PREPARED BY
ScreenSteps

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How to Create Consistency in Onboarding and Training

How to Create a Consistent Onboarding Experience Across Departments at Your Credit Union

Welcome

Greg
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CEO + Co-founder

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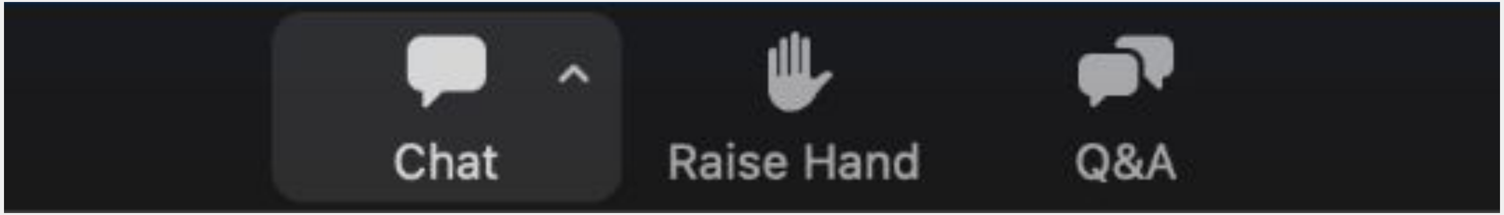
DeVore
Director of Implementation

Chat with us... **...or ask us questions**



Onboarding Problems

New hires are overwhelmed
Supervisors are burnt out
Onboarding is inconsistent

Onboarding structure in Credit Unions

Typical Training

- PowerPoint Decks
- SharePoint
- Lots of Lectures, Questions, and Shadowing

Imagine if your onboarding program could produce…

- Instant engagement
- Confident learners
- Supervisors who are amazed at what new hires can do
- A consistent experience across departments

Your team leaders need a recipe for preparing a new hire to function on their team

3-Step Process for Building an Onboarding Program

1

Separate knowledge

2

Create your resources

3

Run Find & Follow Practice Sessions

1

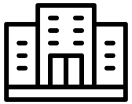
Separate **Knowledge**

Actionable Knowledge

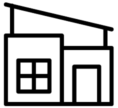
Actionable knowledge is knowledge that **helps employees DO something** such as:

- Respond to a question or request
- Perform a procedure
- Troubleshoot a problem

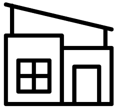
Can I...?



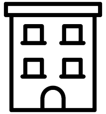
How do I?



Information



Why doesn't this work?



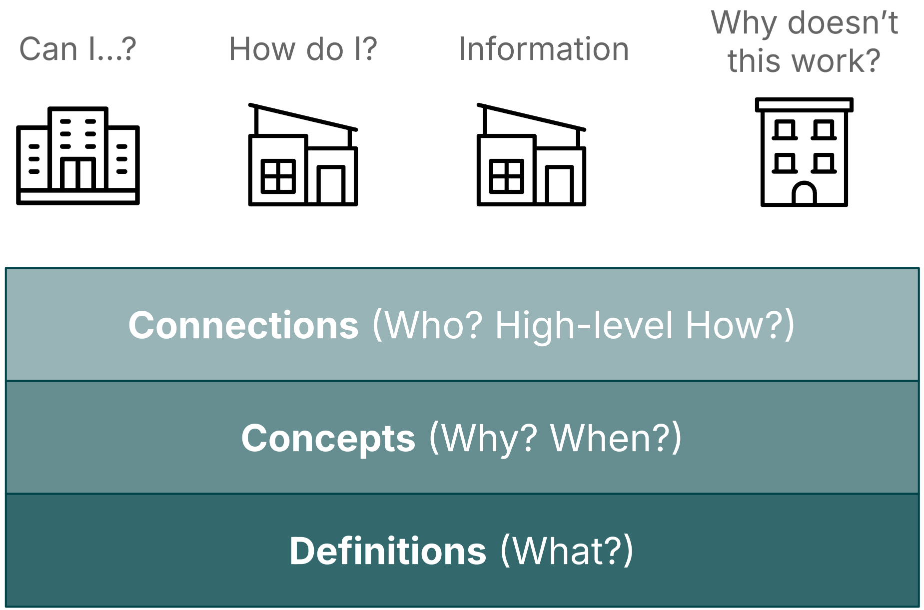
Opening Accounts	
Actionable	
• How to open a new account • How to identify the required documents for opening an account • How to add joint owners to a new account • Can you add beneficiaries to this type of account? • How to add beneficiaries to a new account • Can I become a member (i.e. what are the eligibility requirements?) • How to scan a license • How to run a CIP • How to run an OFAC check • I’m seeing an error – what do I do?	

Foundational Knowledge

Foundational knowledge is knowledge that provides context and background. It's information employees need to understand.

5 Types of Questions to Answer for Foundational Explanations

- What?
- Why?
- When?
- Who?
- High-level how?



Opening Accounts	
Actionable	Foundational
• How to open a new account • How to identify the required documents for opening an account • How to add joint owners to a new account • Can you add beneficiaries to this type of account? • How to add beneficiaries to a new account • Can I become a member (i.e. what are the eligibility requirements?) • How to scan a license • How to run a CIP • How to run an OFAC check • I’m seeing an error – what do I do?	• What is a SSN and how is it used? • What is an ITIN and how is it used? • What is Eligibility and when does it come up in the process? • What is an Initial Deposit and why is it needed? • What is CIP and why is it important? • What is OFAC and how does it come up during the process? • What are Savings Accounts and how do members use them? • What is a Share Draft and how do members use them? • What is ChexSystems?

Activities

What Kind of Knowledge Gap Is it?

Scenario 1: ACH

Member asks, "Can you help me set up an ACH transaction?"

Teller turns to you and asks, "What is an ACH again?"

What kind of knowledge does the teller lack?

Scenario 2: ACH

Member asks, "Can you help me set up an ACH transaction?"

Teller turns to you and asks, "What information do I need in order to help set up an ACH transaction?"

What kind of knowledge does the teller lack?

Scenario 3: Loan

Member asks, “I’d like to take out a loan to purchase a motorcycle.”

The member is 17 years old.

The MSR messages you, “How old do you have to be to get a loan for a vehicle?”

What kind of knowledge does the teller lack?

Scenario 4: CIP

Individual asks, “I’d like to set up a new account.”

The MSR messages you, “Why do we need to run CIP when setting up a new account?”

What kind of knowledge does the teller lack?

2

Create Your **Resources**

Training Resources

Foundational Courses

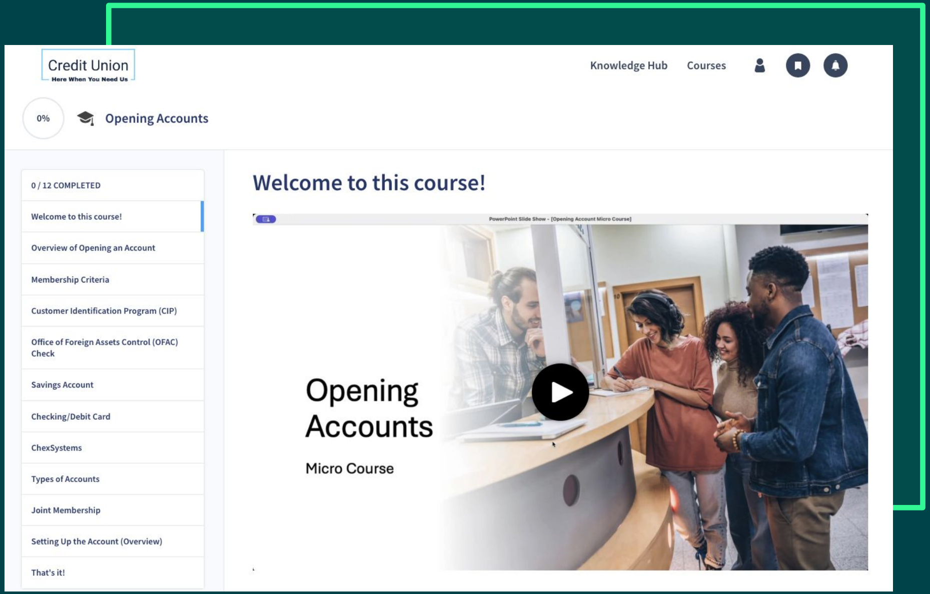
Short lessons that cover basic context and background information.

Digital Guides

Step-by-step instructions that are findable, followable, and scannable.

Foundational Courses

Short courses to build a foundational knowledge. Courses can be in video format or a presentation.



Digital guides that are ...

Findable

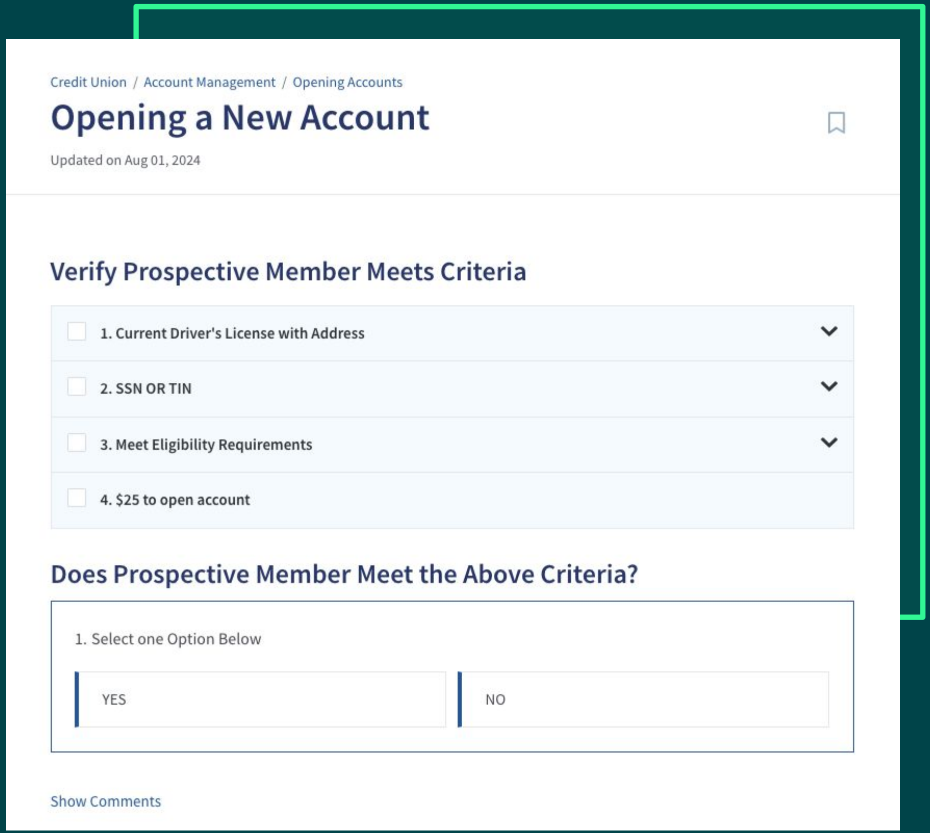
Employees can find the appropriate digital guide in seconds.

Followable

The digital guide stands on its own. An employee can follow it even if it is their first time seeing the guide.

Scannable

An employee can quickly scan the guide for necessary information without needing to pause what they are doing.



3

Run the Find & Follow Practice Sessions

Trainer's Guide

Prepare your trainers to lead your new hire onboarding sessions.

Example: IRA

Course: Overview or IRAs	**Length of Microcourse**: 23 minutes

Topics Covered in Micro Course

- ➔ What is an IRA?
- ➔ Traditional IRA vs. Roth IRA
- ➔ Requirements to set up an IRA
- ➔ Lifecycle of an IRA
- ➔ Required Minimum Distribution
- ➔ Inherited IRA
- ➔ Beneficiaries
- ➔ Ownership structure
- ➔ 1099
- ➔ Contribution Limits
- ➔ Transferring an IRA
- ➔ Early withdrawal

Questions to Check for Understanding

- ☐ What's the difference between a traditional IRA and Roth IRA?
- ☐ Who are some people who might want to set up a traditional IRA vs. Roth IRA?
- ☐ What is an RMD?
- ☐ What is an inherited IRA?
- ☐ What's a beneficiary?
- ☐ What is meant by ownership structure?
- ☐ What is a 1099?
- ☐ What's a contribution limit?
- ☐ What is meant by transferring an IRA?
- ☐ What is early withdrawal?

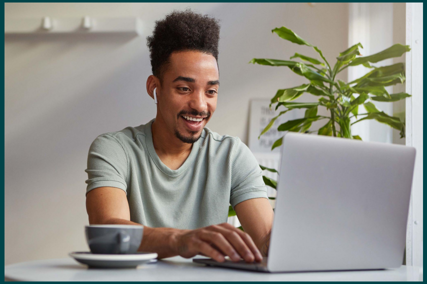
Activities to Practice Finding Guides in Knowledge Base

- ☐ How to differentiate between ROTH and Traditional IRAs
- ☐ How to set up an inherited IRA

Training Program

Foundational Courses

Share short foundational course. Hold discussion and answer questions.



Digital Guides

Introduce digital guides and explain how to use them.

Practice Activities

Use realistic scenarios to role-play different situations where new hires practice using digital guides.

Real Results

87%

Reduction in onboarding time

75%

Reduction in time to proficiency

90%

Reduction in cross-training time

79%

Reduction in new employee attrition during training

Testimonial

Julia Monts

Vice President of Member Services, Via Credit Union

ScreenSteps has been an invaluable tool for Via CU, streamlining all our information into one easy-to-use database. Initially apprehensive about the transition, I found the entire process to be well-organized and straightforward from start to finish.

★ ★ ★ ★ ★

Submit your questions

Find & Follow

How to learn more:

- Get your copy on Amazon
  (available in Kindle, paperback, and audio)
- Take our free 30-minute course
- Download our free Find & Follow playbook

Q & A

Contact Us

greg@screensteps.com

ja@screensteps.com

Set up a demo account

Try out the foundational courses in the ScreenSteps knowledge ops platform.

Develop a plan

Use the Find & Follow Framework to develop a plan for implementing the onboarding strategies.

Get your questions answered

Will this work for your financial institution? Meet with Greg or Jonathan to discuss your institution's situation.

Thank You