

Designing an Orientation

Conducting an orientation is an integral component of a successful experience. A well-planned orientation offers young people a thorough overview of the complete experience, outlining roles and responsibilities, policies and procedures, duties and expectations. The goal is to be clear, direct and accessible. Below is a sample agenda for a successful orientation:

Introduction and Welcome

Company Overview

- Provide documents, brochures and/or other materials that explain the organization's mission statement, core business, or other relevant information.
- Discuss the organizational structure and explain where the young person's job fits within the organization. Provide an organizational chart.
- Explain the history of the company.
- Share the company's long-term strategic goals.

Youth Work Experience/Internship Overview

- *Supervision:* Make sure the young person understands who their immediate supervisor is, and provide his or her contact information.
- *Position Description and Job Requirements:* Review the position description and explain the duties and responsibilities to the young person.
- *Performance Assessment:* Explain the performance appraisal process to the young person.

Company Policies and Procedures

- *Working Hours:* Explain working hours, lunch and break times. Review the call-out procedure, and stress the responsibility for obtaining prior approval from the supervisor for overtime and non-emergency absences from work.
- *Organizational Culture:* Review the company culture; including parties, celebrations, social activities, holiday activities, dress code, telephone etiquette, elevator etiquette, office refreshments (coffee, tea, etc.), confidentiality issues, policies and procedures, etc.

Introduction of Supervisors and Mentors

- Explain roles and responsibilities.
- Review time sheet policies.

Tour of the Facility

- Point out which departments occupy each wing/floor.
- Introduce the young person to other staff.
- Show the young person the location of restrooms, water fountains, office storage, equipment, and supplies.
- Explain company policies on use of office and computer equipment.
 - Specifically address all internet policies at the worksite

Question & Answer

- Ask the young person if they have any questions regarding the presentation
- Be open and accessible
- Answer all questions directly and thoroughly