Successful onboarding & retention is a team effort

with Abel Martin

Terms of engagement

- Short Term (First 2 weeks)

- Medium Term (First day - 90 days)

- Long Term (Evergreen)

Engineering Day 1: Machine setup

Engineering Day 1: Improved pairing setup

Oxpeckers

Short term tactics

Surveys & Action Channels

- Surveys can be a great way to provide to get feedback from your teams on a cadence that you feel comfortable with.

- Establish safe feedback loops allow people to be honest and point out issues or raise great ideas.

- Tracked action items
  - An action item without an assignee is a missed opportunity

Documentation

- Do you consider your docs to be a feature?
- Where are you storing your docs?
  - Confluence / Sharepoint / Notion / Figma / etc
- Instead of docs platform, do you have a knowledge base?
  - StackOverflow for teams / Zendesk / Zoho / etc
- Is there an information architecture strategy?
- Does your document store support tags?
- Do you tie your epics to your docs?
- How good is search for your store?
- Is it up to date?

Short term & medium tactics

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Michael Jordan, 6-time NBA champion, 2-time Olympic gold medal winner

What's DEI?

- Diversity
  - People of different backgrounds sharing an environment and pursuing the same goals
- Equity
  - Every member of the community getting what they need
- Inclusion
  - Visible actions to include every employee in work and recreational activities

https://tinyurl.com/rhino-deib

What's DEI**B**?

- **Belonging**
  - Employees should feel a sense of belonging at their workplace if all of these factors are at play. Belonging supersedes job title, location, or tenure.

"When people feel like they belong, it ripples throughout an organization and inspires teams to contribute to company culture. It impacts how we recruit, retain, and grow together, and can be used as a commonality to mobilize junior and senior leaders towards the same goals."

https://tinyurl.com/rhino-deib

Create/support you DEIB Council & their initiatives

"To scale our diversity, equity, and inclusion work in 2021, we assembled a fixed set of employee-leaders to create standards and goals for Employee Resource Groups and other DEIB initiatives. These Rhino team members make up a representative sample of our organization in terms of background, identity, and level. We had almost 20 team members volunteer, and ended up with a strong group of 10 employees for our inaugural DEIB council."

https://tinyurl.com/rhino-deib

"

The DEIB Council initiatives foster employee belonging which powers retention

Me

We need safety

PSYCHOLOGICAL SAFETY

Comfortable admitting mistakes.

Learning from failure.

Everyone openly shares ideas.

Better innovation and decision making.
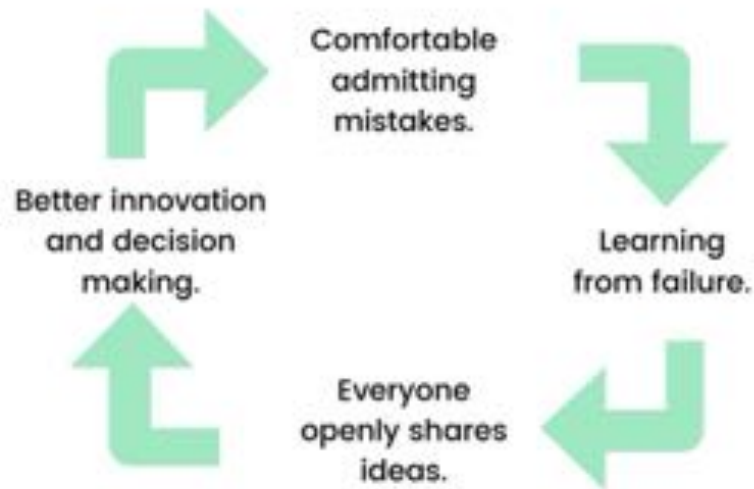
Short, medium, & long term tactics

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Nintendo

IT'S DANGEROUS TO GO ALONE! TAKE THESE

Nintendo & my edits 😅

Hopeful Takeaways

- Short Term (First 2 weeks)
    - Ensure people have development environment setup pairs (team)
    - Give people an oxpecker within the first 2 weeks (team/hr)

- Medium Term (First day - 90 days)
    - Taking surveys & making reportable action on responses (you/hr)
    - Improve your documentation (team)

- Long Term (Evergreen)
    - Building/Supporting a DEIB council (team with your approval)
    - Psychological Safety (starts with you, carried by team)
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Thanks for your time 👍🏾

- Images came from unsplash.com & nappystock.com unless otherwise captioned
- Building a psychologically safe workplace
  - https://www.youtube.com/watch?v=LhoLuui9gX8
- B is for belonging: How Rhino scaled its DEIB programming
  - https://tinyurl.com/rhino-deib
- What makes a team effective at Google?
  - https://tinyurl.com/google-effective-teams