

Self-Assessment: Onboarding Process for Child Care Leaders

This self-assessment will help you identify strengths and areas for improvement to focus your efforts. Evaluate your current onboarding process by answering the following questions.

1. How would you describe your current onboarding process?

- A. Our onboarding process is very structured, documented and consistently followed with timelines in place.
- B. Our onboarding process is somewhat structured with some documentation, but follow-through is not consistent.
- C. Our onboarding process has little structure and is informal.
- D. We do not have a formal onboarding process.

2. How do we introduce new hires to our child care's mission, values, and culture?

- A. New hires receive a detailed orientation about our mission, values, and culture and it is revisited often.
- B. New hires get a brief overview of our mission, values, and culture, but we do not revisit it often.
- C. New hires learn about our mission, values and culture on an informal basis.
- D. New hires are not introduced to our mission, values, or culture.

3. How do you support new hires during their first few weeks?

- A. We assign each new hire a mentor, buddy or point of contact and hold regular check-ins to support them.
- B. We assign a mentor or buddy or point of contact but only check-in occasionally.
- C. New hires receive very little support beyond their initial onboarding.
- D. We do not currently have a system in place to support new hires after orientation.

4. How do you measure the effectiveness of your onboarding process?

- A. We gather feedback from new hires through surveys or conversation and we regularly review and improve our process.
- B. We sometimes gather feedback but don't consistently use it to improve the onboarding process.
- C. We gather feedback informally but rarely make changes based on it.
- D. We do not currently measure the effectiveness of our onboarding process.

5. How are role expectations and responsibilities communicated to new hires?

- A. Role expectations and responsibilities are clearly communicated with written job descriptions and core tasks are reviewed with new hires.
- B. Role expectations are communicated verbally, and some written descriptions are provided.
- C. Role expectations are communicated informally and inconsistently.
- D. Role expectations are not clearly communicated.

6. Are new hires trained on specific policies and procedures related to child health and safety?

- A. Yes, all new hires receive detailed training on policies and procedures and have ongoing training opportunities.
- B. New hires receive initial training, but we do not offer any follow-up training.
- C. New hires receive minimal training on policies and procedures.
- D. We do not currently have a formal process for training on policies and procedures.

7. How are new hires trained on interacting with children and managing challenging behaviors?

- A. We provide comprehensive training on staff/child interactions and behavior management.
- B. We provide some training, but it is not very comprehensive.
- C. New hires receive minimal guidance on staff/interactions and behavior management.
- D. We do not currently provide any training on staff/child interactions or behavior management.

8. How do you help new hires to feel like part of your team?

- A. We have planned team-building activities and encourage regular interaction between new hires and existing staff.
- B. New hires have opportunities to interact with the team informally, but it is not planned or structured.
- C. New hires meet with team members briefly during orientation, but no further interaction is organized.
- D. We do not currently have a process to help new hires connect with others and building belonging within our team.

SCORING RUBRIC FOR SELF-ASSESSMENT: ONBOARDING PROCESS

This scoring rubric will help you evaluate the effectiveness of your current onboarding process and begin to think about where you could make improvements to your process.

ASSIGN POINTS FOR EACH ANSWER:

- **A = 4 points**
- **B = 3 points**
- **C = 2 points**
- **D = 1 point**

Total Points:

SCORING RUBRIC FOR SELF-ASSESSMENT: ONBOARDING PROCESS CONTINUED

SCORING GUIDE

28-32 points: Exceptional Process– Your onboarding process is very structured and effective. Continue maintaining this high standard and seek new ways to refine your processes as you experience staff changes.

21-27 points: Good Process – You have a solid onboarding process with some room for improvement. Consider putting structure in place in areas where consistency is lacking, like adding regular check-ins or on-going training.

14-20 points: Process Needs Improvement – Some pieces of your onboarding process are in place, but there is a lack of consistency and effectiveness. Begin documenting and working on structuring your processes, focusing on areas like integrating your new hires into your team and creating opportunities for feedback.

8-13 points: Minimal in Place – Your onboarding process currently lacks structure, and new hires may likely feel unsupported. Start by defining basic steps, such as introducing role expectations and providing essential information and training. Consider creating a new hire checklist as a part of developing your process to add some structure.

REFLECTION: IDENTIFYING ONBOARDING PROCESS AREAS OF GROWTH

Reflection Questions

1. What challenges have you faced in creating or maintaining a structured onboarding process?
2. How effectively does your onboarding process communicate your center's mission, values, and culture?
3. How can you enhance support for new hires to ensure they feel prepared and valued?
4. How do you receive feedback from new hires? What additional steps could you take to gather feedback from new hires?

REFLECTION: ONBOARDING PROCESS AREAS OF GROWTH

Reflection Questions - Continued

5. How do you ensure new hires retain knowledge about policies, especially around child health and safety?

6. What are some other methods you could put in place to make sure new hires retain knowledge about important policies, especially around child health and safety?

7. Are there gaps in how job roles and responsibilities are communicated? What are some ways you can address those gaps?

8. What are some strategies you could put in place to help new hires feel welcomed by your team and connected to your work place?

AREAS OF IMPROVEMENT

What steps could you take to enhance your onboarding process?

- Develop a detailed orientation/onboarding checklist and/or timeline
- Improve current onboarding strategies in place
- Focus on new hire feedback, such as, through regular surveying
- Increase investment in new hire training and development
- Develop written job descriptions for the roles in my child care
- Begin to pair new hires with a buddy or mentor for extra support
- Create role specific onboarding materials to individualize the onboarding experience
- Implement Hands-on, game-like or demonstration-based onboarding strategies
- Implement regular check-ins
- Create visual training materials, manuals or quick reference guides for new hires
- Create opportunities for refresher sessions on policies or key trainings

Reflect on any additional insights or steps you can take to strengthen your onboarding process:
