

# New Supervisor Orientation

## Description

The New Supervisor Orientation at North Lake College is designed to provide new supervisors with access to essential tools and information to successfully manage their new role and responsibilities. Our orientation prepares supervisors to provide well-rounded support to their department, our students, and the campus community.

In this session, we will provide an overview of core managerial responsibilities, skills, and resources. Participants will review standard operating procedures for all employee-related and departmental processes and will discuss best practices for leading a team and functional area. We encourage all new supervisors to attend this orientation.

## Outcomes

At the end of this program, participants will be able to:

- list general supervisory responsibilities and requirements
- initiate procedures to access all supervisor-related technologies and resources
- apply best practices for leading individuals and teams
- reflect on their role in promoting our mission, vision, and goals
- establish connections with fellow new supervisors

## Audience

This program is intended for new NLC supervisors, regardless of supervisory experience or tenure at NLC or DCCCD.

## Program Overview

**Technology Training (Online or Face-to-Face) Checklist** - list provided to new supervisor as part of onboarding. List will be provided to HR by hiring supervisor. New supervisors are given a 60 days from their start date to complete these trainings.

Includes:

- MyDCCCDSuccess
  - Performance (District HR)
  - Learning (Wildfire)
- Concur Training for Supervisors (Business Office)
- Role-specific Technology (Scheduled as Needed)

**HR Onboarding for HR-facilitated topics** - meeting or 1:1 depending on the number of new hires per long semester (3 hours).

Includes:

- Approving Payroll & Timecards (HR)
- Employee Relations - (Grievances, FMLA, Disabilities, etc.) (HR)
- Hiring and Onboarding Process (HR)
- HR Compliance & Documentation (HR)

**Leadership** - leadership related topics. All new NLC supervisors attend Blazer Lead and at least one Leadership Special Topic session in their first year.

- Blazer Lead (3 hours)
  - Leadership Styles
  - Servant Leadership
  - Motivation Strategies
  - Communication Strategies
  - Conflict Management
- Next-Level Leadership - one per term, intended for all supervisors. Each session discussion will be led by a tenured supervisor and / or PT member.  
Potential Topics:
  - effective performance reviews – not expecting “exceeds” every semester & writing smart goals
  - communications 101 leading effective meetings/writing effective emails, getting the word out to new employees
  - stories from the trenches – the good the bad and the ugly of supervision
  - conflict management - getting a yes from a no, getting past a no - glows and grows
  - training your staff - putting together an effective development plan
  - change management - change from within or when change comes from the outside
  - promoting and designing for equity

## Handouts

- Leave Request Process (Supervisor Video)
- \* Budget Cycle (Business Services)
- Professional Development Requirements (Wildfire)
- Professional Development Staff Reports (Wildfire)
- Strategic Funding Request Process (Committee Chair)
- Unit Plan Process - Timelines and Requirements (Institutional Effectiveness)

**\* - For Cost Center Managers Only**

## HR Onboarding and Topics Outline

- Introduction and Icebreaker
  - Introduction of Facilitators
  - Icebreaker
  - Agenda for the Day
    - Introduction and Icebreaker
    - Hiring and Onboarding Process
    - HR Policies for Employees
    - Time Cards and Payroll
    - Performance Management
    - Lunch
    - Employee Relations
  - Statistics and Scope of HR Department
    - Serve all employees for the four campuses
      - FT employees: 224
      - PT employees: 350
      - Administrators: 27
      - FT faculty: 117
      - Adjunct faculty: 404
- Hiring and Onboarding Process
  - Full-time hiring and how to post position
    - Complete the rationale form (to be approved by PT/president/HR)
    - Posting is for 2 weeks
    - Screening process - candidate must meet min req'ments
    - Review candidates in page up
      - Page up screenshots (for hiring sup only)
    - Interviewing and search committee (if sup for 5+ people)
      - Discuss with HR for search committee and spark hire as needed
    - Whoever is picked gets a background check
    - Salary calculation wkst
    - President/Budgeting/Supervisor/HR approval
    - Supervisor makes verbal offer and gives EAR to Kay/Willie
    - HR sends out offer letter through Page Up
    - Individual accepts offer and HR schedules onboarding meeting to complete paperwork to start (this confirms ready to start)
  - Part-time hiring and how to post position
    - Cost center mgr sends email to Kay with title, job code, GL#, and department budget approval
    - Posting is for 2 weeks or use job hire link if already someone in mind (Job Link Spreadsheet)

- Review candidates in page up
      - Page up screenshots (for hiring sup only)
    - Interviewing as needed
      - Supervisor to confirm candidate meets min req'ments
    - Whoever is picked gets a background check and gives EAR to
    - Supervisor makes verbal offer contingent on bkgrd check clearing
    - HR sends out offer letter through Page Up
    - Individual accepts offer and HR requests to complete paperwork to start (can come anytime M, W, F 1:00-5:00pm)
    - HR will notify sup when employee clear to start work
  - Forms that will need to be completed
    - I-9 must be completed ON or BEFORE first day of work (DoL law)
      - Profile section about themselves and provide documentation of identity and eligibility to work in the US
  - EAR
    - Use this form anytime that you want to make a change for an employee (i.e. new hire, rehire, or position change)
    - Type of action
      - New Hire - brand new to district
        - needs to have application and background check
      - Rehire - has worked for the district before (any college/campus/location)
      - Add Position - split position
      - Change Position - switch to a new position
    - Supervisor fills out employee information (PLEASE PRINT LEGIBLY)
  - NOV/rationale
    - Form to complete to start the process of filling vacant positions
    - Going to be reviewed by President's team so important to fill everything out
    - Go over part two on the back side
      - Ask specific questions to help narrow down the applicant pool
- HR Policies for Employees
  - FMLA
  - Vacation and Sick Leave (exempt vs non-exempt accrual)
  - Sick Leave Pool
- Time Cards and Payroll
  - How to complete/submit/approve
- Performance Management
  - Goals
  - Performance Improvement
- Lunch
- Employee Relations
  - New Hire - 30/60/90 day reviews

- Performance Improvement Process
  - Verbal warning and documentation
  - Written warning and documentation
  - Performance Improvement Plan
  - Decision Making Leave Day
- Grievance process
- Administrative leave
- Sexual harassment
  - Assessment Quiz
- Hostile work environment
- ADA Disability Accommodations
- Job profiles -- general overview