
Complete Contents

Preface	xvii
---------	------

PART 1—INTRODUCTION

Chapter 1	
New Trends in Employee Orientation	3
Chapter 2	
A Six-Step Guide to Creating or Updating Your Orientation Program	10

PART 2—BEST PRACTICES IN EMPLOYEE ORIENTATION

Chapter 3	
Moving Your Orientation Program Online	19
<i>J. Leslie McKeown, Yellowbrick Consulting</i>	
Chapter 4	
Orientation for a Global Population	23
<i>Dave Eaton and Bob Riel, Eaton Consulting Group</i>	
Chapter 5	
Creating a Customized Orientation Video	29
<i>J. Leslie McKeown, Yellowbrick Consulting</i>	
Chapter 6	
Employee Orientation for Small Businesses	34
<i>Maureen Lansing, Lansing Consulting</i>	

Chapter 7	
Developing a College Intern Program	38
<i>Katherine Lunkes, Alcatel</i>	
Chapter 8	
Designing a Buddy Program	49
<i>J. Leslie McKeown, Yellowbrick Consulting</i>	
Chapter 9	
Twenty Ways to Celebrate New Employees	60
<i>Rebecca Harmon, DeRoyal Medical Products</i>	
Chapter 10	
Subject Matter Experts As Orientation Speakers	63
<i>J. Leslie McKeown, Yellowbrick Consulting</i>	
Chapter 11	
Designing Your Own Orientation Board Game	67
<i>Tim A. Little, Pioneer Hi-Bred International, Inc.</i>	
Chapter 12	
Using Icebreakers and Games	80
<i>J. Leslie McKeown, Yellowbrick Consulting</i>	
 PART 3—PROGRAM DESIGNS AND CASE STUDIES	
Introduction to Part 3	83
Chapter 13	
The New Employee Orientation Shopping List	85
<i>Doris Sims</i>	
Chapter 14	
Tried-and-True Orientation Design	90
<i>Kathy Kelso, Alamar Performance Learning, Inc.</i>	
Chapter 15	
The REV Orientation Program	95
<i>Christine Day, Ford Motor Company</i>	
Chapter 16	
Kahunaville's Pursuit of Wow—POW!	101
<i>Shawna McNamee, Kahunaville Management, Inc.</i>	
Chapter 17	
Case Study: Champion Laboratories, Inc.	107
<i>Carrie Eaton, INTECH Interactive Technologies</i>	

Chapter 18	
Orientation at Alcatel USA	117
<i>Adam Haddad, Alcatel</i>	
Chapter 19	
Orienting and Retaining a Technical Population	123
<i>Troy Van Houten, Micron Technology Inc.</i>	
Chapter 20	
Wyndham International Beginnings	129
<i>Steve Schuller, Wyndham International</i>	
Chapter 21	
New Crew Members “Take the Plunge!” at Red Lobster	133
<i>Krista Rice and Shannon Maurice, Red Lobster</i>	
Chapter 22	
Self-Directed Orientation Modules	137
<i>Alan Clardy, Towson University</i>	
Chapter 23	
Designing an Annual Residential Orientation Program	148
<i>Linda Raudenbush, USDA</i>	

PART 4—ORIENTATION FOR NEW MANAGERS

Introduction to Part 4	167
Chapter 24	
The Management Orientation Shopping List	169
<i>Doris Sims</i>	
Chapter 25	
New Managers Learn the Business	171
<i>Ryder Jones, Exel Logistics</i>	
Chapter 26	
A Focus on Culture for Managers	176
<i>Shawna McNamee, Kahunaville Management, Inc.</i>	
Chapter 27	
Orienting the New Executive	183
<i>John Welsh, Personnel Decisions International</i>	
Chapter 28	
Employment Law Hangman	187
<i>Doris Sims</i>	

Chapter 29	
Company Ethics Baseball	196
<i>Trudy Whitmore, Comcast Cablevision</i>	
Chapter 30	
Effective Interviewing Tools	206
<i>Doris Sims</i>	
Chapter 31	
Writing Job Descriptions	217
<i>Doris Sims</i>	
Chapter 32	
Sexual Harassment Table Discussions	222
<i>Doris Sims</i>	
 PART 5—ORIENTATION GAMES AND ACTIVITIES	
Introduction to Part 5	227
Chapter 33	
Mission or Vision Telephone Game	229
<i>Doris Sims</i>	
Chapter 34	
Autographs Icebreaker	232
<i>Steve Sugar, The Game Group</i>	
Chapter 35	
Spots and Signatures	238
<i>Al McClaney, First Tennessee Bank</i>	
Chapter 36	
Match That Number!	241
<i>Doris Sims</i>	
Chapter 37	
A Sweet Way to Meet!	244
<i>Rebecca Harmon, DeRoyal</i>	
Chapter 38	
Have Your Passport Ready!	248
<i>Lorraine Ukens, Team-ing With Success</i>	
Chapter 39	
New Job Butterflies	253
<i>Mel Silberman, Active Training</i>	

Chapter 40	
Visioning—The Power of One	256
<i>Sheila Armitage, Management Connection</i>	
Chapter 41	
Pom-Pom Power!	260
<i>Doris Sims</i>	
Chapter 42	
If They Snooze, You Lose	263
<i>Eldon Rebhorn, Indiana State University</i>	
Chapter 43	
And the Category Is. . . Ford History!	269
<i>Christine Day, Ford Motor Company</i>	
Chapter 44	
Stories in a Jar	272
<i>Doris Sims</i>	
Chapter 45	
Orange You Going to Ask Me?	276
<i>Christine Day, Ford Motor Company</i>	
Chapter 46	
Customizable Bingo Review Game	279
<i>Steve Sugar, The Game Group</i>	
Chapter 47	
The Hunt for Company Policies!	285
<i>Doris Sims</i>	
Chapter 48	
Celebrating New Talent	290
<i>Christine Day, Ford Motor Company</i>	
Chapter 49	
3-D Bingo: A Walking Tour	292
<i>Linda Raudenbush, USDA</i>	
Chapter 50	
Employees Meet the Values	297
<i>Robert Preziosi, Wayne Huizenga Graduate School of Business and Entrepreneurship, Nova Southeastern University</i>	

PART 6—ORIENTATION CHECKLISTS AND SURVEYS

Introduction to Part 6	301
Chapter 51	
A Manager's Checklist: Helping New Employees Succeed	303
<i>Jeanne Baer, Creative Training Solutions</i>	
Chapter 52	
Before the Employee's First Day	305
<i>Doris Sims</i>	
Chapter 53	
I'm New Here—What Should I Learn?	307
<i>Doris Sims</i>	
Chapter 54	
New Employee Workstation Survey	315
<i>Adam Haddad, Alcatel</i>	
Chapter 55	
A 90-Day New Employee Survey	320
<i>Rebecca Harmon, DeRoyal</i>	
Chapter 56	
New Employee Checklists—Before, During, and After!	325
<i>Steve Schuller, Wyndham International</i>	
Chapter 57	
Selecting On-the-Job Trainers	338
<i>Doris Sims</i>	

PART 7—THE ORIENTATION ORACLE ANSWERS YOUR QUESTIONS

Preventing Orientation Instructor Burnout	343
Preventing Orientation Participant Boredom	343
Evaluating and Demonstrating the Importance of Orientation	345
Keeping Orientation Materials Up to Date	346
Orienting a Small Number of Employees	347
Orienting Employees in Remote Locations	347
Integrating Company Culture in the Orientation Program	348
Organizing Orientation Materials	349

Addressing Orientation Attendance	350
The Length of Your Orientation Program	351
Preventing New Employee Information Overload	351
Separate Orientations for Employees and Managers	352
Index	353