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Decade of Excellence:

Celebrating 10 years of career empowerment
with Iowa DNR's 'Most Valuable Resource'
program

Presented by



Lisa Walters
Iowa DNR



Jen Meyer
Learnsoft



Meet the speakers



Lisa Walters
Training Specialist 2,
Iowa Department of Natural Resources

Lisa has 18 years of experience working with the State of Iowa, and 16 at Iowa DNR. Over time her responsibilities have evolved, but in any role, she strives to empower employees with development opportunities.



Jen Meyer
Chief Operating Officer,
Learnsoft

Jen brings more than 20 years of experience developing and delivering technical solutions to enterprise customers in some of the most complex and highly regulated industries.

Onboarding challenges



Time constraints

Getting people up and running in their new job can feel like a race against time. But, when onboarding programs are rushed, the results are impacted.



Disconnection

A new hire onboarding program can sometimes feel isolating, either to individuals taking online courses or to new hires onboarding together. Bridging the gap between new and existing employees is critical for future engagement.



Misalignment

Any strong professional development program will serve to align company mission with employees' personal values. Reinforcing this during onboarding can setup more success.

Poll time!

What's your greatest onboarding challenge?
(answer in the Zoom pop-up box)



Rewards of a great onboarding program



Retention

A great employee onboarding experience can improve the possibility of retention by 82%.

(Sapling HR)



Connection

Onboarding failure gets in the way of the formation of an emotional bond between the new hire and the company – a connection that can make or break retention.

(Gallup)



Commitment

New employees with good onboarding experience are 18X more committed to their employer.

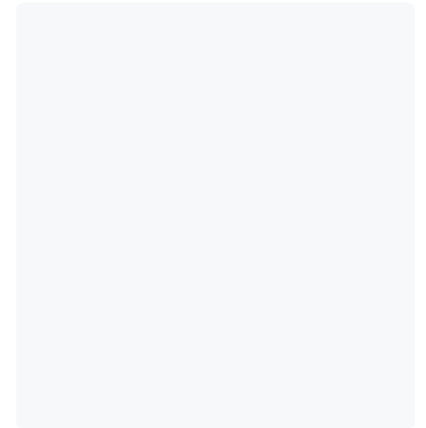
(Bamboo HR)

■ Iowa Dept of Natural Resources



Lisa Walters
Training Specialist 2
Customer & Employee Services Bureau
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Iowa Department
of Natural Resources



■ Iowa Dept of Natural Resources


+ *Valuing Self*
Knowing My Values
—————
Empowered
WITH PURPOSE



“When you know
you are valuable,
you want to
contribute that
value!”
-LISA WALTERS

■ 3 Phases Covering Hire - 9 Months



■ **Onboarding**
0-3 Months | **Phase 1**

Welcome Resources



Personalized Welcome Email (Day 1)

Employee Information Card

First Week Schedule

Electronic New Employee Joint Checklist

New Employee Onboarding Page | Intranet

■ **Onboarding**
0-3 Months | **Phase 1**

Welcome Resources



Advice from their Peers

Welcome to the Family Employee Bios

Meet the DNR Leaders Album

Training & Learning Opportunities

Learnsoft LMS Automates Training

■ **Virtual Onboarding Meeting (1 hr.)**
3-5 Days | Phase 1



**Top 3 things DNR
employees seek:**

- **Stability**
- **Work/Life Balance**
- **Meaningful Work**



■ **Virtual Onboarding Meeting (1 hr.)**
 3-5 Days | Phase 1



WHO WE ARE, WHAT WE DO

OUR MISSION

To conserve and enhance our natural resources in cooperation with individuals and organizations to improve the quality of life in Iowa and ensure a legacy for future generations.

WHAT WE ASPIRE TO BE

OUR VISION

Leading Iowans in caring for our natural resources.

GUIDING PRINCIPLES

- ACCOUNTABILITY
- COLLABORATION
- CONTINUOUS IMPROVEMENT
- CUSTOMER FOCUS
- DATA-BASED DECISIONS
- EMPOWERMENT
- INTEGRITY
- LONG-TERM THINKING
- MUTUAL RESPECT
- RESULTS/OUTCOME ORIENTATION
- VALUING EMPLOYEES

BEST MANAGEMENT PRACTICES

This agency recognizes and strives to capitalize on the fact that employees are our most valuable resource. DNR seeks to recruit, hire, train, develop and retain the very best supervisors, to allow DNR to offer improved leadership, while focusing on performance and productivity.

Poll time!

Which guiding principle resonates with you the most?

(answer in the Zoom pop-up box)





MVR Mission

EDUCATE, EMPOWER, and ENGAGE
employees, fostering value,
Guiding Principles alignment,
proactive positive behaviors,
and a culture of
excellence in service.

■ Most Valuable Resource (MVR) Career Empowerment Program History

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Implemented March 2013

Team of passionate employees

Educate, Empower & Engage

Practical Tools & Guiding Principles

Agency & Employee Needs

■ MVR Pre-Event Survey for Personalization

4 weeks before MVR event | **Phase 2**



Personal Accountability

- Work stressors
- Communication gaps
- Apathy in culture & self
- 2 personal values



Safety

- Areas of risk
- Unique job tasks
- Safety challenges
- Areas for advocacy



Meet the Leaders

- 1 Question for Each Division*
- Conservation & Recreation
 - Environmental Services
 - Director's Office Bureaus

■ MVR Career Empowerment Event Agenda (1 Day)

3-6 months | Phase 2



<p>In Person <i>(Virtual Option)</i></p>	<p>Open Invitation to Current Employees</p>	<p>New Supervisors Required</p>	<p>Promoted Supervisors <i>Optional</i></p>
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- Introductions, Activity & Group Photo
- Creating a Culture of Personal Accountability
- Safety is in Our Nature – Putting Safety to Work
- Meet the DNR Leaders Q&A
- Mission Impossible



At the Conclusion of MVR DNR-Wide Sharing of Evaluation Results

Most Valuable Resource
CAREER EMPOWERMENT PROGRAM

November 1, 2023

Pictured Back Row Left to Right:
Blake Charbonneau (Wildlife); Tyler Walters (PF&P); Cole Van Houten (Wildlife); Andrew Carver (Land Quality); Jacob Eeling (Water Quality)

Pictured Front Row Left to Right:
Hannah Winkowitch (PF&P); Vianca Milian (PF&P); Gavin Campbell (PF&P); Summer Martin (Fisheries); Sabryna Kopieczak (Wildlife); Colbin LaRue (Wildlife); Chase Gelske (PF&P)

Group Photo & Demographics

Creating a Culture of Personal Accountability

"Erase and Replace is an awesome way to determine how I can make a positive change."

"The most empowering thing was working on focusing on my reactions and behaviors, because I can only change myself!"

"I found it most beneficial to learn how I can apply the accountability principles to my personal and professional life."

MVR Team

Members:

- Tyler Walters, MVR Team Lead & Training Specialist, DNR
- Lisa Miller, District Water Quality BC, ESD
- Thad Bennett, Safety Coordinator
- Tyler Hobbs, Urban Fisheries, CDD

MVR Highlights Gallery

Most Valuable Resource
EVALUATION RESULTS & PHOTOS

MVR Evaluation Results and Photos

- 2023 Session Results (In Person & Virtual)
- 2022 Session Results (In Person)
- 2021 Session Results (Virtual & In Person)
- 2020 Session Results (Virtual)
- 2019 Session Results (In Person)
- 2018 & Earlier Session Results

MVR Results Shared

- **At the Conclusion of MVR**
DNR-Wide Sharing of Evaluation Results



■ Beyond MVR Survey Conducted

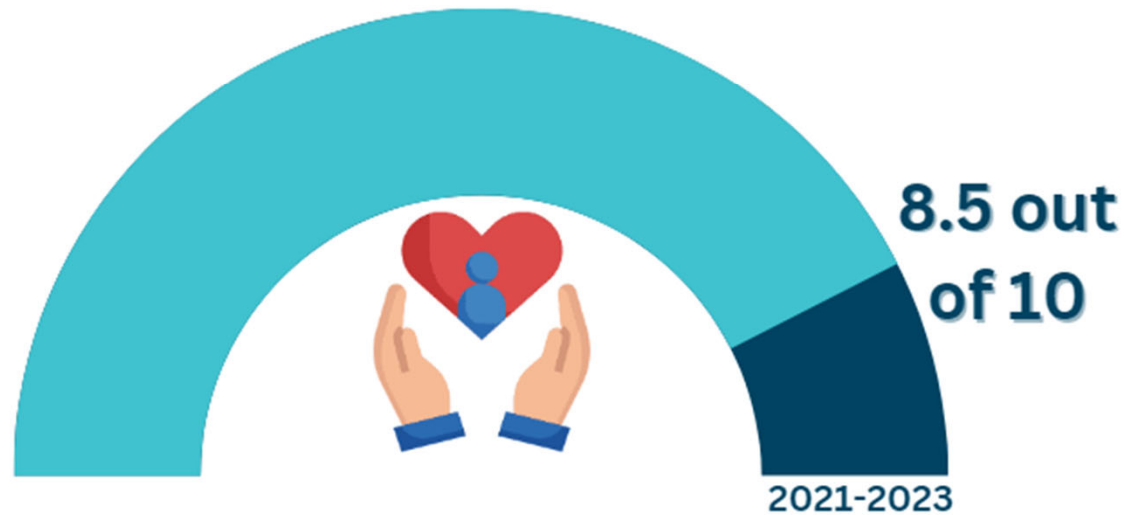
90 days Post MVR | 6-9 months | **Phase 3**



■ Beyond MVR Survey – The Results

90 days Post MVR | 6-9 months | Phase 3

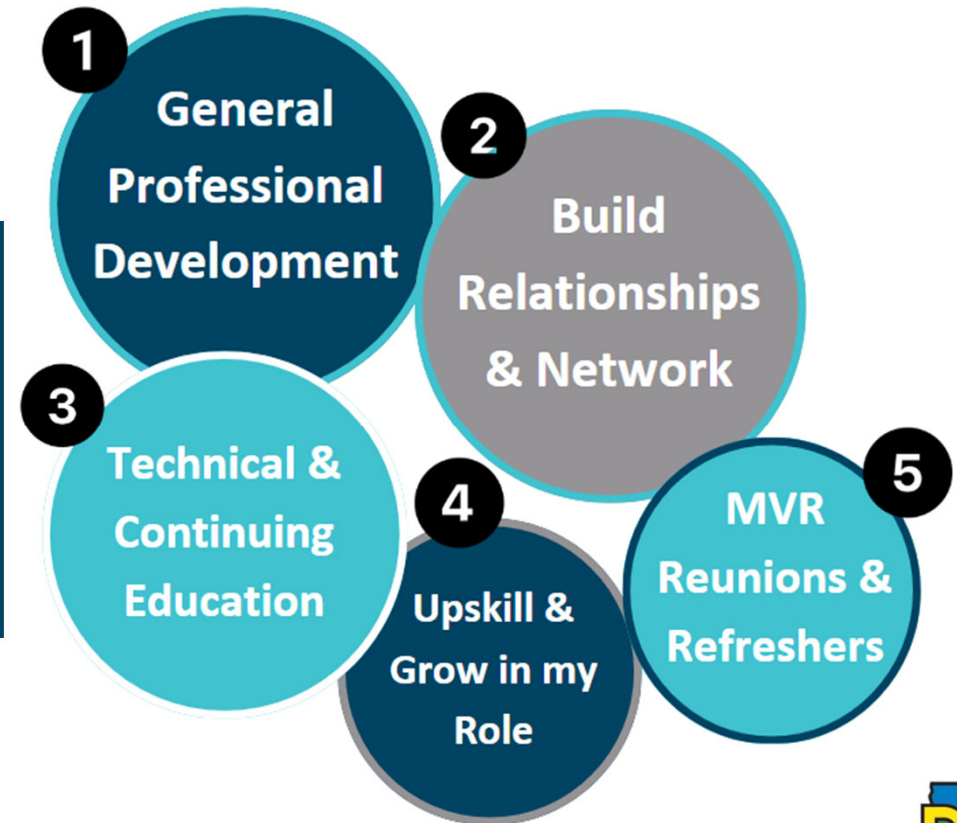
Rate DNR's ability to provide a welcoming, thorough & inclusive onboarding experience:



■ Beyond MVR Survey – The Results

90 days Post MVR | 6-9 months | Phase 3

What do employees want to stay engaged, motivated and challenged *after* MVR?
(2020-2023)



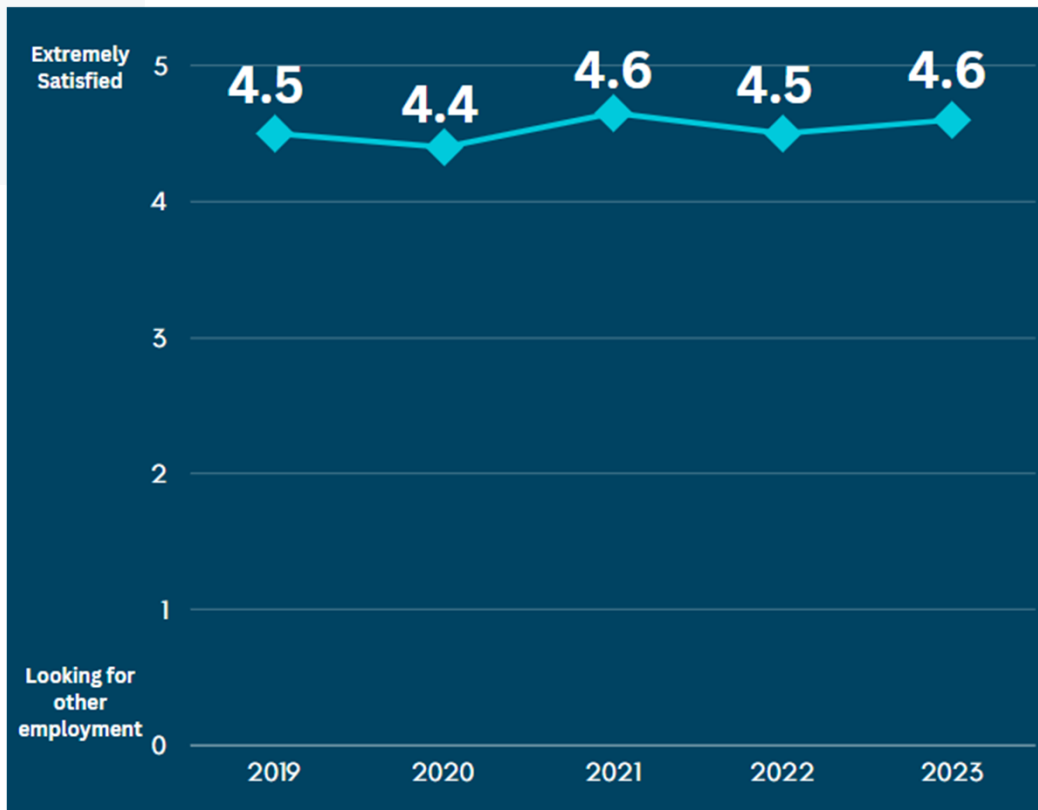
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■ Beyond MVR Survey – The Results

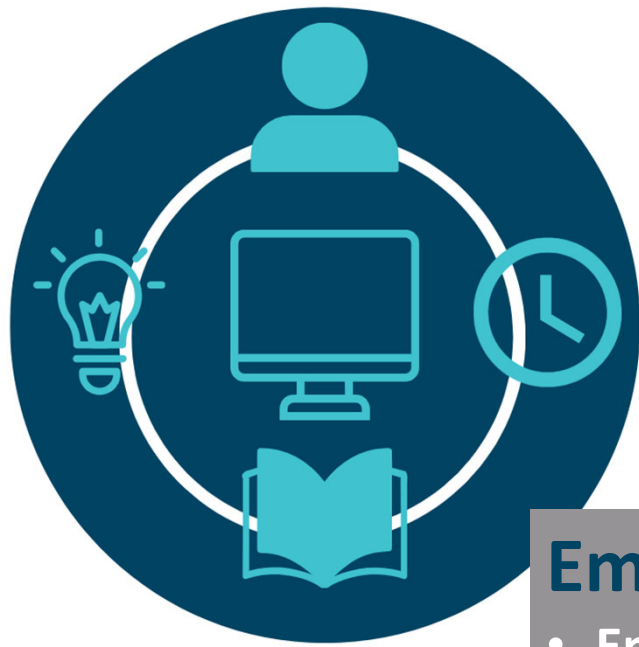
90 days Post MVR | 6-9 months | Phase 3



What is their overall career satisfaction rating?
(2019-2023)



■ Beyond MVR Survey Uses



How we use their responses:

- Individualized follow-up & recommendations
- Publish summary feedback
- Implement programmatic changes (All Phases)
- Share with HR for recruitment & hiring strategies

Employees contribute:

- Encouraging advice for a future new hire
- MVR experience with highest impact
- Question for a future Mission Impossible

AFTER MVR, EMPLOYEES FEEL:



Valued



Empowered



Connected

"All activities were meaningful. Meet the Leaders was most memorable. The great number of leaders involved, and the time spent in groups shows a great level of commitment to the MVR training and new employees."

AFTER MVR, EMPLOYEES FEEL:



Valued

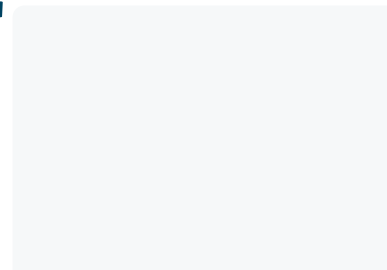


Empowered



Connected

"Meeting the Leaders and Mission Impossible assured me others are always there for questions and to help."



AFTER MVR, EMPLOYEES FEEL:



Valued



Empowered



Connected

"It was empowering to see how I can "craft my job" to be more meaningful to me; how better to implement personal accountability and recognize that my mindset, whether positive or negative, will impact my actions, how others see me, and my ability to successfully do my job."

AFTER MVR, EMPLOYEES FEEL:



Valued



Empowered



Connected

"I was really empowered by the personal accountability practice. I've placed quotes from that section on sticky notes around my computer! When I find myself procrastinating, I see the note and remember to take accountability for my actions and choose to take control of the situation."

AFTER MVR, EMPLOYEES FEEL:



Valued



Empowered



Connected

"Communication is key when it comes to working with coworkers and the public. Listen to what people have to say and if there seems to be some miscommunication, don't push the issue off - talk about it."

AFTER MVR, EMPLOYEES FEEL:



Valued



Empowered



Connected

"Mission Impossible raised really good questions frequently asked. It allowed me to see how much information is in reach with the DNR website, Intranet, and by networking with others."

AFTER MVR, EMPLOYEES FEEL:



Valued

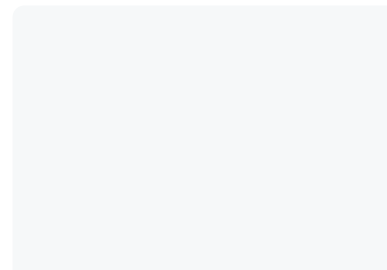


Empowered



Connected

"I really understand the need to reach out to other sections and to go outside of my comfort zone to solve problems I have."



Poll time!

This presentation has inspired
me to _____ .

(answer in the Zoom pop-up box)





**What are
your
questions?**

Thank you!

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