



## Practical Skills to Help Staff Adjust and Integrate

SSG-APPROVED COMPETENCY-BASED TRAINING PROGRAM

# Support a Seamless Onboarding Experience

(Synchronous e-Learning)

Plan, Prepare, and Coordinate

Did you know the impact of onboarding program?

feel welcomed

align actions and  
behaviors

build on the  
enthusiasm

manage gaps  
in expectations

adjust to the  
culture



Performance

Attitude

Commitment

Motivation

Relationship

Implement and Execute

# Acquire the skills and techniques to support the onboarding activities to achieve a seamless experience



## PROGRAM

### SUPPORTING THE ONBOARDING PROGRAM

- importance of onboarding new hires
- overview of the onboarding process
- roles of support staff in the onboarding program

### PLANNING FOR THE ONBOARDING PROGRAM

- components of the plan
- types of plans: activities and information
- factors to consider
- identifying the stakeholders
- tools for planning

### PREPARING THE INFORMATION MATERIALS

- types of information materials
- identify items in the information materials
- assemble information materials for the profile of the staff

### ASSEMBLING THE INFORMATION KIT

- components of the information kit
- items in the information kit
- techniques to assemble the information kit for the profile

### COORDINATING WITH STAKEHOLDERS

- communicating information and details
- use of communication channels

### SUPPORTING AND CONDUCTING FIRST-DAY-OF-WORK ACTIVITIES

- preparing first-day-of-work onboarding activities
- supporting program introductions, presentations, and tours

### POST ONBOARDING ACTIONS

- gathering feedback
- submit report and recommendations for improvement

## METHODOLOGY

Presentations, Guided Discussions, Case Studies, Practice Exercises, and Group Discussions

## COURSE ADMINISTRATIVE DETAILS

PREREQUISITES	<p><b>Education:</b> minimum 'secondary' level</p> <p><b>Language:</b> able to speak, and write in English at a proficiency level not lower than WPL Level 3 or equivalent</p>
WHO SHOULD ATTEND	<p>Staff working in marketing, sales, human resource, administration, customer service, technical support, call centre, service and sales support, operations, accounts, purchasing, and finance.</p> <p>Staff who need to provide support functions to familiarise staff with the company's operations and practices.</p>
COURSE DURATION AND FEE	<p><b>Duration:</b> 18 hours</p> <p>Course Fee (<i>before SSG Training Grant</i>): \$530</p> <p>Course Fee (<i>after SSG Training Grant</i>):</p> <p><b>MCE/SME:</b> \$80</p> <p><b>Singaporean 40 years old and above:</b> \$80</p> <p><b>Singaporean below 40 years/PR:</b> \$224</p>
COURSE REFERENCE	TGS-2021002143
SSG VALIDITY	17 January 2023
SSG TRAINING GRANTS	<b>SSG</b> <i>terms and conditions</i> apply.
ABSENTEE PAYROLL	Available for company-sponsored participants
SKILLSFUTURE CREDIT	Participants who have SkillsFuture Credit Account can pay the <b>net course fee</b> from their SkillsFuture Credit Account.
CERTIFICATES	On successful completion of the course and meeting SSG's terms and conditions on attendance and assessments, participants will earn a <b>WSQ Statement of Attainment</b> .
VIRTUAL DELIVERY	Synchronous (Zoom)

Contact Details	Impact Management Seminars Pte Ltd (198905401C)
Tel	673 88991                      Handphone: 8514 7154 (please whatsapp)
Email	admin@impactseminars.com.sg
Website	www.impactseminars.com.sg