

A Whole Lot Of



DAY 1 CHECKLIST

- Send a welcome letter to their home before their first day
- Be waiting for them when they arrive
- Make first official clock-in a joining of the family
- Welcome banner or floor sign at the entrance
- Welcome package (name badge and uniform, key card, notes from co-workers, snacks, core values cards, promo items)
- Provide a tour of the community
- Introductions to staff and residents
- Provide a formal orientation (mission/values, goals, policies, etc.)
- Assign a mentor and shadow for the rest of the day (train, talk, eat lunch)

Caring & Accountability

CARING AND ACCOUNTABILITY CHECKLIST

- Be a role model of the company mission
- Get to know me (family life, personal goals, stressors, second job, etc.)
- Focus on my personal well-being and growth
- Model and encourage open communication and transparency
- Give me autonomy but let me fail
- Formal training checklist and roadmap
- Provide honest and timely coaching and feedback
- Select experienced employees to be super trainers in each skill area
- Pair up with an employee each week for 1-on-1 special training
- Do performance reviews ON TIME, setting aside the majority of the time for goal setting and progress
- Keep me accountable for meeting my goals
- Provide genuine appreciation for my efforts

Recognized Contributor

RECOGNITION CHECKLIST

- Give on-the-fly positive feedback when you see good work
- Give on-time performance reviews and commensurate raises
- Employee of the month (parking spot, photo at entrance, special badge/uniform)
- Employee newsletter with recognition articles
- Annual awards ceremony and major giveaway
- Celebrate birthdays and anniversaries monthly
- Social events like cookout, bowling, karaoke, ice cream and movie
- Recognize employees in staff meetings (Share the WOW)
- Employee suggestion box; ideas discussed in staff meetings and voted on
- Employees work in teams to create solutions and lead action plans (builds cohesiveness and team work)