eunice MANAGEMENT

peer-IR-view project

Staff Welcoming Toolbox

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Peer-IR-view project – KA203-9B749A3C

Co-funded by the Erasmus+ Programme of the European Union

AGENCE ERASMUS+ FRANCE · EDUCATION & FORMATION

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1. General presentation of the tool

1.1. Creation context and objectives

The writing of this project took place in the midst of a health crisis. This difficult period has shown us that welcoming a new team member cannot always be done in optimal conditions, in person and in the appropriate environment. Having welcomed a new member of the team ourselves during this period, we were able to point out at first hand the need to work on ways of improving the welcoming and training of new members of staff. Even in conditions that may seem normal, welcoming a new member is not always easy, and the team is not necessarily well prepared.

Our second observation is that International Relations Offices (IRO) are departments that most frequently experience a high turnover. These Offices are also known for project-based recruitment. This way of functioning may create precarious situations for project management and continuity (i.e. institutional bubbles) and has important impact on quality. This means that the knowledge and contacts built up by the member leaving the office leave with them. It is therefore useful to compile this information in a toolbox to be updated regularly: lists of contacts, links and useful documents, .

Last but not least, there is no specific study program to work an IRO. The knowledge is built while actually working, which makes this field of work even more all the more precarious when it comes to knowledge retainment.

All these conclusions drawn during the drafting of this project led us to want to develop a tool, or rather a toolbox, aimed at improving the welcoming and training of a new staff member, whether the environment being propitious or not (impossibility of receiving the new staff face-to-face, departure of the person replaced before the arrival of the new staff).

1.2. Composition of the toolbox

The toolbox can be divided into two different categories:

- Tools designed at facilitating the arrival of the new staff **for the welcoming team**, meaning documents listing the necessary procedure and tasks to accomplish to facilitate the process;

- Tools that compile the knowledge needed by **new team members** to help them take up their duties and better understand and carry out the tasks associated with the position.

Every tool is a proposition and can be modified according to the needs of each team. Likewise, the tools can be picked from the toolbox based on the identified needs.

Once the tools are finalised according to the information of the IRO, it should be regularly updated or at least each time an IRO has to greet a new staff member.

2. Tools for the welcoming team

2.1. Programme for Integration days

Integration days	
Department	International Relations Office
Name of Agent	
Date	DAY 1 - XX/XX/XXXX

TIME	PLACE	ACTIVITY	THEMATIC	DETAILS	PERSON IN CHARGE
9.00-10.00	IR Offices	IRO Contacts	Ice breaking session	Presentation of the team and office tour	IRO team
10.00-12.00	Head of IRO Office	Training	Presentation of Insitution and IRO	Head of Office prensents the institution and department using the toolbox PPT	IRO Head of Office
12.00-14.00	To be determined	Integration activity	Integration Lunch	The team meets with the new agent for a friendly meal for a more personal contact	IRO team
14.00 - 16.00	Campus	University Contacts	Meeting of the administrative services	Visit to the administrative services of the university with which the IRO has more interactions	IRO team member
16.00 - 17.00	IR Offices	Feedback	Debriefing of the day	The head of department and the new agent meet to review the first day and answer any questions the agent may have	IRO Head of Office

Tool format: Excel document composed of 3 sheets, one for each day of integration activities.

Description of the tool:

Proposition of an agenda for the three first days of a new staff member arriving in their new team. We propose a series of activities, defined in different color-coded categories:

- IRO Contacts
- University Contacts
- Integration Activities
- Training
- Feedback

This proposed programme aims to cover all the necessary stages for a successful integration into the department and the institution in general. This programme can of course be modified according to needs and possibilities.

2.2. Welcome Checklist

Welcome Checklist					
Job title					
Name of agent					
Date of creation		Date of last update			
Upon arrival					
TASK	PERSON IN CHARGE	REQUESTED INFORMATION	SERVICE PROVIDER	STATUS	REMARKS

<u>Tool format</u>: Excel document

<u>Description of the tool</u>:

The document is a template for a checklist of tasks that must be realised for the arrival of the new staff. It helps to ensure all the necessary processes are being carried out.

The document is divided into three sections:

- Before the arrival
- Upon the arrival

For those first two pages, different columns allow to point out the person in charge of the task, the necessary information for completing the task, the Service provider, and the status of the task.

- Welcome Pack: list of items that could be included in a *Welcome Pack*. The objective of this pack is to give all the tools to the new staff, on a USB key or printed version when appropriate. We propose to add some university goodies to give a sense of belonging to the institution.

2.3. Feedback Session: Astonishment Report

Department Logo | University Logo

ASTONISHMENT REPORT

Name, Firstname:

Date of arrival:

Report submission date:

WELCOME IN AND BY THE INSTITUTION (HR, IRO, OTHER DEPARTMENTS)	
HIGHLIGHTS	
LESS APPRECIATED POINTS	
AREAS FOR IMPROVEMENT	

<u>Tool format</u>: Word Document

<u>Description of the tool</u>:

The astonishment report is a short document that allows the new employee to share their opinion regarding their arrival in their department and institution, as well as regarding the department projects in general. Thanks to this document, the welcoming team will collect feedback to make the welcoming process even more efficient.

The document is divided into several sections, each one focusing on a specific topic:

- Welcome in and by the institution (HR, IRO, other departments);
- Support I received taking up my new position;
- The department in general;
- Activities and projects of the department.

This document is also very important for new staff, as it helps them reflex on their integration in their new position, and it shows them that their opinion and feedback are important to the department they are joining.

2.4. Handover Log

Handover Log										
Job title										
Name of agent										
				Date of creation		Date of last update				
No.	Activities		Tasks	PRIORITES	Send to	Frequency	Status	Contact Person	Remarks	Follow Up
I.	Activity 1									
II.	Activity 2									
II.	Activity 3									

Tool format: Excel Document

Description of the tool:

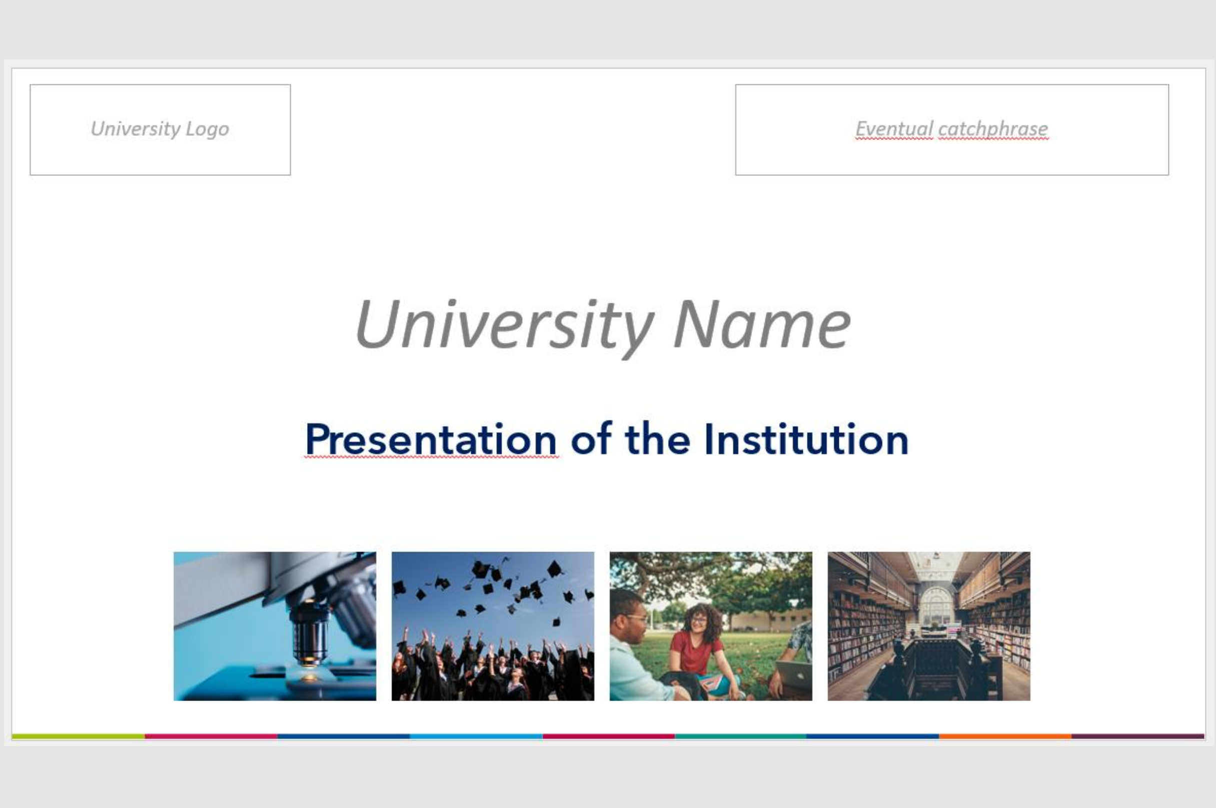
The objective of this tool is to have a better handover of the position between the leaving staff and the new staff. The leaving staff member has the possibility to list all the ongoing tasks that were started and have to be completed by the new member, and all the actions that have to be done in a near future.

The tasks can be organised according to thematic ("Activity 1, Activity 2, …), and detailed with several key information:

- Level of priority of the task
- Contact person for the task
- Frequency of the completion of the task
- Status of the task
- Possible remarks and follow up

3. Tools for the new staff member

3.1. Institution PPT presentation



Tool format: Power Point Presentation

Description of the tool:

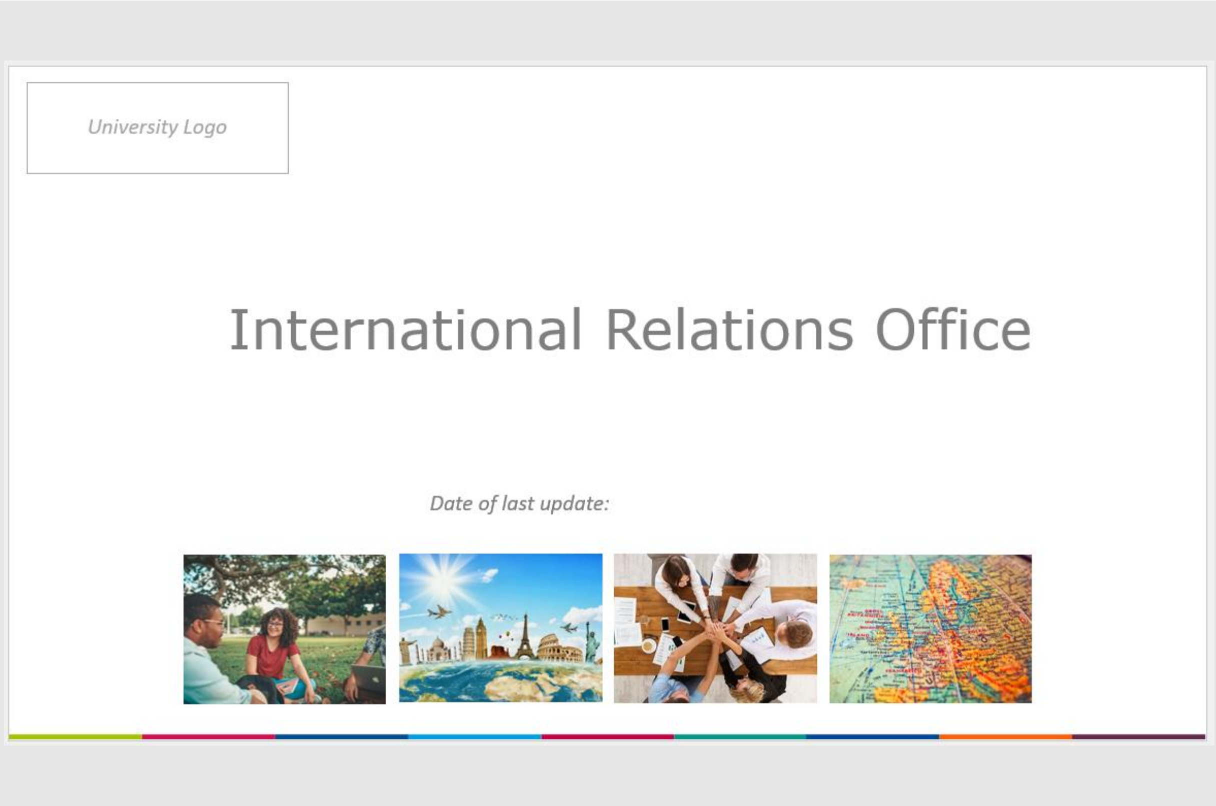
When you work in a university you must have a good knowledge of the institution on different level. All the information can be found on the external website, internal website and institutional brochures. However, having all the useful information for a smooth and quick start gathered in one document is way easier for the new staff.

Different categories of information are covered:

- Key figures
- Timeline
- Strengths
- Campuses
- Academic authorities
- Organisation Chart
- Student Organisations
- Academic calendar
- Useful resources
- Wellbeing at work

Categories can of course be added or deleted according to the needs of the department and the university realities.

3.2. IRO PPT presentation



<u>Tool format</u>: Power Point Presentation

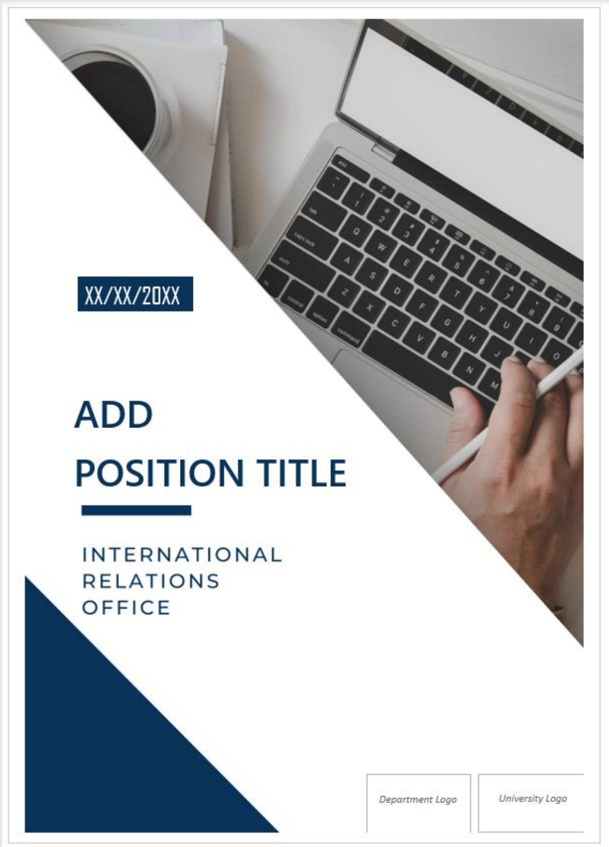
<u>Description of the tool</u>:

As the institutional presentation, the International Relations Office Presentation is design to give a general presentation of the department the new staff is joining. The objective of the presentation is to give in a few slides an idea of the orientation and composition of the IRO.

Several topics are covered in this presentation:

- General description of the IRO
- Organisation chart of the Office
- Academic organisation chart (Vice rectorate and advisors)
- Timeline
- Associated department
- Communication
- Picture of the team

3.3. Precise job description



Tool format: Word Document

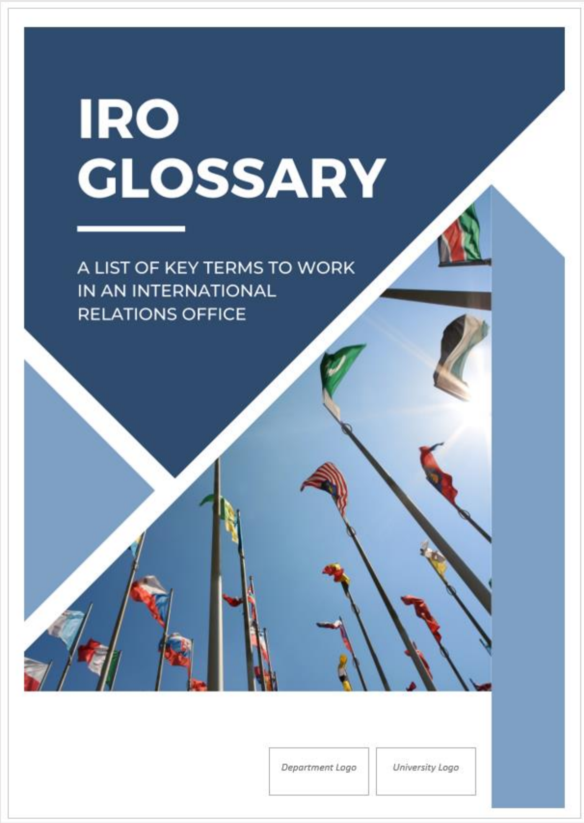
Description of the tool:

This document has for objective to describe in detail the position the new staff is taking over. It is composed of 3 different main sections:

- A general description of the position;
- Several activities card: one per each activity;
- A timeline specific to the position. There could also be several timelines, linked to each activity if need be.

As for the activity cards, the activity can be detailed in several subsections, and useful resources can be added in dedicated boxes.

3.4. IRO Glossary



<u>Tool format</u>: Word Document

<u>Description of the tool</u>:

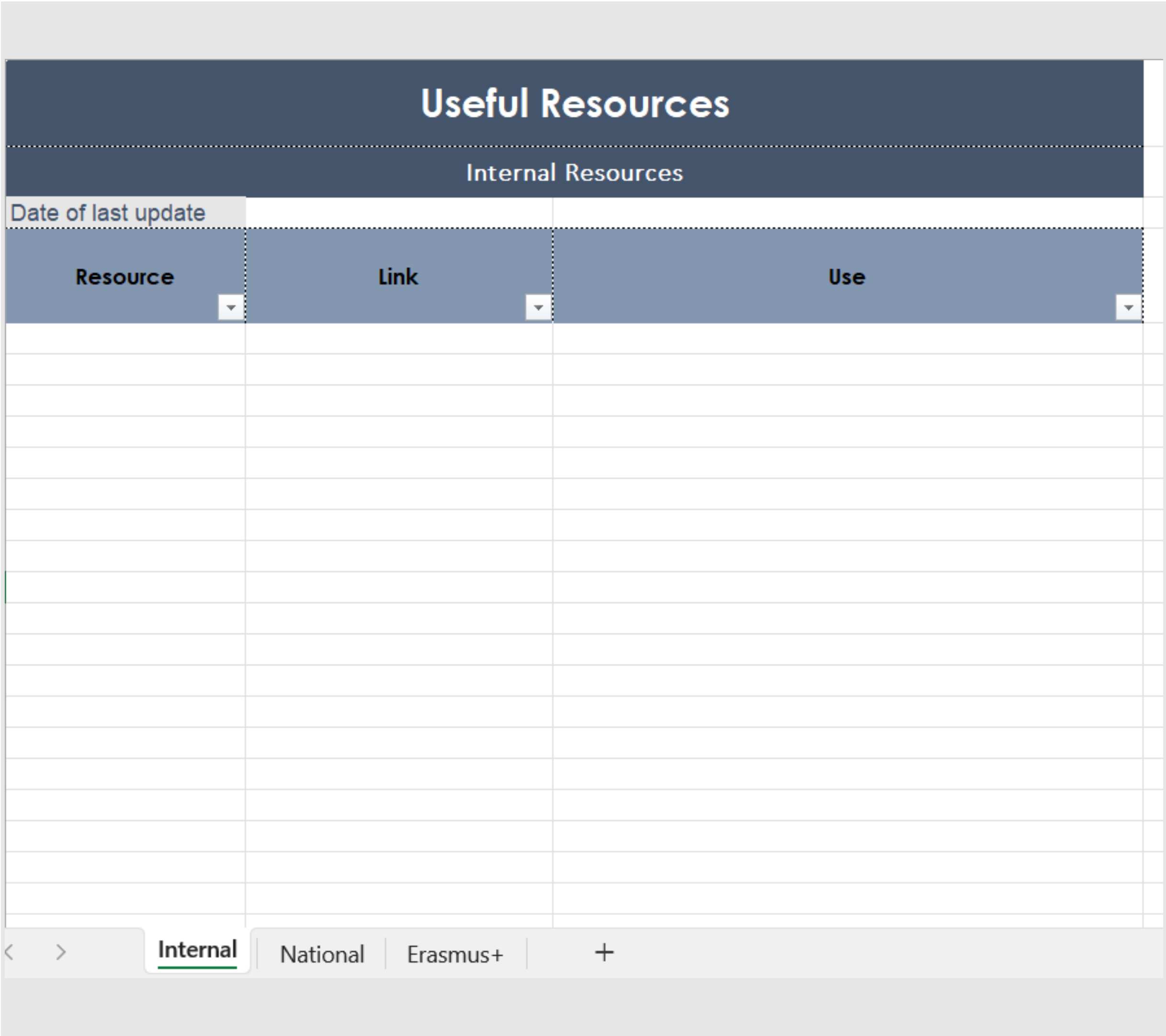
The IRO glossary aims to list all the terms specific to the field of international relations management. There are many new terms to learn, and many acronyms used on a daily basis, which can be brought together in this glossary.

The glossary is divided into 3 sections:

- Institutional Level;
    - IRO department;
    - Other departments;
    - Linked to institutional projects.
- National Level;
- Erasmus+ Level.

In each section, you can enter the acronyms, the full terms, and the definitions. Only for the Erasmus+ Level two columns are added for Acronyms and Terms to be written in their English version, as it is usually the common language of the project.

3.5. Useful resources for consultation: weblinks



Tool format: Excel Document

Description of the tool:

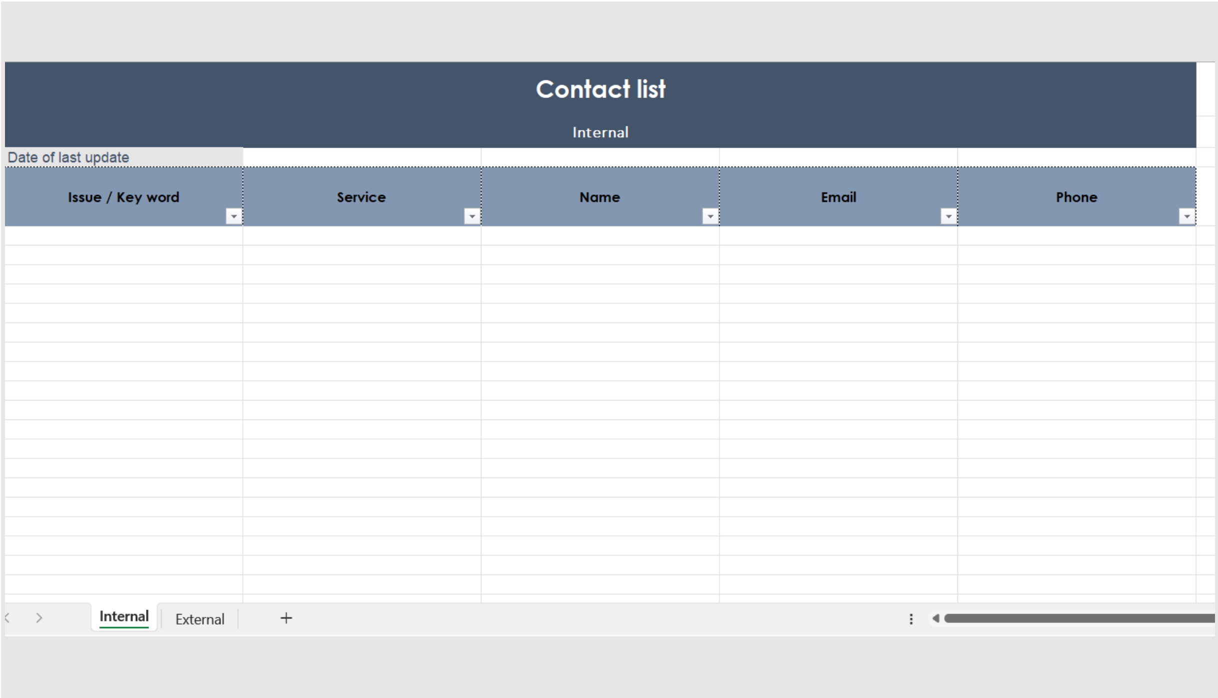
Working at the IRO of a university means that you have to deal with several platforms, for different uses and different funders. This document gathers all the useful resources and weblinks in one place.

The Excel file is divided into 3 sheets:

- Internal;
- National;
- Erasmus+.

For each level, the fields to fill are the name of the resource, the weblink and the use of the resource.

3.6. Contact list: internal and external



Tool format: Excel Document

Description of the tool:

Working in an international relations department means collaborating with people from different departments, both internal and external to the university.

When you arrive in a new position, you do not already have the necessary contacts to complete tasks or solve problems. Moreover, sometimes the leaving staff has developed links with specific people from other departments and institutions, and is therefore the only person to have the information of contact. This Excel files aims to keep this information in the department.

The Excel file is divided into two sheets:

- Internal contacts
- External contacts

For each contact person you have the possibility to add the Service/Institution they work for, their e-mail address, their phone number and the reason why you can contact them.