**How can I use the New Employee Orientation tools at my park or office?**

The tools and resources provided by the NPS New Employee Orientation (NEO) Program are meant to serve as a framework to complement and be tailored by local local orientation and trainings. Below are additional ideas to begin utilizing and customizing NEO tools and resources:

* Incorporate this website as part of your own orientation program and activities. Encourage your new employees to explore it and use the tools, as well as track their questions or responses to be discussed with you at your next check-in.
* Utilize the [manager and supervisor checklist](http://www.nps.gov/aboutus/upload/Supervisor-Checklist-final-61512.docx) as is, customize it by adding additional items, or use it in partnership with your own local checklist.
* Add local information and policies to the [new employee orientation handbook](http://www.nps.gov/aboutus/upload/NEO_Handbook-MAV-6-20-12-1JSmgs-mav-WEB.pdf) and cite information from the handbooks in your local materials.
* Explore ways to create a learning and sharing community for orienting new employees at your park or office. Consider assigning rotating orientation facilitators and process-owners, cross-departmental presentations and discussions, cross-departmental liaisons, and more!
* Share the NEO Program tools and resources with your colleagues to solicit input and discussion on how they might be tailored and localized at your park or office. Everyone plays a role in welcoming new employees and these materials are great starting points to begin those important park or office-wide discussions.

**New Employee Orientation Program Examples:**

* **NPS Geologic Resources** has utilized the New Employee Orientation Program (NEO) resources and tools to customize their own interactive portal for new interns. [Take a look!](http://nature.nps.gov/geology/gip/mentor.cfm)
* **Grand Canyon National Park** has established a New Employee Orientation Program (NEO). [Take a look!](http://share.inside.nps.gov/sites/IMR/grca/admin/newemployee/SitePages/Home.aspx)

Do you have an example of an orientation program or tools that would be useful to share? Send us an email at [nps\_newemployeeorientation@nps.gov](mailto:nps_newemployeeorientation@nps.gov).

**New Employee Orientation Tips: Day 1 – A day they’ll always remember!**

* Make it Impactful – Today is the first day of the new employee’s career. They will always remember this day and we, as an organization, should strive to make it welcoming and special.
* NPS Pride – Ensure the new employee orientation presenters and facilitators exhibit pride in the Park Service, model exemplary behavior and are motivated to help launch the new employee’s career.
* A Special Occasion - As Federal civil servants, we take an oath of office by which we swear to support and defend the Constitution of the United States of America. [The Director’s Welcome Video](http://www.nps.gov/aboutus/neo.htm) is one of the tools which emphasize the importance of being a public servant.
* Introductions – Have more than one person present, facilitate, and/or participate in your orientation activities. This will help the new employee meet some of the key people in the park/office, as well as share the responsibility of equipping new employees with the tools and knowledge they need to get started.
* Team Spirit – Consider having a “pot-luck” lunch or other park/office-wide gathering, giving the new employee an opportunity to meet their new co-workers and build camaraderie.
* More than Forms – The first day in Federal employment should be more than the transactional elements and filling out forms. To truly welcome and introduce the new employee to the National Park Service and our rich mission, history, and culture, we have to do more. Consider sharing this responsibility with guest presenters or subject matter experts to discuss their experiences and responsibilities as Park Service employees.

**Partnering to Share Responsibility and Cross-Functional Knowledge**

The following is a list of topics each park/office might incorporate into their orientation program and process in support of the [Director’s Call to Action #35](http://www.nps.gov/calltoaction/). These topics are not only ways to share important cross-functional information with new employees over time, but also strategies to involve and share orientation responsibilities with all divisions and disciplines in the orientation process.

While all of these areas are important for the new employee to understand, it’s impossible for them to grasp it all in one day – understanding the intricacies of the National Park Service and your park/office will be a process that can begin with a brief introduction to each of the following areas, followed-up by conversations and relationships over the course of the employee onboarding experience.

* Senior Leadership – Setting the stage for, welcoming, and instilling inspiration in the new employee; connecting to NPS and park/office mission and strategic priorities; how the employee contributes to the NPS and park/office mission; expectations as a public servant and Federal employee; tips for success from a leadership perspective.
* Resource Management – Introducing Natural and Cultural Resource Management including, but not limited to: landscapes, research, archaeology, historical structures, museum collections, air resources, biodiversity, climate change, invasive species management, water and river resources, endangered species, inventory and monitoring, and geologic resources; challenges, opportunities for growth, and how the employee might collaborate with resource management staff.
* Interpretation & Education – Park/office history and fun facts; treating the new employee like a visitor and immersing them in educational programs; importance of visitation to NPS and connection to diversity/relevance of visitors; youth programs and education; visitor experience and understanding; connecting natural and cultural resources to other divisions and disciplines; challenges, opportunities for growth, and how the employee might collaborate with Interpretation & Education staff.
* Visitor and Resource Protection – Including, but not limited to: fire prevention and management, public health, recreation management, resource protection, wilderness use management, emergency operations, risk management, security and law enforcement, policies and procedures; common and uncommon law enforcement interactions/violations; connecting Visitor and Resource Protection; challenges, opportunities for growth, and how the employee might collaborate with Visitor and Resource Protection staff.
* Safety – NPSafe, PPE, and importance of employee safety in order to fulfill job responsibilities; examples of how safety is integrated in all aspects of NPS staff, but especially important for specific disciplines.
* Administration – Chain of command and organizational structure; management responsibilities including, but not limited to: budgeting/financial management, planning, reporting, audits/internal controls, commercial services, contracting and agreements, external affairs, fleet, information technology, and volunteer management.
* Human Resources – Basic benefits, zero tolerance, policies; roles and responsibilities at the park/unit level, SHRO, HROC, etc.; [training and development](http://www.nps.gov/training/) opportunities, including [NPS Fundamentals](http://www.nps.gov/training/fund) as part of onboarding experience; career movement in the Park Service.
* Facilities Operations and Maintenance – Including, but not limited to: facility management, signage, historical asset management, accessibility, transportation, environmental management, and visitor center operations; connecting facilities to other divisions; challenges, opportunities for growth, and how the employee might collaborate with facilities staff.
* Beyond Parks – regional offices, WASO, HROC, SHRO, Denver Service Center, Training Centers, trails, national heritage areas, national historic landmarks, seashores, rivers and streams, historic structures, landmarks, battlefields, recreation areas, etc.
* Partners – friends groups, nonprofit partners, concessionaires, NPS in the community, other agencies inside and outside DOI, etc.

**Connect with NEO: Share Your Ideas and Stories!**

Do you have ideas for local customization of NEO tools and resources? Are there other tools that would help guide and support local orientation efforts? Send your ideas and comments to [nps\_newemployeeorientation@nps.gov](mailto:nps_newemployeeorientation@nps.gov) or blog them at <http://inside.nps.gov/calltoaction/action35.cfm>.