

ONBOARDING & ORIENTATION



EXPERTS: Sara Baier - HR, Dave's Killer Bread

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SARA BAIER:

Onboarding and trainings are good for anybody because really what it does is that it helps give an overview of a company and it helps the new employee to understand what's expected of them. People with criminal backgrounds particularly come into the workforce and they're already very apprehensive, because they've lived with this stigma for however long they've had to live with it already, and coming into a workplace and realizing that you can talk about it and you can be yourself with it, you don't have to be afraid of people looking at you funny because you've got a criminal background - that's a big deal.

PAUL SPINDEL:

What's interesting as I think about the second chances opportunity and its relationship to training, is a lot of these people are people who society has cast aside. Now they're coming out and a company invests back in them for some training and development to help them be better. It's one of the first times they have somebody expressing some loyalty to them and they will want to reciprocate that for them, and that's powerful.

GINA SHILHANEK:

The culture piece is a really important part of orientation and onboarding and being able to connect different departments to each other is also really important. For example, our warehouse staff knows what our food sourcing is doing, and food sourcing knows what our programs team is doing, etc. So I think that interconnectedness is super important, is a part of the onboarding. Knowing just what we do, what it takes - knowing what your part is in doing that piece is very important.

I think the opportunity there is to invest in people who want somebody to reach out to them and care about them and when we have a second chance and some boys coming in, it's an expression of loyalty to them that they will reciprocate, potentially way more than the general population.

SARA BAIER:

I think the best thing that we do right now is we have a mentor program, where every new employee has a mentee and a mentor, we pair them up, and that way they have the ability to ask questions and in a safe space. Because look, any new job is going to be a little intimidating, and people are gonna be a little timid going into them and so I think it helps to relax people's nerves and kind of feel more like one of the team right away.

PAUL SPINDEL:

I teach in a project management program and employers tell me "well, what we need is project management skills." And I say, well you can learn all those. The key is you know how to work with people in your project team, and have positive interactions with people in your project team, and so some people say, oh that's the soft skills. I say, no actually they're really hard, you know they're really hard. What are we doing to be intentional about working with each other and working on ourselves on that kind of thing, so that we can have the kind of relationship with people at work that is productive.