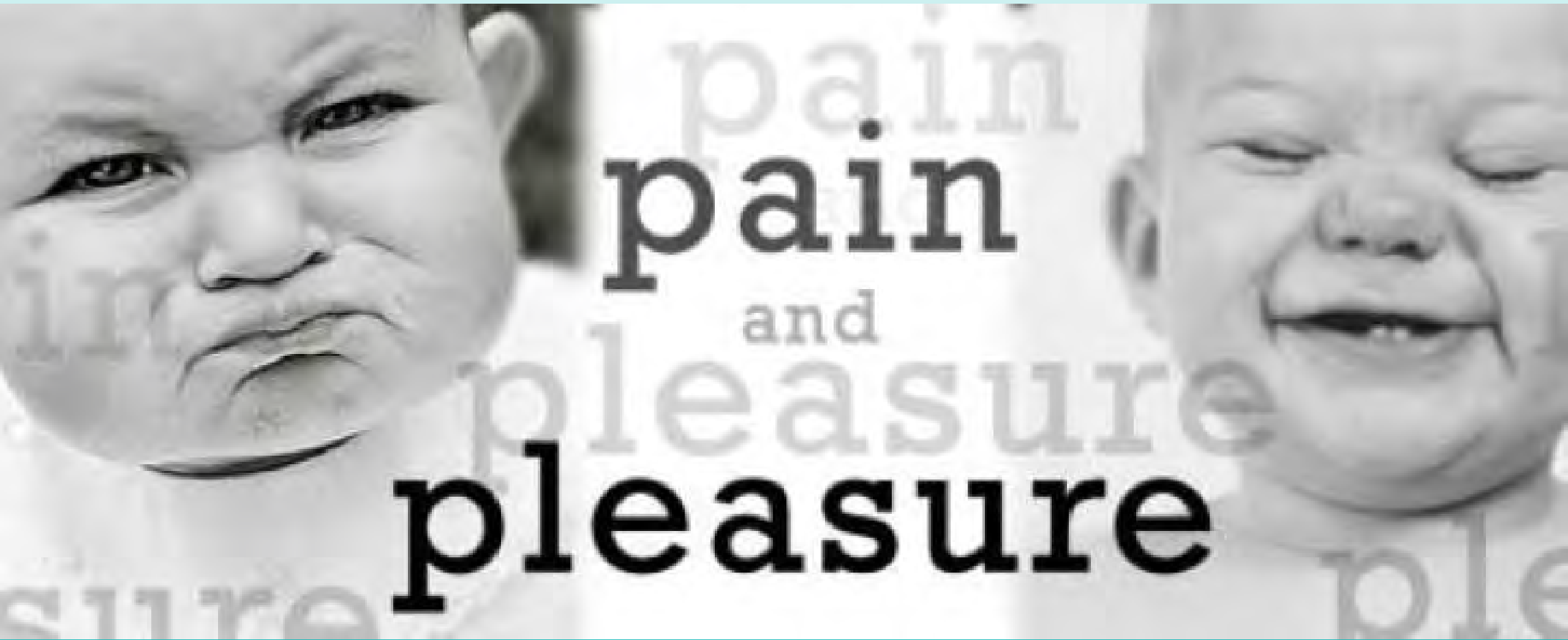
“WOW!

I am so glad I decided
to come work here.”

-- your new hire

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CONTENT

PROCESS

IMPACT

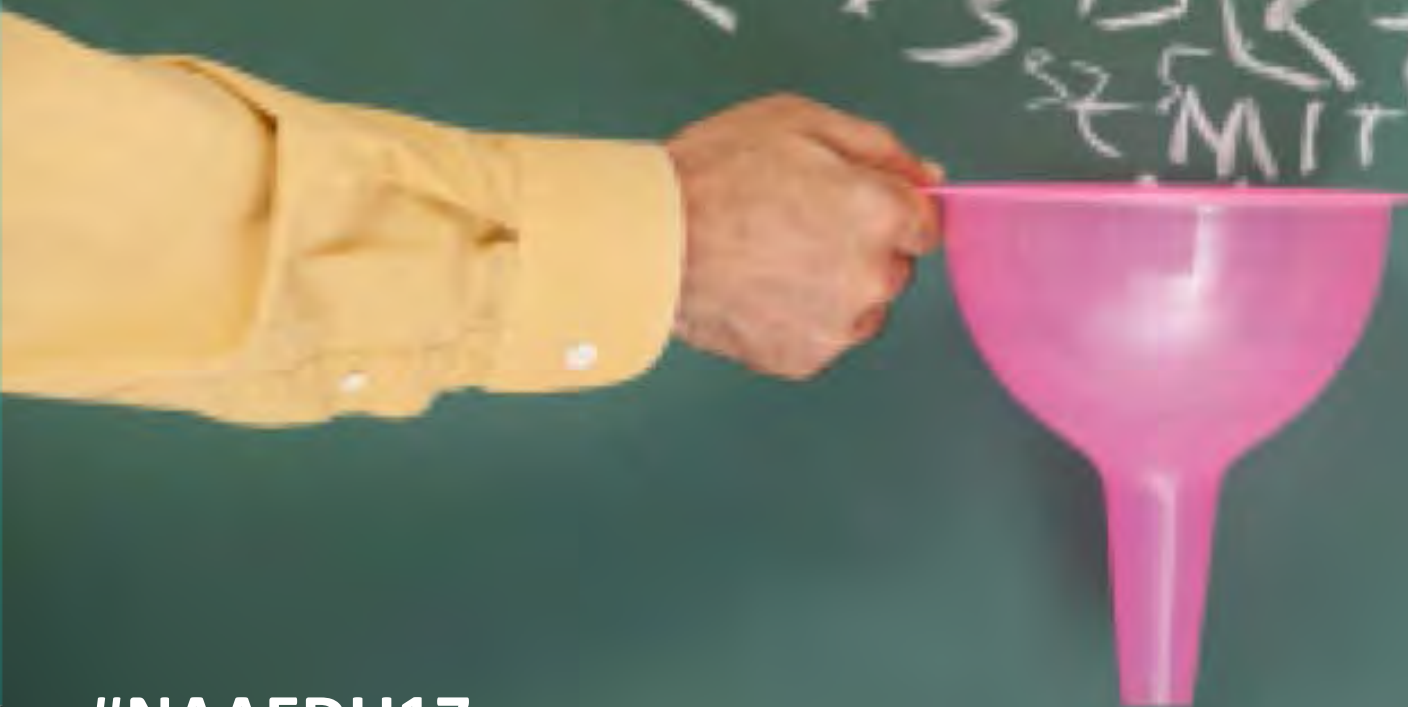
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Houston, we have a problem.



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**CUT IT. CHUNK IT.
CHANGE IT UP**



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The image features a teal background with a pattern of white, red, and grey confetti-like dashes scattered across the top and bottom sections. In the center, the text "DID YOU KNOW?" is displayed in white, uppercase letters, framed by two horizontal red lines.

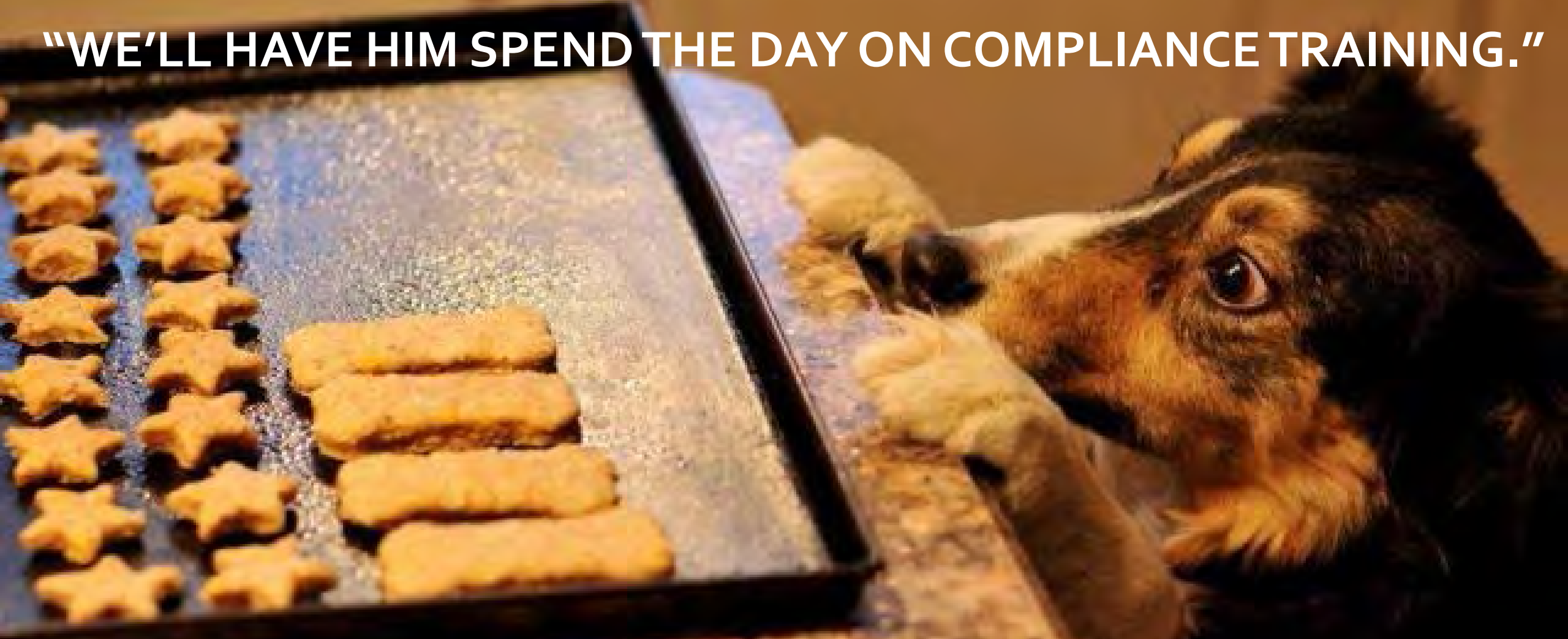
DID YOU KNOW?

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“GO SHOP YOUR COMPS”

“GO GET LOST ON THE PROPERTY”

“WE’LL HAVE HIM SPEND THE DAY ON COMPLIANCE TRAINING.”



RESIST TEMPTATION

SOCIALIZE ME!



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Hi, everyone!
Please give a rousing RedPeak welcome to our newest team-member Anthony Steinell! Anthony comes to us from the Four Seasons in Austin and is very excited for the “cooler” weather he has found here! He is funny, he is fun and he and Rob share the same hip urban hair style. Say “hi” everyone, to the newest member of our leasing team!

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10 things to remember about onboarding millennials

Email/Text your expectations & excitement prior to Day 1

First day should be Weds, Thurs, or Fri

Millennials love SWAG! Bring on the branded goodies

Show them you paid attention

Allow them to customize their space

Use video to explain expectations

Share steps to advancement to inspire your new-hire

Use a New Hire Handbook to share insider secrets

Tap other millennials to put your new associate at ease

End energetically so they look forward to tomorrow

millennials get millennials



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WELCOME



TO THE *Neighborhood!*

HERE ARE A FEW OF OUR LOCAL FAVORITES:

EAT AT: _____

SEE: _____

use a New Hire Handbook

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New Hire High Five Line

WP Engine

1 year ago • 252 views

New employee orientation ends with a high five line for the newbies!
Welcome aboard!



welcome to the family, new employee video

Danielle Davis

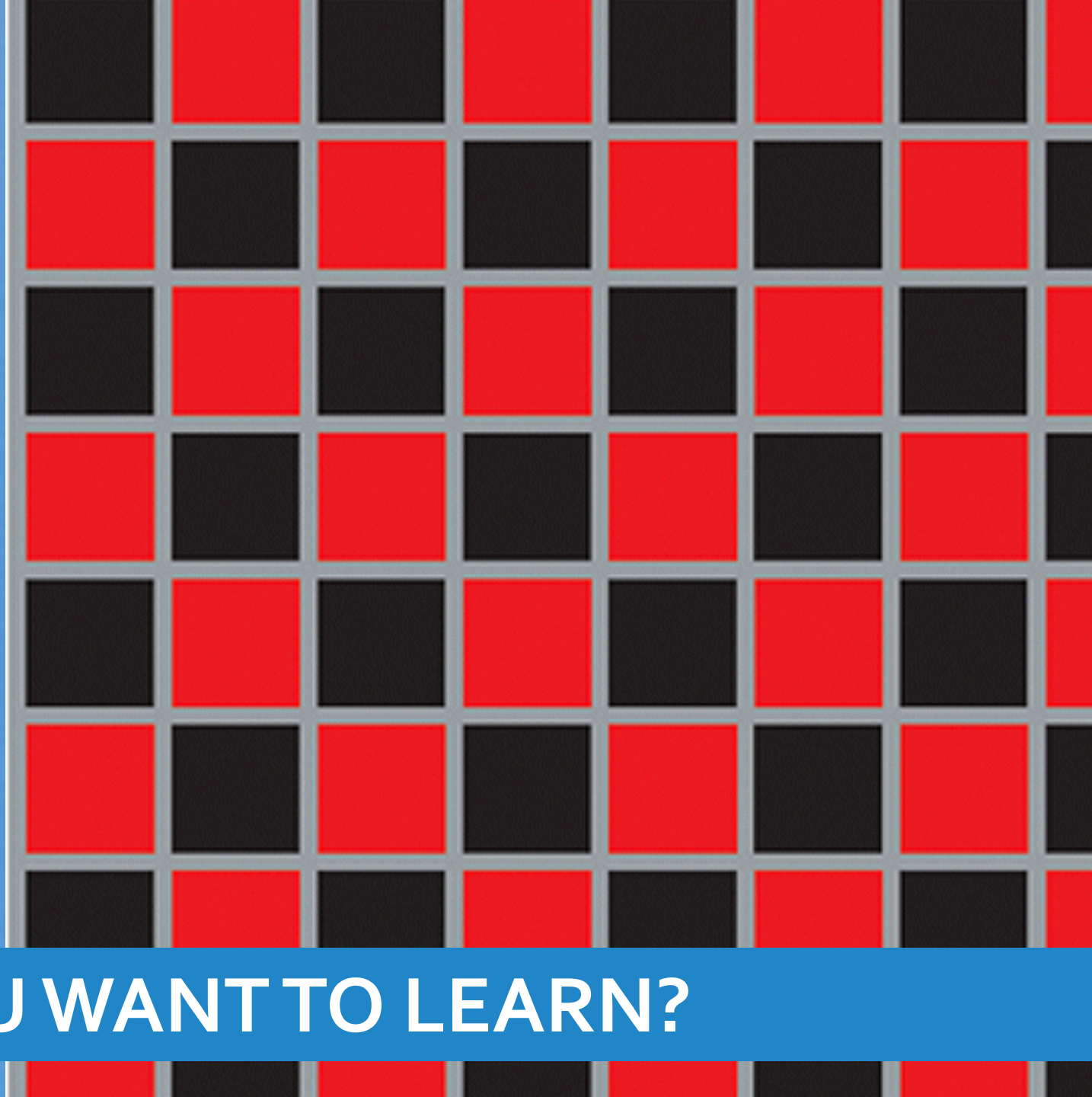
3 months ago • 250 views

share user-created videos

FOCUS ON RETENTION



EXPERIENCE LEADS TO ENGAGEMENT



WHAT DO YOU WANT TO LEARN?



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[TAKE THE TOUR](#)[REQUEST A DEMO](#)

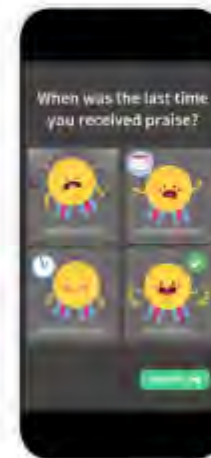
Culture = Core Values + Results

With Threads, our customers define culture using their organization's core values and the key performance indicators for each job title. Then they tie culture to reviews, hiring, and rewarding each person on their team.

The Perfect Process To Improve Engagement

1. PULSE SURVEYS

Each week, Officevibe sends employees 5 questions about how things are going at work. You can also create your own custom questions using the poll feature.





REDPEAK



#NAAEDU17

PERKS & APPRECIATION



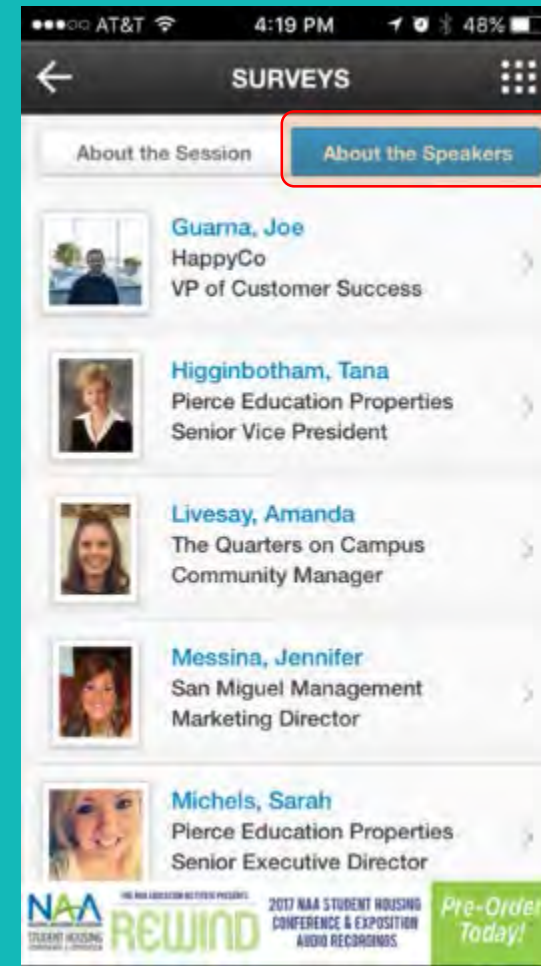
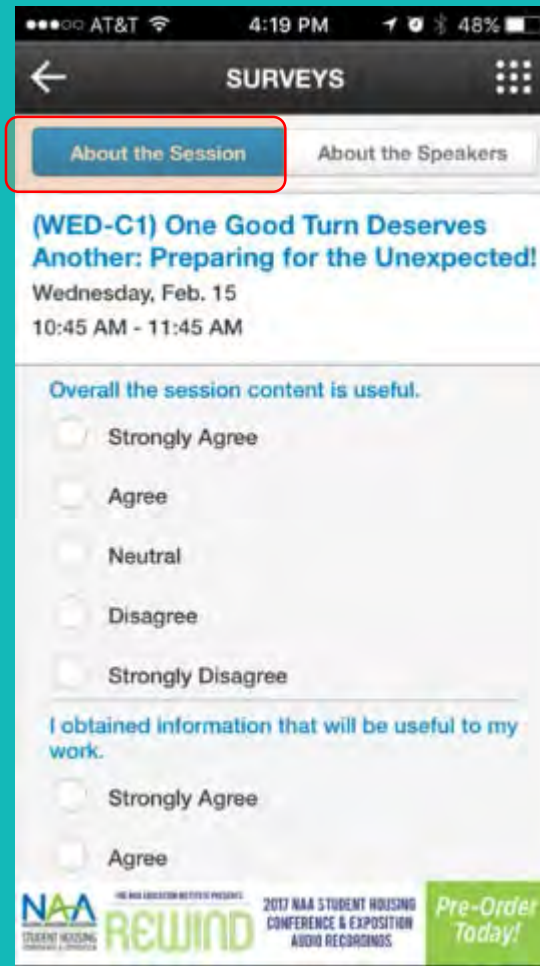
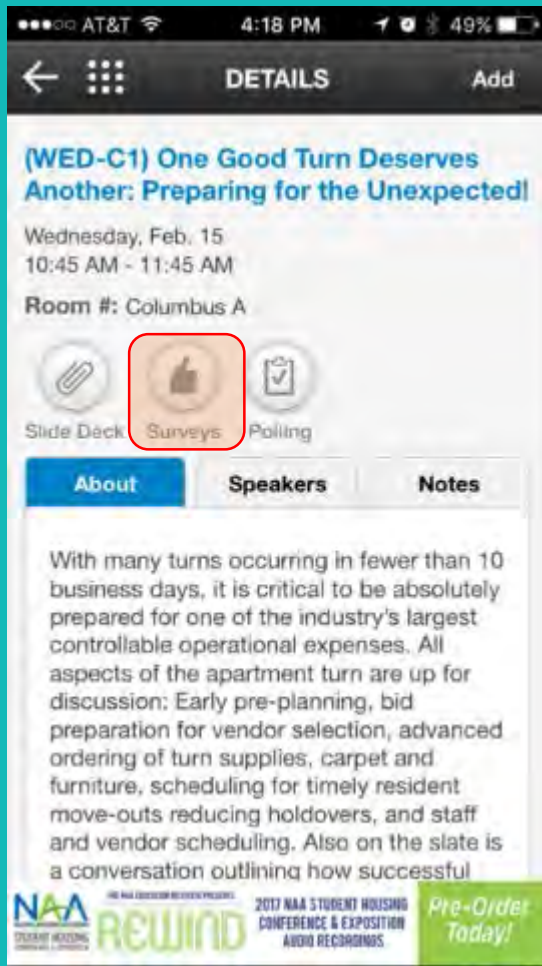
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session/speaker survey

how are we doing?



session/speaker survey





FRI 03 FEB

SOUP-ER BOWL FRIDAY

Wear your favorite team jersey or shirt with jeans!

WHEN February 3, 2017



TOWNE PROPERTIES

...k room door. Please sign up no later than Monday

... (except between 4 pm) sandwiches will be provided.

...g the MONASTERY FUN CREW!





townepropertiescareers.com

A CAREER WITH TOWNE PROPERTIES
IS MORE THAN JUST A JOB

IT'S A LIFESTYLE





jobs.venterra.com

Best. Place To Work. Ever.

In celebration of our major workplace recognitions from last year, employees enjoyed wearing their new Venterra tees during our most recent Fun Friday!

[JOBS.VENTERRA.COM](https://jobs.venterra.com)



1. Claim your employer profile
2. Update your employer profile thoughtfully
3. Learn from your reviews
4. Study candidate demographics & engagement
5. Find competitive intelligence

key takeaways

perfect your plan

align expectations
with reality

focus on experience

culture counts





stay in
touch!

Lori Snider lsnider@redpeak.com

Tammy Chivers Baker tchiversbaker@epmsonline.com

Kara Rice kara@experimentLTD.com