

Welcome to Municipal Government! Now What?

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Introduction to CPM Project

Project Information Collection Process

- Interviews
- Surveys
- Focus Groups
- Research

Introduction to CPM Project

Retention and Recruitment Issues

- Wages
- Pension
- Lack of advancement
- Lack of flexibility
- Lack of benefits

What Are We Seeing In Cities and Towns?

- Retirements and more retirements
- Management styles and issues
- Increase in difficult customers
- Lack of advancement

Feedback from Around the State

- “Municipal Servant’ work is not for them.”
- “Daily difficult customers.”
- “Lack of training to deal with certain situations.”
- “Better pay/room to grow outside of the government sector.”

Feedback from Around the State

Survey #1

- Many openings
- Staff burnout
- No applicants
- Non -traditional hiring process

Municipal Turnover Results

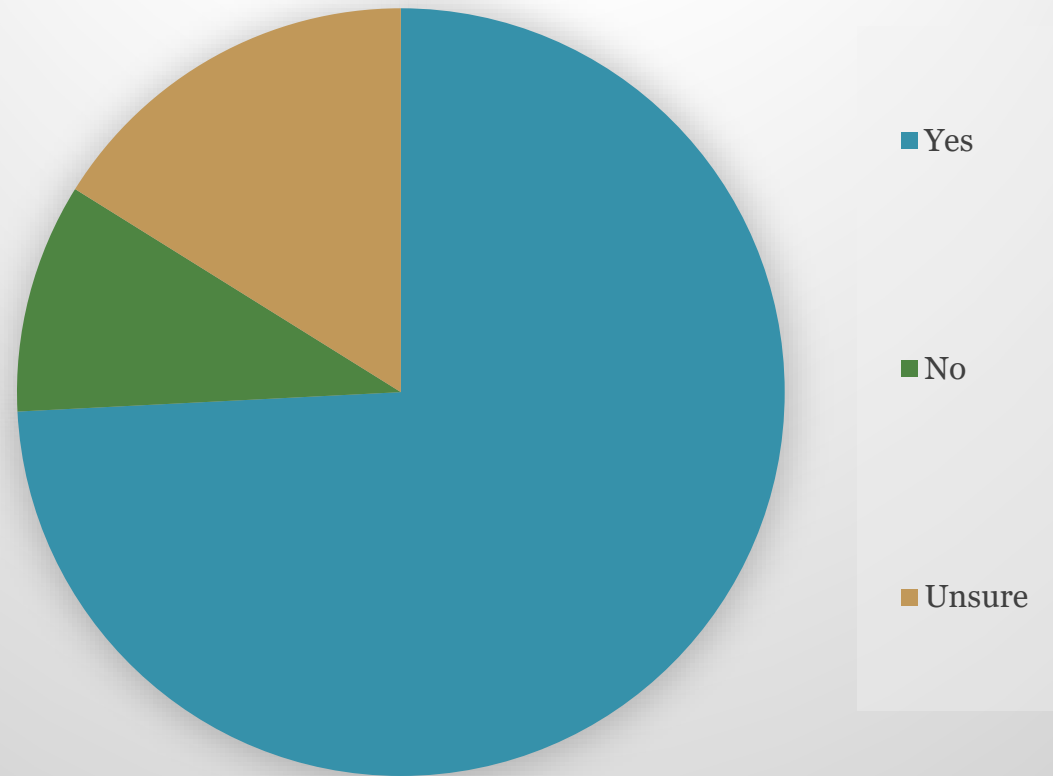
Survey #1

- 10% of Respondents are experiencing 40% turnover
- 23% of Respondents are experiencing > 40% turnover

****33% of our Municipal Governments are seeing
40% or higher turnover.****

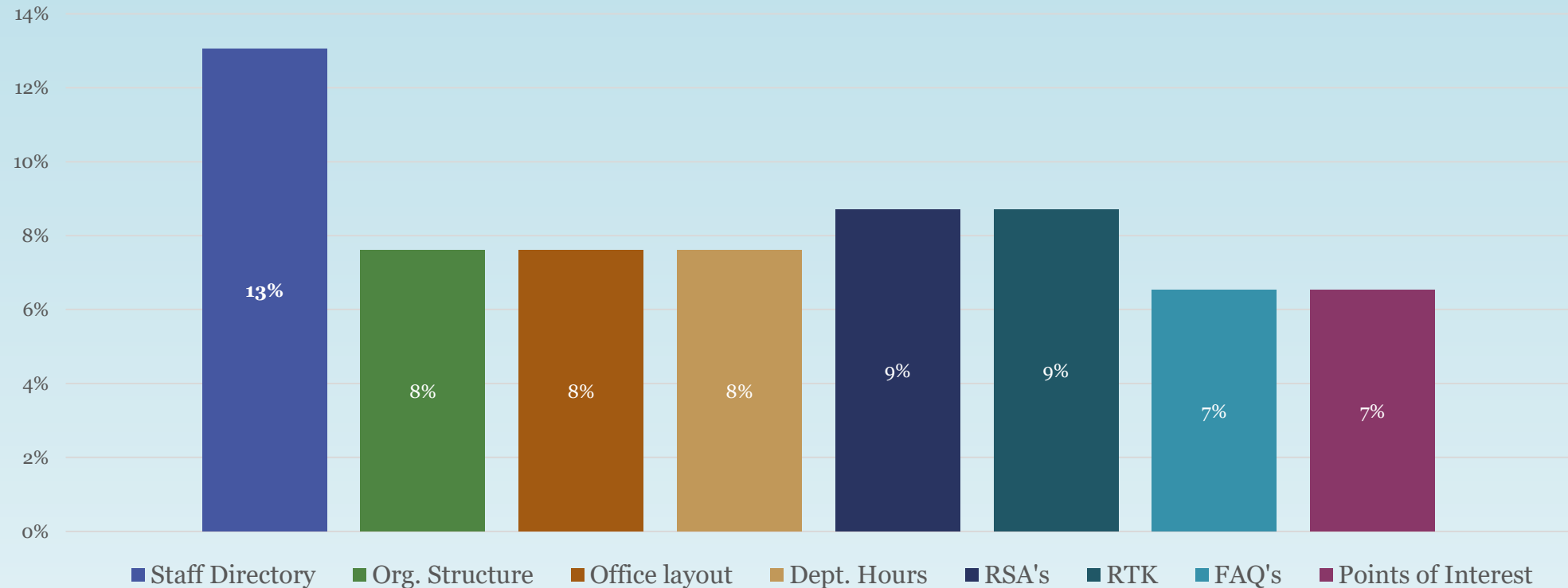
Survey #2 - Adaptive Onboarding Toolkit

Would you utilize the toolkit?



Components of an Onboarding Toolkit

Topic Recommendations based on Surveys



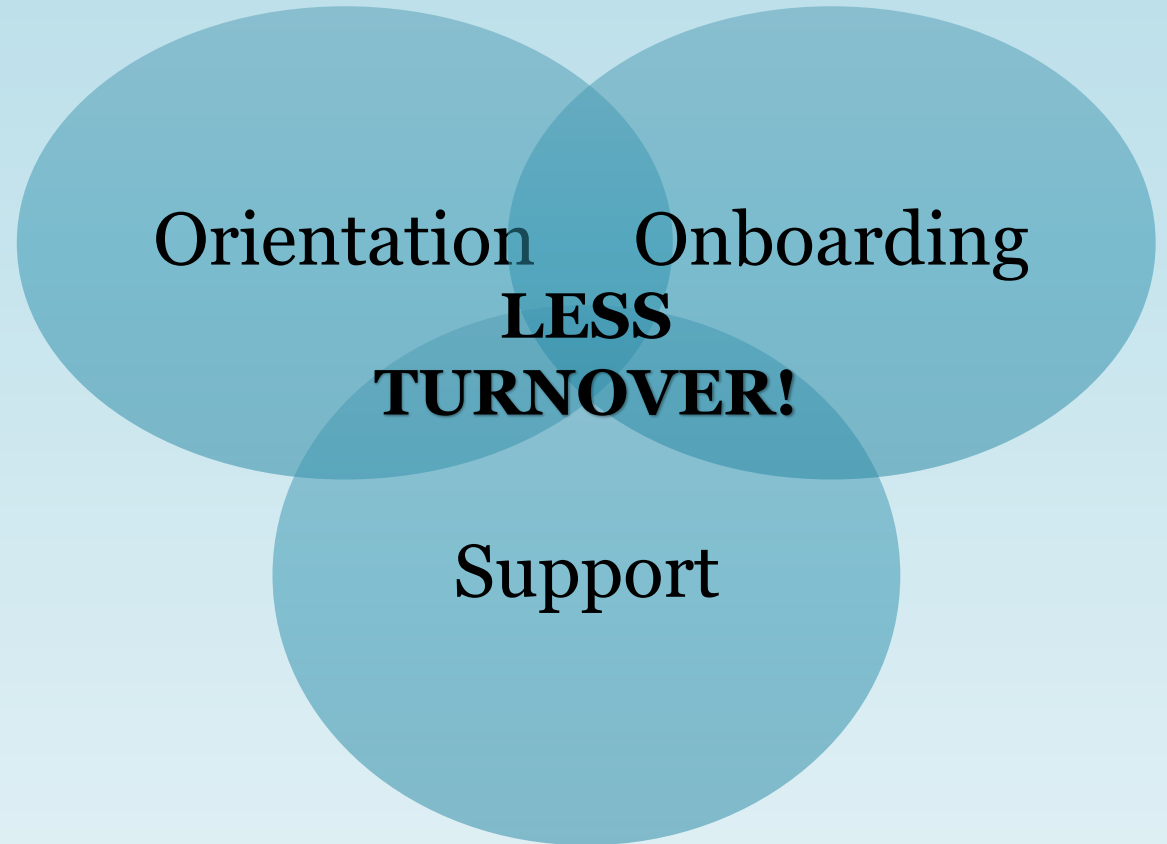
Where Do We Go From Here?

Orientation +

Onboarding +

Support =

LESS TURNOVER! 😊



Orientation vs. Onboarding

Orientation:

- to acquaint with the existing situation or environment

Onboarding:

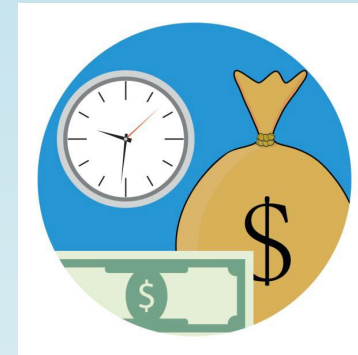
- the act or process of orienting and training a new employee

*Source: www.merriam-webster.com/dictionary

Current Orientation Process

New Hire Checklist:

- Meeting with Human Resources
- Payroll / Benefits / NHRS
- Employee policies
- Escort to department



Orientation vs. Onboarding

Onboarding Benefits

- Sense of Belonging
- Culture of Inclusivity
- Support, respect, and appreciation
- Confirms employee's choice
- Engages co-workers



Onboarding– Invest Time Upfront

- Tour of Building
- Department Intros
- Help with Tech Set-up
- Give Contact Info
- Set-up Check-in/Follow-ups



Include both Orientation and Onboarding

- Form a committee
- Develop an Onboarding Tool Kit
 - Reduce stress and uncertainty
 - Look through the lens of a new hire
 - Keep employee focused



Include both Orientation and Onboarding

- Plan for longer engagement
- Address issues as they arise
- Set priorities
- Stay in touch
- Success helps retain employees and decrease turnover



How an Adaptive Onboarding Tool Kit Can Help

- Put new employees at ease
- Relevant info on 1st day
- Lessens the “weakest link” feeling
- Fills down time during first week

Integration of the Adaptive Onboarding Toolkit

Who decides content?

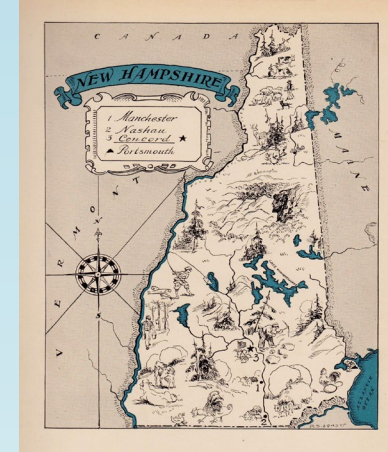


- Not just an HR function
- Entire organization should be part of the process

Integration of the Adaptive Onboarding Toolkit

What is included?

- Local, State

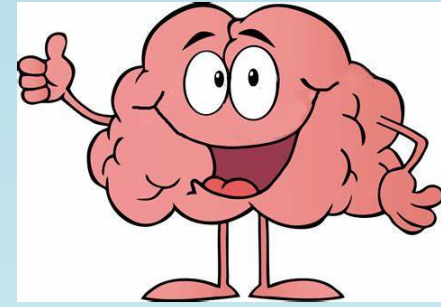


How, When, and Where is it presented?

- Orientation
- Department meeting

Where To Start?

- Brainstorming meeting!!
 - Include employees from all levels
- Collect information
- Design layout/flow of materials



Provide Format Options

- Digital / Binder of information
- Both ?
- Ask employee preference (Don't Assume)

Create a Table of Contents

- State
- Municipal
- Department
- Employees Role
- Other

Create a Table of Contents

- Don't forget topics specific to your organization!
 - Dress Down Fridays
 - Committees to join
 - Birthday/Holiday Protocols

Provide a Phone Contact List

- Department
- Internal
- City / Town Affiliates
- State



Building Layout - General

- Floorplan
- Office Locations
- Elevators
- Emergency Exits
- Evacuation Route



Employee Interests

- Restrooms
- Vending Machines
- Lunchroom
- Meeting Rooms
- ATM's



Department Specific Information

- Phone System
- Rules / Regulations
- Procedures
- Processes
- Safety Protocols
- Software Tutorials



Local Areas of Interest

- Restaurants
- Walking Trails
- Meditation Spots
- Retail Establishments
- Pharmacies



Educational Opportunities

- Municipal Topics from:

- NHMA
- NHGFOA
- MMANH



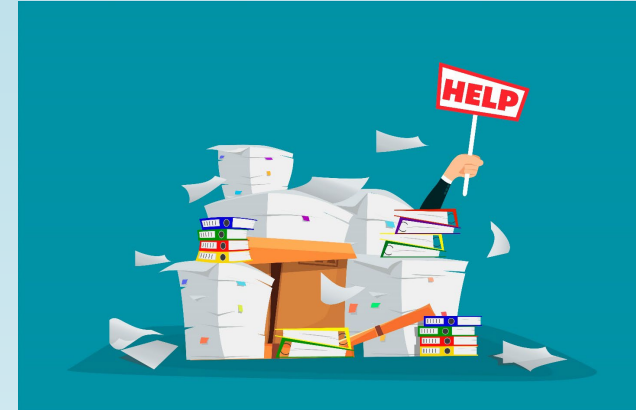
- Training programs at BET:

- LEAN, Certification and Management Programs



Municipal Information

- RSA91:A (RTK)
- RSA33:A (Records Retention)
- 1st Amendment Auditors
- Dealing with Difficult People



What Does This Mean for You?

- Become a “Destination Employer”
- Increased employee satisfaction
- Recognize efforts and reward initiatives
 - (Thank you’s can be powerful!)



What Does This Mean for Your Municipality?

We're gonna need a bigger boat !



(To welcome all of our new employees!)



*“Give a man a
fish and you feed
him for a day;
teach a man to fish
and you feed him
for a lifetime.”
--Lao Tzu*

Special Thanks to:

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Municipal Officials who took the time to share their tremendous knowledge with me!

A forever thank you to my family who gave me the love and support to complete this course of study.

Thank you for attending!

Any Questions?