



Hiring, Onboarding & Field Training

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HIRED

Part 1: Hiring

- “The key to a strong workplace culture is a shared sense of purpose—a WHY.
 - When we’re clear about why we’re here, where we’re going, who we serve and how we’re getting there, people start to feel valued and fulfilled.
 - How many people inside of your company, today, right now, can articulate why your company exists beyond just making money?”
- Simon Sinek

Recruiting: Who are you attracting?

Example: 1



Example: 2

PAY MATCH PLUS 3%
For Paramedics and EMTs who accept Full-Time Employment

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- Must be regularly scheduled Full-Time
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- Applies to candidates in similar employment; previous work/education considered.

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Recruiting: Job descriptions & transparency

*1

- Does the job description have a feel?
- Does it represent your company well?
- Do you include your mission or value statement in the posting?
- Is the description of the role clear?
- Do you post your wages and benefits?

Interview: Do you know who you're looking for?

*2

- Many EMS organizations interview to hire. We need to be clear on who we are looking for.
- Should an EMS workplace culture be all inclusive?
- The way the interview is set up can create a relaxed or tense interview process.
- How do you set up your interviews?
- On-demand? Pre-scheduled?



Interviewing: EMS is just different *3

- While many jobs look for soft skills, innate talents, drive and motivation. Public service is a bit different.
- We must have a unique set of characteristics that allow us to perform under extreme circumstances.
- How many times during your career have you been in a situation that seemed impossible on scene? We must be able to think under pressure and often outside of the box.
- Have you ever had a partner that buckled under pressure? That can be a real danger and liability in EMS.

The cost of hiring and onboarding:

Hiring right allows organizations to thrive.

Onboarding one employee costs an organization between 10-20K.

The cost of increased employee turnover can hurt an organization.

It's important to track turnover and investigate it with exit interviews *4



Part 2: Onboarding *5

- Employee orientation is where the organizational expectations begin.
- “If anything goes in hiring, anything goes in orientation and surely anything goes in employment.
- Put into action your mission and value statement.
- Be mindful of:
 - First impressions. Everyone remembers their first day and how it made them feel.
 - In-person vs. virtual aspects.
 - Who the employees meet. It’s important to meet the leadership team.

What if you are a small EMS agency and you need onboard a single employee?

When does
mentorship
begin?

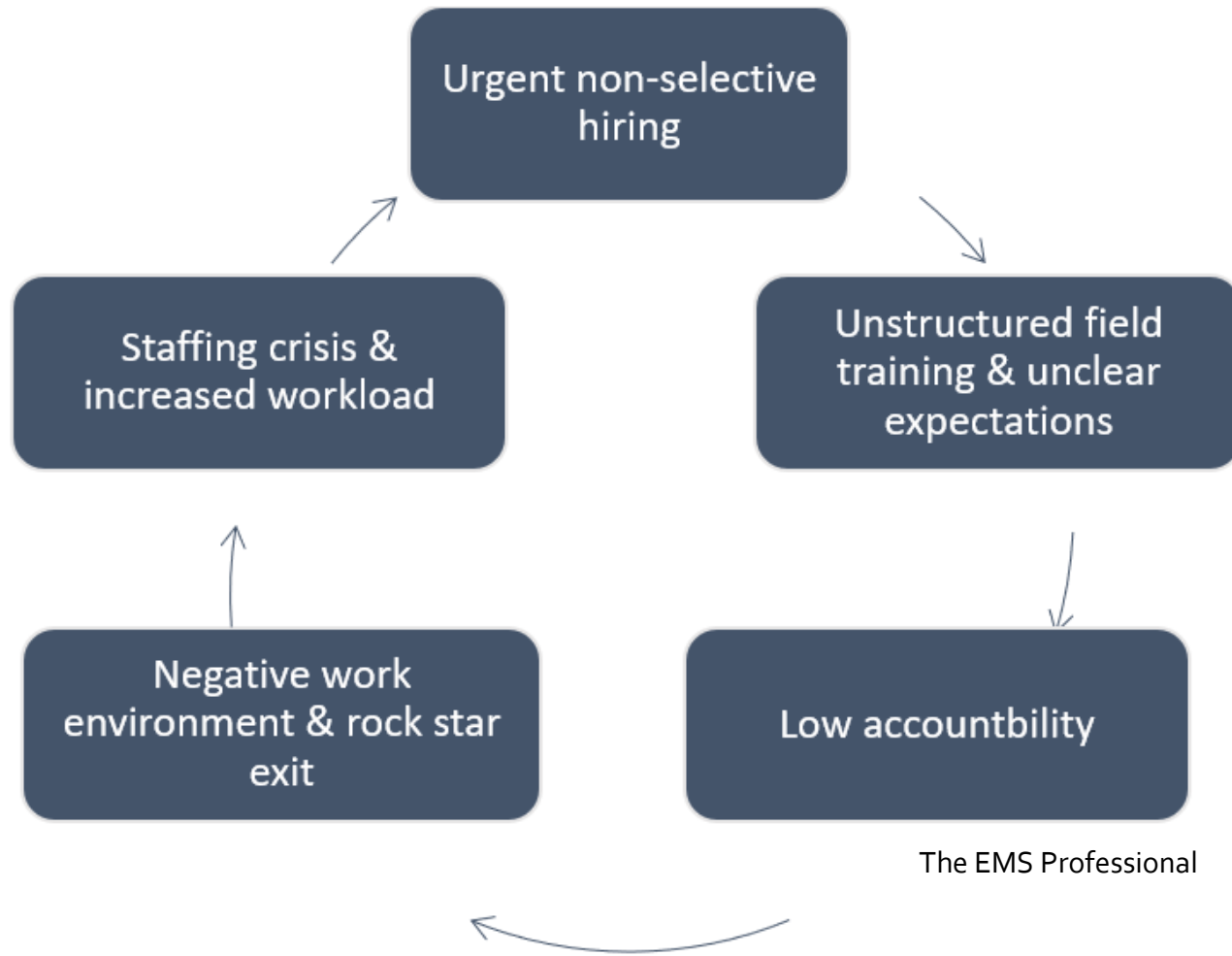


What Are Your Onboarding Best Practices?

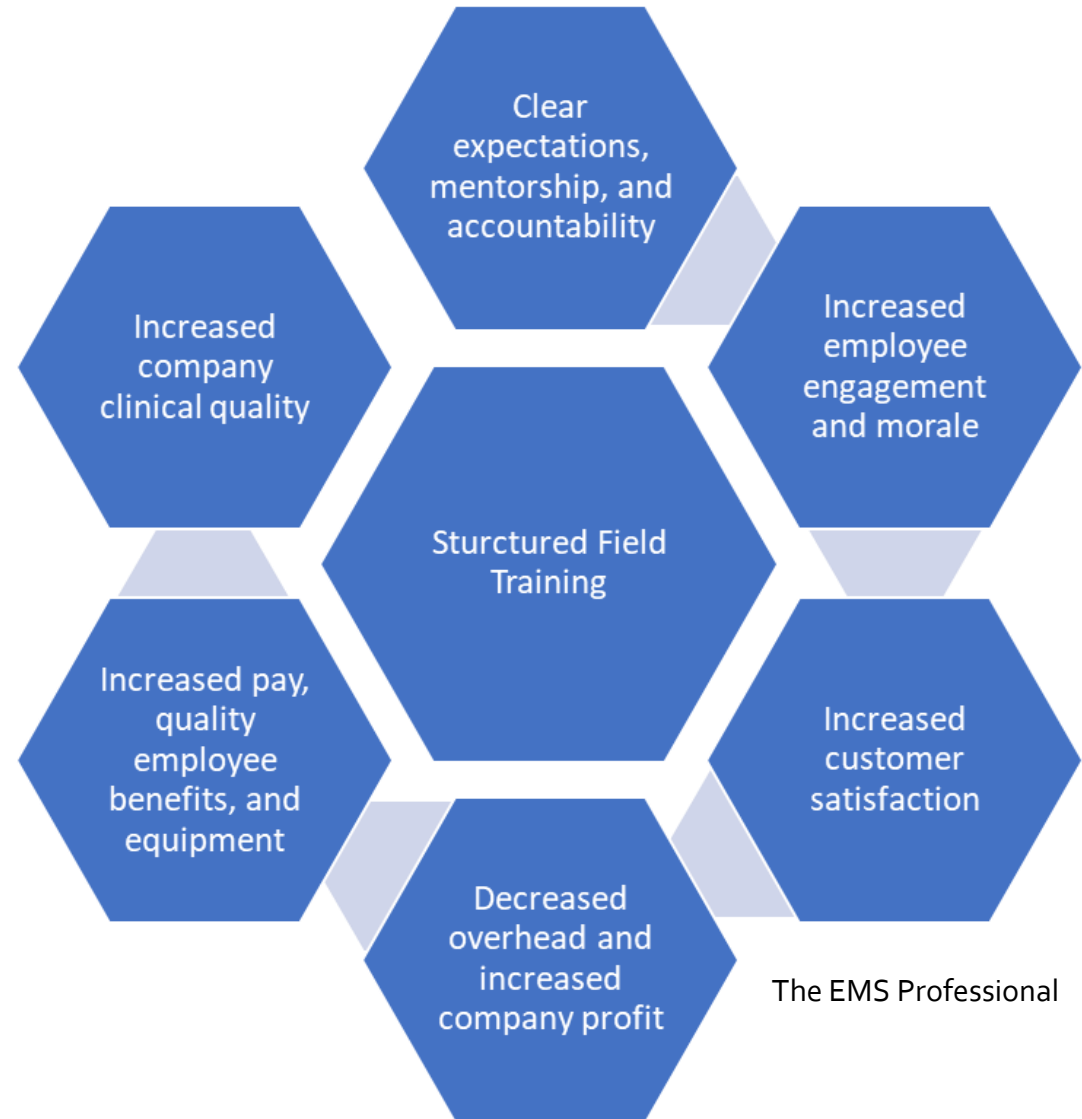
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Part 3: Field Training Programs



The Benefits of Structured Field Training *7



How to Start a Structured Field Training Program *8

- 1. Do a talent scan
- 2. . Do a demand analysis. How many hours are FTO's needed? How often does new employee onboarding happen in your agency?
- 3. Do a budget analysis. This is a promotional position. How much funding can you allocate for a wage increase and potential overtime?
- 4. Involve the leadership team and staff in the development of the position. Be open to innovative ideas.
- 4. Develop SOP's and a job description.
- 5. Take small bites. Start small and plan for trial and error.
 - Plan->Implement -> Check -> Modify -> Implement ... so on.
 - Depending on the size and scope of your agency you may need 1 FTO or 20.

Gallup Workplace Insights for 2020

“Prior to 2020, 76% of employees said they experienced burnout at least sometimes at work. Since the pandemic, many employees have seen a rise in burnout risk. But Gallup research reveals that it's not just about working long hours. When employees are inspired, motivated, and supported in their work, they naturally do more work -- and that work is significantly less stressful”.

“If leaders have learned anything in 2020, it is that employee wellbeing is an essential factor in business survival. If your people aren't healthy -- physically and mentally -- you won't succeed. Gallup has found that employee wellbeing and engagement are highly reciprocal (influencing each other) and additive (boosting each other). When employers support wellbeing, they support their employees' engagement, performance, and productivity as well”.



Questions?



Bibliography

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- 3. Gallup.com. [7 Gallup Workplace Insights: What We Learned in 2020.](#) Ryan Pendell 2020.
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