



# **New Manager's Guide to Onboarding**

## 1. Introduction

Welcome to the Government of Northwest Territories!

**S**tarting a new job is exciting. It can also be overwhelming with all the new information that you will be expected to review. Completing a formalized onboarding program will help to create a smooth adjustment into your new role and workplace. Our onboarding program commences prior to your arrival and continues throughout your first 90 days of employment.

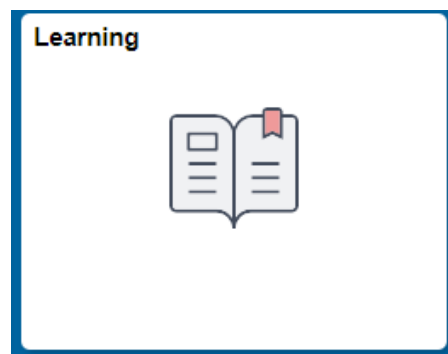
The formalized onboarding program will help to make you productive faster and introduce you to the formal and informal culture of your new place of employment. We want to ensure that you have the best possible experience while working for us.

We are excited that you have joined our team and look forward to working with you.

## 2. The First Day

Your first day of a new job is all about familiarizing yourself with new surroundings, new colleagues and new responsibilities.

On your first day of employment, your supervisor will give you a username and password to login to your computer. You will also be given login information for the [SAM/HRIS](#) (PeopleSoft) Self-Service system. Here, you will see a Learning Tile under Employee Self Service. This Learning Tile is how you access the Enterprise Learning Management System (ELM), which houses all training for GNWT employees.



When in ELM, you can access the **Onboarding Training for Employees** course which acts as the formalized onboarding program for the GNWT. The modules within this course will provide you with an overview of the GNWT's onboarding process and assist you with transitioning into your new role. You can also access the **Onboarding Training for Managers** course which is quick and designed to assist you with understanding what onboarding is, its value, who needs it, timelines and connect you with useful resources.

Steps to login to SAM/HRIS for the first time:

- Enter your User ID and Password
- User ID is your firstname.lastname (use all lowercase letters).
- For your first time logging in, your initial password will be your Employee ID (6 digits) + the first three digits of their Social Insurance Number (SIN) + the first 3 letters of employee birth month (all uppercase). Employee ID's can be obtained by contacting the HR Helpdesk at [HRHelpdesk@gov.nt.ca](mailto:HRHelpdesk@gov.nt.ca).

### 3. Onboarding Modules

The GNWT onboarding program includes a number of different components. The series of onboarding modules can be viewed in any sequence, however, we recommend that Modules 1-2 are watched in order. After that, it is up to you.

Module	Title	Date to Complete
1	Welcome and Introduction	First day
2	Tell Me About My Employer	First week
3	Employee Services	First week
4	Important Policies and Programs	First week
5	Technology Services Centre	First 30 days
6	Occupational Health and Safety	First 30 days
7	Records Management	First 30 days
8	Duty to Accommodate	First 30 days
9	Official Languages	First 30 days

### 4. Onboarding Checklist

**W**e have developed a **New Manager's Onboarding Checklist** as a guide to assist you during your first couple of weeks on the job. The checklist walks you through important steps that you need to complete and will provide you with basic information about working for the GNWT. It will also help you decide what to discuss with your supervisor and what to ask others who work with you. In addition, we have included links to short informational videos as well as documents and learning materials in the checklist.

## First Day Checklist

The onboarding process is continuous, but during the first couple of days you will be provided with many of the tools and information that helps you become productive.

Check when completed	Actions	Suggested Resource
	Welcome and introduction to team members and key contacts	Supervisor
	Tour of workstation, floor, emergency exits	Supervisor
	Review workplace guidelines. This includes, but not limited to, working hours, breaks, lunch, staff meetings, pay day, reporting lines, approvals, network access, etc	Supervisor
	Review your <a href="#">new hire package</a> . This package contains important documents and policies you need to review and/or complete	Supervisor
	Familiarize yourself with your new workstation including email and phone set up, computer, faxes, printers, etc	Supervisor
	Familiarize yourself with the <a href="#">My HR</a> website where you can find detailed information about your new employer and many of the programs that impact you as an employee	My HR website
	Login to <a href="#">SAM/HRIS Self-Service</a> and <a href="#">click on the Learning Tile to</a> register for the <b>Onboarding Training for Employees course</b> . Take the first module, <b>Welcome and Introduction</b> , to learn about the Employee Onboarding Program	Learning Tile/ELM
	To schedule a benefits documentation session, contact <a href="mailto:HRHelpDesk@gov.nt.ca">HRHelpDesk@gov.nt.ca</a> or call 866-475-8162	Supervisor
	Login to <a href="#">SAM/HRIS Self-Service</a> and <a href="#">click on the Learning Tile to</a> register for the Human Resource Information System or PeopleSoft self-study training for employees and managers	Learning Tile/ELM
	Enter your emergency contact information in <a href="#">PeopleSoft</a> or HRIS	PeopleSoft

## First Week Checklist

**A**s a manager or supervisor with the GNWT, one of your primary responsibilities is to provide your employee with guidance, direction and assistance to help them maximize their potential and help contribute to the success of the organization.

To assist new managers or supervisors in their day-to-day managing, we have compiled a list of mandatory training and resources that will provide valuable tools and information about human resource management.

**Labour Relations:** This training provides participants with knowledge and information on the legal framework related to GNWT policies and procedures on such topics as progressive discipline, medical termination, abandonment of position and attendance management.

**Duty to Accommodate:** In accordance with the Duty to Accommodate Injury and Disability Policy, the GNWT has a legal duty to accommodate employees in instances where due to injury, medical conditions or any other prohibited ground enumerated under the *Human Rights Act*, an employee's ability to work has been compromised.

**OHS Supervisor Safety:** This course assists managers and supervisors to meet or exceed the Northwest Territories *Safety Act* and General Regulations. Topics include employer/supervisor duties, hazards and risks, incident reporting, and safety leadership.

**Indigenous Cultural Awareness and Sensitivity Training:** The goals of this training are to create awareness and understanding of the impact of colonization, to have all GNWT employees understand their individual and collective role in reconciliation, and to provide the necessary foundation and tools to move towards cultural competence. This training is mandatory for all GNWT employees and is also available to the public.

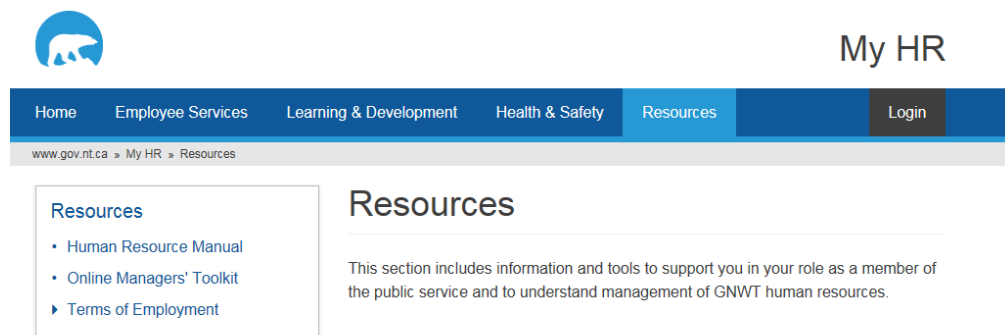
**Diversity and Inclusion in the Workplace:** This online learning program helps employees become more knowledgeable and aware of diversity and inclusion in the workplace, find the tools to build a more inclusive workplace and create an inclusive workplace for all.

The module is divided into three (3) parts:

- 1) Diversity in the Northwest Territories and Canada
- 2) Diversity and Inclusion in the Workplace
- 3) Diversity Management Outcomes

**System for Accountability and Management (SAM):** The SAM is an online program that is the financial system used by the GNWT. SAM courses are delivered in multiple different topics depending on job role. Common courses include Expenses for employees who travel, Requisition for employees who purchase goods or services, Online Expenditure Approvals for employees who manage a budget, and Visa One Cardholders Training for employees who are issued credit cards.

**Online Manager's Toolkit:** In this Toolkit you will find resources that will help you in your everyday work as a manager or supervisor. The Toolkit is primarily a set of guidelines and is subject to ongoing revision. When referring to information in the Toolkit it is important to remember that source documents should always be your primary point of reference. The information contained in this Toolkit is intended as a support tool and to provide guidance. As a manager or supervisor you need to ensure you consider the source documents, such as the Collective Agreement for clarification before relying on the guidelines in the Toolkit.



**Human Resource Manual (HRM):** The HRM contains information on human resource management within the GNWT. It provides guidance and flexibility for managing GNWT human resources. The Collective Agreement or Handbook takes precedence where there is a conflict between the HRM and Collective Agreement or Handbook.

**PeopleSoft HRIS and SAM Training:** The Human Resource Information System (HRIS) is an online program available to all GNWT employees and supervisors where they can perform a variety of task related human resource functions. The HRIS Self-Service course is designed for all employees to learn how to view their personal, pay and benefits information, as well as action timesheets and performance documents. Supervisor system tasks are outlined in the HRIS Manager Self-Service Training.

The System for Accountability and Management (SAM) is an online program that is the financial system used by the GNWT. SAM courses are delivered in multiple different topics depending on job role. Common courses include Expenses for

employees who travel, Requisition for employees who purchase goods or services, Online Expenditure Approvals for employees who manage a budget, and Visa One Cardholders Training for employees who are issued credit cards.

**Management Series:** The Management Series is comprised of 19 mandatory and four (4) elective courses to provide GNWT managers, supervisors and directors relevant information on policies, processes and procedures in supervisory/management roles within the GNWT. The mandatory courses will provide participants with knowledge and information to help reduce the GNWT's financial and/or legal risk, reflects GNWT priorities and objectives and/or in the area where the GNWT has determined that mandatory training is required. The elective courses are consistent with the participants' learning plans to support their management competencies and professional development. The Management Series is intended to be completed within a two-year time frame.

Check when completed	Actions	Suggested Resource
	Review job description, duties and responsibilities	Supervisor
	Navigate to the Learning Tile/ELM and register for the following mandatory training for Managers and Supervisors, as early as possible: <ul style="list-style-type: none"> <li>• Labour Relations</li> <li>• Duty to Accommodate for Managers and Supervisors</li> <li>• OHS Supervisor Safety Training</li> <li>• HRIS Manager Self-Service Training</li> <li>• Management Series</li> </ul>	Learning Tile/ELM
	Navigate to the Learning Tile/ELM and complete the <b>Workplace Safety Awareness</b> online module	Learning Tile/ELM
	Navigate to the Learning Tile/ELM and complete the <b>Access to Information and Protection of Privacy General Awareness</b> online training	Learning Tile/ELM
	<a href="#">Navigate to the Learning Tile/ELM</a> and complete the <b>Information Security Awareness</b> online training	Learning Tile/ELM
	Navigate to the Learning Tile/ELM and complete the <b>Fairness 101: An Introduction to Administrative Fairness</b> online training	Learning Tile/ELM

Check when completed	Actions	Suggested Resource
	<p>Review the following important policies and guidelines included in your <a href="#">new hire package</a>:</p> <ul style="list-style-type: none"> <li>• <a href="#">Harassment Free and Respectful Workplace Policy and Guidelines</a></li> <li>• <a href="#">Code of Conduct</a></li> <li>• <a href="#">Email Use Policy</a></li> <li>• <a href="#">Internet Use Policy</a></li> <li>• <a href="#">New Employee Information – Self-Service</a></li> <li>• <a href="#">Duty to Accommodate Injury and Disability Policy</a></li> <li>• <a href="#">Duty to Accommodate Guidelines</a></li> <li>• <a href="#">Health, Safety and Wellness Policy</a></li> </ul>	My HR
	Familiarize yourself with the <a href="#">Online Managers Toolkit</a> . This Toolkit is primarily a set of guidelines and is subject to ongoing revision. It will provide valuable tools and information about human resource management.	My HR
	Familiarize yourself with the <a href="#">Human Resource Manual</a>	Department of Finance website/Resources
	Navigate to the Learning Tile/ELM and complete the second module in the Onboarding Training for Employees course, <b>Tell Me About My Employer</b> , to learn more about the GNWT and its strategic plan	Learning Tile/ELM
	Navigate to the Learning Tile/ELM and complete the third module in the Onboarding Training for Employees course, <b>Employee Services</b> , to learn about key information related to your employment with the GNWT	Learning Tile/ELM



On May 29, 2023, the GNWT moved its learning and development training platform onto the Enterprise Learning Management (ELM) system in SAM/HRIS (PeopleSoft). You can access ELM by clicking on the Learning Tile within SAM/HRIS Self-Service.

Courses, workshops and online learning opportunities are available to all GNWT employees through the new ELM system in SAM/HRIS.

## First 30 Days Checklist

Check when completed	Actions	Suggested Resource
	Navigate to the Learning Tile/ELM and complete the <b>Performance Development for Managers</b> online training. This training is designed for managers and supervisors to increase their level of comfort with Performance Development (PD) effectively; understand the PD annual cycle; create SMART objectives and learning plans; understand competencies; and utilize review meeting for employee development.	Learning Tile/ELM
	Navigate to the Learning Tile/ELM and complete the <b>Indigenous Cultural Awareness and Sensitivity Training</b>	Learning Tile/ELM
	Navigate to the Learning Tile/ELM and register for the <b>Diversity and Inclusion in the Workplace</b> online training	Learning Tile/ELM
	Navigate to the Learning Tile/ELM and register for the <b>Introduction to Psychological Health and Safety in the Workplace</b> online training	Learning Tile/ELM
	Familiarize yourself with the <a href="#">Employee Health and Well-being</a> resources for assistance on a wide range of life's challenges	My HR
	Navigate to the Learning Tile/ELM and complete the fourth module in the Onboarding Training for Employees course <b>Important Policies and Programs</b>	Learning Tile/ELM
	Navigate to the Learning Tile/ELM and complete the fifth module in the Onboarding Training for Employees course <b>Technology Service Centre (TSC)</b> to learn how TSC provides IT related services to GNWT employees	Learning Tile/ELM
	Navigate to the Learning Tile/ELM and complete the sixth module in the Onboarding Training for Employees course <b>Occupational Health and Safety</b>	Learning Tile/ELM
	Navigate to the Learning Tile/ELM and complete the seventh module in the Onboarding Training for Employees course, <b>Duty to Accommodate</b>	Learning Tile/ELM
	Navigate to the Learning Tile/ELM and complete the eighth module in the Onboarding Training for Employees course, <b>Records Management</b>	Learning Tile/ELM

Check when completed	Actions	Suggested Resource
	Navigate to the Learning Tile/ELM and complete the final module in the Onboarding Training for Employees course, <b>Official Languages</b>	Learning Tile/ELM
	Contact the Official Languages Coordinator of your department to know more about GNWT languages requirements and active offer for French.	<a href="#">Indigenous Languages and Education Secretariat</a> and <a href="#">Francophone Affairs Secretariat</a> websites
	Review the <a href="#">Department of Finance website</a>	Finance website
	Review the <a href="#">Summary of Restrictions on Political Activity for GNWT Employees</a> to help you understand which activities public servants can and cannot undertake.	Supervisor/Human Resource Manual

## After 30/60 Days

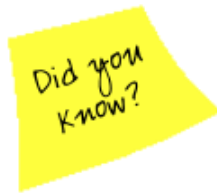
Check when completed	Actions	Suggested Resource
	Complete the 30-day check-in questionnaire with your supervisor	Supervisor
	Complete the 60-day check-in questionnaire with your supervisor	Supervisor
	After 60 days, familiarize yourself with the GNWT's <a href="#">Performance Development Program</a> . Login to SAM/HRIS and navigate to ELM to complete the Competencies 101 and Competency-Based Performance Development 101 online modules.	Learning Tile/ELM

## After 90 Days

Check when completed	Actions	Suggested Resource
	Login to PeopleSoft to enter your work objectives and learning goals for the fiscal year.	PeopleSoft/HRIS

## 5. Contacts

- If you have any questions or need assistance with the Learning Tile/ELM, email [training@gov.nt.ca](mailto:training@gov.nt.ca).
- If you require help with a TSC service or have an IT-related question, contact the TSC Service Desk via phone (867.920.4408) or by email at [TSCServiceDesk@gov.nt.ca](mailto:TSCServiceDesk@gov.nt.ca).
- For more information on employee benefits and services, visit the [FAQ](#) section of Employee Services under My HR or email [HRHelpDesk@gov.nt.ca](mailto:HRHelpDesk@gov.nt.ca).
- For more information on Programs and Services for Employees, visit the [Department of Finance](#) website.
- If you have any questions or need assistance with [Performance Development](#), email [Performance\\_Development@gov.nt.ca](mailto:Performance_Development@gov.nt.ca).



That Deputy Head approval is required before employees can start any outside activities that may create a real or perceived conflict of interest.

Ask your supervisor for more information.