

ASTSWMO ONBOARDING

**A GUIDE TO NEW MEMBER ENGAGEMENT
APRIL 2022**



ASTSWMO, Providing Pathways to Our
Nation's Environmental Stewardship Since 1974

ASTSWMO NEW MEMBER ONBOARDING

The purpose of this document is to provide a standard process for onboarding new members to the Association of State and Territorial Solid Waste Management Officials ([ASTSWMO](#)) Focus Groups (FGs), Task Forces (TFs), and Workgroups (ASTSWMO teams). The goal is to assist team Chairs and Vice-Chairs to ensure our new members have the clarity, resources, and support to quickly become an engaged, active participant on the teams.

ASTSWMO Chairs encourage continuous improvement through ongoing assessment and review of the work conducted by the FG/TF. Chairs play a key role in recruiting and retaining engaged members from the ASTSWMO membership. It is the Chairs' responsibility to ensure that each new member is made to feel welcome and has what he or she needs to get off to a good start on the FG/TF. Effective leaders build successful teams by:

- Listening and communicating the importance of ASTSWMO's mission and goals.
- Helping to implement succession planning.
- Mentoring new members and other leaders.
- Managing and producing results.

This effort is consistent with the leadership goals described in the [2019 ASTSWMO Chair Guidance document](#).

Process Steps for the Team Chairs and Vice-Chairs

1. Conduct a "Potential Member Meet and Greet" call with the new member candidates prior to inviting them to the teams.

Engage: Ask them questions that will help you better understand why they want to join the team.

- What are you most looking forward to doing with the team?
 - Why did you choose this team?
 - What are you most passionate about doing and learning?
 - How do you want to help? / What value do you believe you bring to the team?
- *Consider discussing importance of experience and utility for new members who may be intimidated by not having a lot of experience in the primary subject area and who have important skills that will benefit the team as they build their subject area experience.*

Educate: Clarify expectations and provide a summary of the team including:

- The team's mission statement.
 - A description of current projects.
 - Ensure that they understand the expectation for active participation and that this will require a time commitment from them.
- *If the new member candidate does not understand or is unwilling to commit to active participation or engagement, you should reconsider their selection.*

WELCOME

2. Set up a “Welcome to the Team!” call with the selected new member.

Engage: Let your new member know that you are excited to welcome them to the team and that you will be sending them helpful information. Ensure that they have your contact information for any questions or concerns.

3. Send your new member a “Welcome to the Team!” email.

Engage: Focus on positive messaging!

Resources/Support: Provide essential details in one transmittal to ensure that the new member has valuable information available in one location. Below is a list of resources that members have identified as helpful. Note: Many of these items should have also been provided during the new member search process and in Step 1 of the Onboarding Process.

Important links:

- The team webpages, which include mission statements, team descriptions and program membership rosters.
- Members in Action Guidance Document: https://astswmo.org/files/policies/Members_in_Action_Guidance_Document.pdf
- The ASTSWMO Strategic Plan: http://astswmo.org/files/Strat_Plan/2020-2024/Strategic_Plan_2020-2024.pdf
- ASTSWMO 101 Webinar for new members: <https://vimeo.com/347604677>

Provide a summary of current team projects.

- Provide context to all projects and ensure understanding of the level of work and quality expected. If your team already has work products available, provide a link to those as an example.
- If available, provide a summary with more information describing the experience and roles of existing team members.

4. Add the new member to the existing team meeting schedule and email distribution lists.

Consider including the new member in team calls prior to existing regional members rotating off.

Benefit: will allow member rotating off to provide brief mentoring to new member, including providing information on how to best communicate with states in their region

5. Send a new member introduction email to the entire team.

Engage: Remember – this is the first impression that the team may have of the new member, and their first impression of how you support the team.

Suggestion: Include a brief description of the experience/skills the new member brings to the team and encourage members to join in welcoming the new member to the team.

6. First team introduction call.

Team Engagement: Remember - first impressions are important! Manage individual and team expectations.

- Add brief introductions to the meeting agenda.
 - Introduce the new member to the team.
 - Provide a warm welcome and ask the new member to introduce themselves to the team.
 - Invite existing members to introduce themselves and briefly share their experience/background.
- *“Ice breakers” are often helpful team-building exercises; however, unless properly facilitated, they can detract from accomplishing meeting objectives. If onboarding multiple new members within a quarter, consider introducing “fun facts” shared between members when all new members are on the team.*

7. As Chair, send a new member introduction email to their regional program contacts.

Introducing their replacement. Consider doing this as the existing member is rotating off and allowing them to send the email.

- Provide the regional contacts list to the new member.

8. Establish new member performance objectives - roles/responsibilities (**Engage, Educate, Support**).

- If your new member starts off volunteering for projects— let them know this is appreciated!
 - If your new member does not start off openly participating in meetings and volunteering to assist with projects, consider developing mentorship roles between existing members (or former TF members) and new members -
- *Asking new members to work on project tasks or presentations with an existing, experienced member helps develop a team focus and is a less intimidating way for new members to learn process and expectation for involvement.*

9. Monitor new member participation – active participation is an expectation as an ASTSWMO regional representative (**Engage, Educate, Support**).

- If your new member is actively engaged – let them know you appreciate their efforts! Timely recognition is especially important to new members
- If you are unable to get active engagement, do not let the issue linger – this can have a detrimental effect on the rest of the team*
- If needed, reach out to the new member directly to discuss what may be impacting their ability to engage actively with the team
 - If applicable, offer to assist
 - If necessary, follow up with their supervisor to ensure that there is clarity in expectations for active participation

***Refer to the [Members in Action Document](#): A Guidance Outlining ASTSWMO’s Membership Roles and Responsibilities, Performance Standards.**

Remember – your ASTSWMO Staff is always here to help!

10. Periodically reach out for new member feedback and share results with your ASTSWMO Staff.

Engage

- Is this onboarding experience what they expected it to be?
- What have they found helpful?
- What would improve the process for them?
- What can we do to provide better support?

