

Creating an Onboarding Experience from the Ground Up!

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WELCOME!



HISTORY

Convinced that a child's "right to play is one of the fundamental laws of nature" the Columbus Parks Department in 1906 maintained playgrounds in four city parks.

Inspired by their efforts, a group of Columbus women sponsored a "Tag Day" to raise money for increased recreational facilities.

Eventually they impressed City Council with the need for a recreation department. On July 15, 1910, Mayor George Marshall signed into existence a Department of Recreation.



ABOUT US

OUR MISSION

WE CONNECT THE PEOPLE
OF OUR COMMUNITY THROUGH THE POWER OF
NATURE, WELLNESS AND CREATIVITY.

OUR VISION

A SOCIALLY EQUITABLE CITY

OUR VALUES

JOY

Our programs and activities are fun, celebrate culture and add to our quality of life.

NATURE

As stewards of the land, we invest heavily in conserving our nature environment.

LEGACY

Our assets are entrusted for generations to come, which is why we plan for tomorrow, not just today.

COMMUNITY

We embed in our neighborhoods, know our participants and serve as a gathering place for all.

OPEN

We communicate in multiple languages, design for accessibility, program for inclusion and hire to represent the people we serve.



ABOUT US

WHO WE SERVE



 **1,629,192** via on-site programs, events and facilities |  **914,030** via online content, email campaigns and social media

 **371,937**
PROGRAM PARTICIPANTS AT
5 ATHLETIC COMPLEXES

 **8,674**
FITNESS ROOM VISITS

 **9,414**
VOLUNTEERS

134,435 
tournament / league participants and guests at
BERLINER SPORTS PARK

58,035 
COMMUNITY RECREATION
PROGRAM REGISTRATIONS

125,973 
CELEBRATED A SPECIAL OCCASION
AT DEPARTMENT RENTAL FACILITIES

 **109,990**
PARTICIPANTS IN AQUATICS PROGRAMS

 **261,927**
FREE MEALS SERVED
through summer/after-school food program

 **1,762**
FREE SWIM LESSON REGISTRANTS

220,133 
GOLF PARTICIPANTS

1,704 
INDIVIDUAL YOUTH GRANT RECIPIENTS
THROUGH THE PLAY PROGRAM

8,812 
CULTURAL ARTS CENTER
VISITORS AND CLASS PARTICIPANTS

Based on data from 2021 Annual Report

WHAT WE ARE



RECREATION **32**
COMMUNITY
CENTERS AND
FACILITIES

for arts, outdoor recreation, and
therapeutic recreation

5 ATHLETIC
COMPLEXES 

 **6** GOLF COURSES

 **8** OUTDOOR
POOLS
+ AN INDOOR AQUATICS CENTER

 **7** SPRAYGROUNDS
AND AN INTERACTIVE
FOUNTAIN

PARKS **407**
PARKS
13,970 ACRES OF PARKLAND

230 
MILES OF REGIONAL TRAILS

 **170** PLAYGROUNDS

3 RESERVOIRS
TOTALING 4,240 ACRES 

 **20** NATURE
PRESERVES

3 SKATE PARKS 
for BMX, skateboards
and rollerblades

 **5** DOG
PARKS

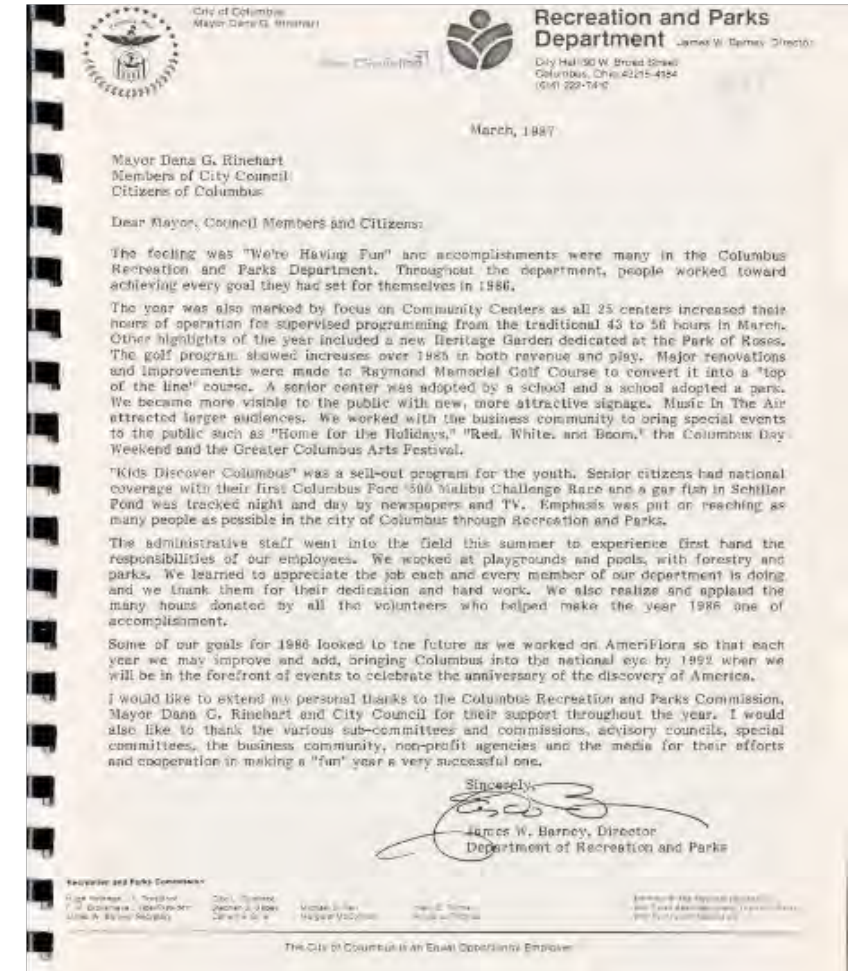
RESERVABLE SPACES
15 ENCLOSED VENUES **20** OPEN-AIR SHELTERS

Based on data from 2021 Annual Report

ABOUT US



Life is not a vessel to be drained, but a cup to be filled." This ancient Chinese proverb aptly interprets the objectives of the Columbus Recreation Department: To enrich our people and strengthen our community through the wise use of leisure time; to help fill the cup of life.



WHAT'S THE PROBLEM?

Problem

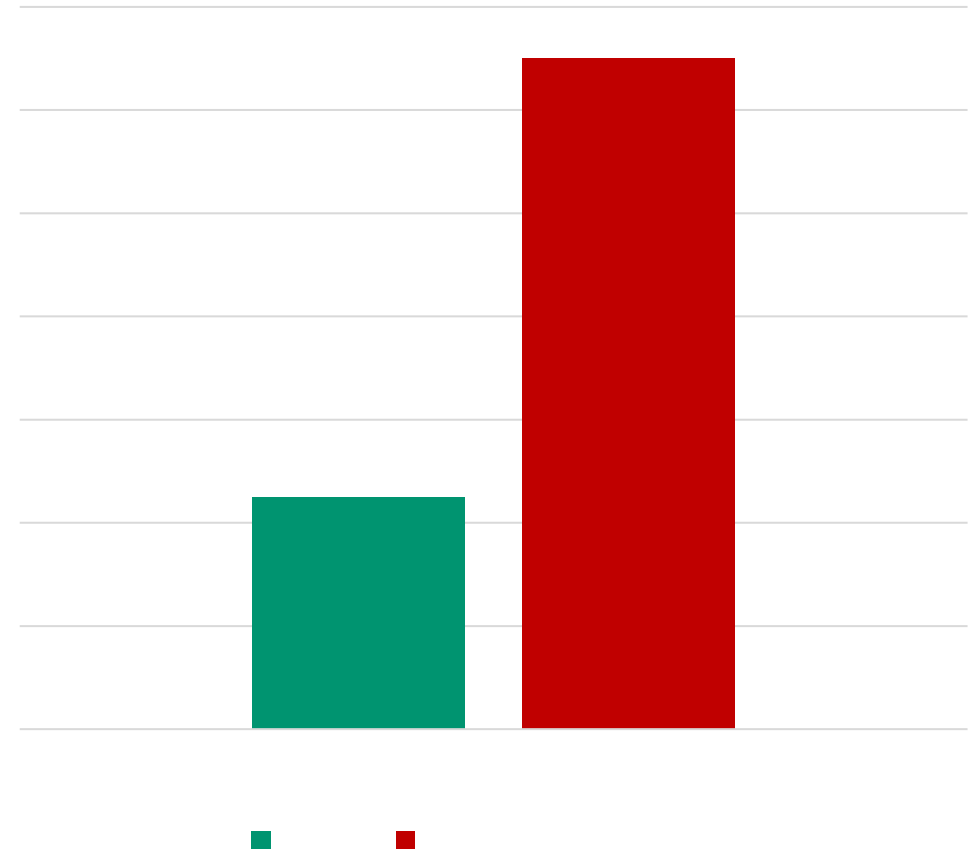
- Cross-Departmental Silos
- Ambiguity of Job Roles/Expectations
- Lacking Organization Mission/Vision
- Low Job Satisfaction/Morale
- Ill-Preparedness to Serve
- Uncompetitive as a Workplace
- Unmet expectations
- No red carpet
- Misrepresentation of department

Goal

- Improve Quality of Work & Job Roles
- Secure Buy-In
- Increase Employee Adaptability
- Leaders understanding their Gov. Role & representation
- Encourage Intrinsic Motivation/Loyalty
- Establish better Inter-Organizational Relationships
- Prepared, Educated & Confident FT's

WHAT'S THE PROBLEM?

“Assessing the organization’s ability to fulfill its goal for organizational development by organizing, educating and empowering staff, there is much improvement to be done. It is my honest belief that we have the potential to have the best staff in the country, but our staff face low morale and lack of resources”- Jack Castle



DEVELOPMENT OF A 3-STEP ONBOARDING EXPERIENCE



CITY
City-Wide
Training &
Development

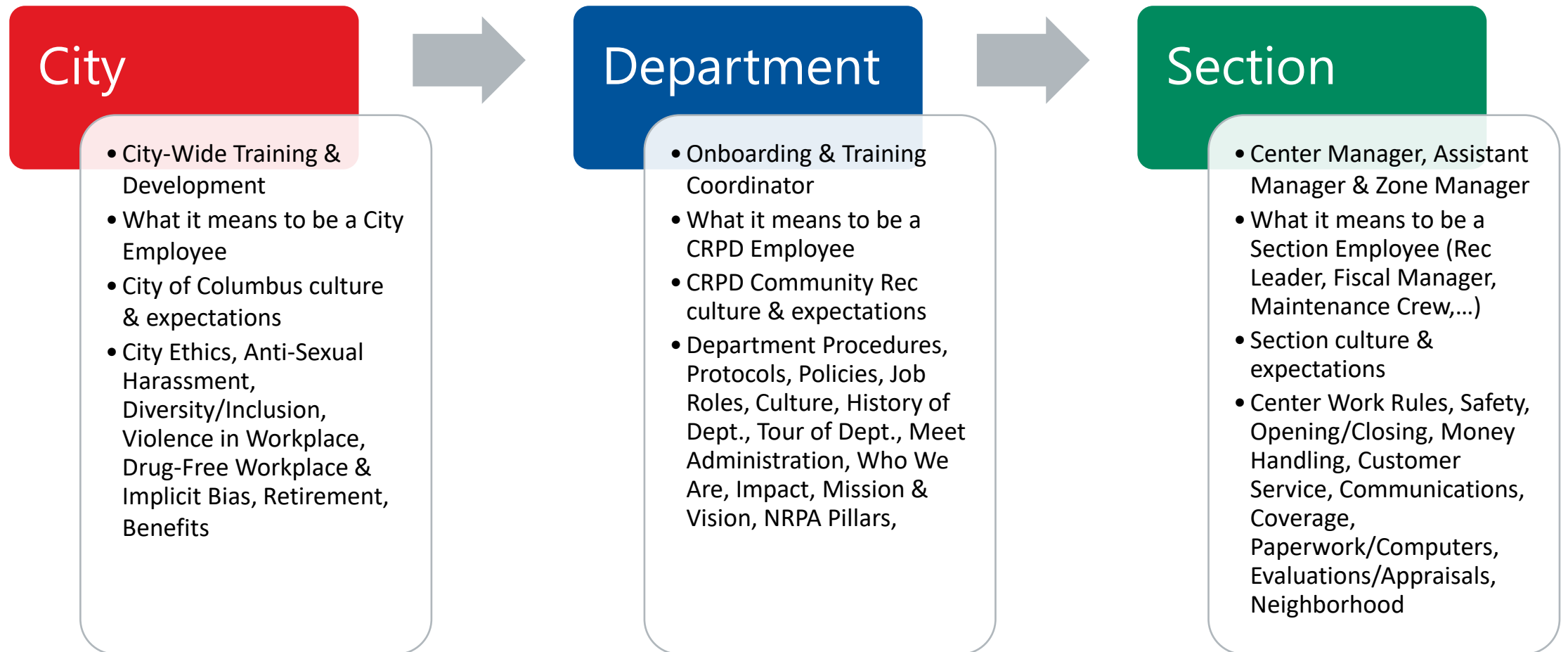


DEPARTMENT
Onboarding
Coordinator



SECTION
Section
Manager

DEVELOPMENT OF A 3-STEP ONBOARDING EXPERIENCE



Onboarding Mind Map

Objectives

- Establish strong foundation for new FT
- Establish expectation of excellence
- Establish new competitive onboarding culture

Measurement

- Customer satisfaction
- Key Performance Indicators (KPI's)
- Creation of new programs, services and offerings within the department

Cost

- Create HR Analyst Position for Training
- City van gas usage
- City print shop materials

Feedback

- Exit Survey
- Last day of onboarding program

OTHER CONSIDERATIONS

"How does COVID-19 affect onboarding?"

"What does it mean to be a Rec and Parks employee?"

"What are other Rec and Parks Departments doing?"

"How can we cultivate mentorship among staff?"

CRPD STRATEGIC EMPLOYEE ONBOARDING ROADMAP



Welcome to Columbus Recreation and Parks

Let the Onboarding Experience Begin!



Day 1

- 9AM
 - Ice Breaker Game
- 10AM
 - Review of Department: Mission, Vision, and Values
 - Director Introduction - Bernita Reese
- 11AM
 - NRPA, OPRA and Department History - Will Fant and Kendra Zarbaugh
- 12PM - 1PM: LUNCH
- 1PM - 3PM
 - Safety - Sherry Booth
 - Human Resources - Deanna Kies
- 3PM - Building a DEI Foundation
- 3:30PM
 - Tour of Jerry Hammond Center
- 4PM
 - Tour of City Hall



Mission

- We connect the people of our community through the power of Nature, Wellness and Creativity.

Vision

- A socially equitable city

Our Values

- Joy
- Nature
- Legacy
- Community
- Open





*Director
Bernita Reese*



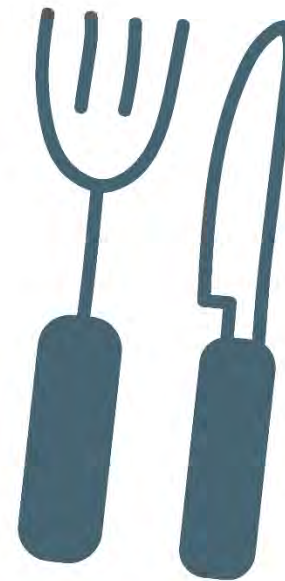
THE CITY OF
COLUMBUS
RECREATION AND PARKS

Department History



THE CITY OF
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RECREATION AND PARKS

LUNCH



Safety and Human Resources



THE CITY OF
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RECREATION AND PARKS

Building a DEI Foundation





Tour Time!

Let's tour this building! Right after this, we will leaving to go tour City Hall!



Day 2

- 9AM - "Investing In Your Tomorrow"
- 10AM: Team Building Exercise: Building Bridge and NOT Walls / Creative Fun: Department Building Activity
- 11AM
 - Scare Tactics/Work Rules - Manuel Clarke
- 12PM-1PM: LUNCH
- 1PM - 5PM
 - Tours
 - Warehouse (1533 Alum Drive Office)
 - Driving Park Community Center
 - Champions Golf Course/Shelterhouse
 - Linden Community Center
 - Whetstone Community Center/Parks of Roses
 - McKnight Outdoor Education Center



Team Building Exercise

- Session #1: Building Bridges and NOT Walls
- Session #2: Department Building Activity



"I admit I have built some walls between us,
but I built a bridge too!"



Scare Tactics/Work Rules



LUNCH



Tour Time!

**After lunch, we will be touring many
Recreation and Parks locations!**

Day 3

- 9AM - 9:30AM
 - "What is your Why?" Activity - Arianna Powell
- 9:30AM - 12PM
 - Meet the Section Heads "Speed Dating"
- 12PM-1PM: LUNCH (East Market)
- 1PM - 5PM
 - Tours
 - Franklin Park Adventure Center
 - Bicentennial Park/Milestone 229
 - Cultural Arts Center
 - Lou Berliner Sports Park
 - Aquatics Center/Thompson Community Center
 - Goodale Park/Shelterhouse
 - COAAA (Presentation)



"What is your Why?"



**Let's meet the
Department's Section
Heads!**

LUNCH



Tour Time!

**After lunch, we will be touring MORE
Recreation and Parks locations!**

Day 4

- 9AM
 - Opening Activity - Arianna Powell
- 9:30AM
 - Internal Communications
- 10AM
 - Role Playing Scenarios
- 11AM
 - Leadership Seminar - Mike Musser
- 12PM - 2PM
 - Lunch
 - New Hire Networking Experience
- 2PM
 - Graduation/Refreshments
- 3PM
 - Report to Assigned Departments!



Opening Activity!



Internal Communications



- Jeff Tilley
 - Jeffrey Tilley works in the Community Relations section of Columbus Recreation and Parks overseeing marketing and communications for the Recreation Services division, as well as managing the department's website and internal communications. Jeffrey has been with the department for over 10 years, working in many other sections including Special Events, Community Centers, Rental Services and Sports. He was born in Columbus, attended Bishop Hartley High School and graduated from Bowling Green State University with a bachelor's degree in tourism, leisure and event planning.

Role Playing Scenarios

- Scenario topics will include **skills** like:
 - Leadership
 - Communication
 - Time Management
 - Customer Service
 - and more!
- Scenarios will be on each slide like this:
 - EX: You start your day off just catching up on emails. You notice that you have a booked schedule for the afternoon. You also notice a large project is due the next day. The morning gets away from you and you realize you have not started the project. What do you do since you have meetings all afternoon?

Leadership Seminar



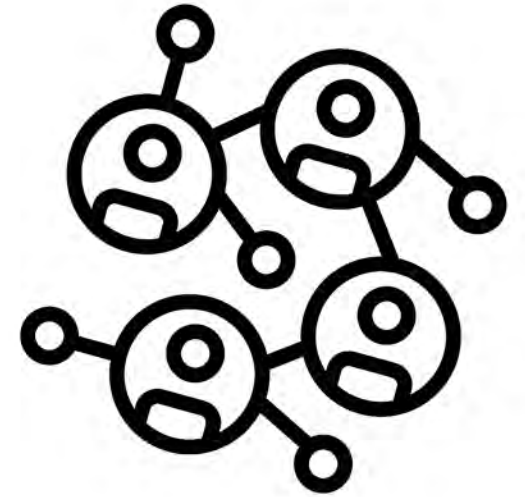
- Mike Musser
 - Mike Musser is the Golf Courses Administrator, joining CRPD in 2016. He manages the six golf course operations for CRPD and they see over 250,000 guests and over \$5 million in revenue annually. Beginning his career as a recreation programmer, he worked his way through both parks and recreation fields and multiple levels of management, giving him a unique perspective on managing the full range of services and work environments we offer. His love of people and the outdoors has led to service of over 27 years in the field of parks and recreation. Mike graduated from Capital University with a degree in Health and Fitness Management and never passes up an opportunity to learn something new.



LUNCH

Right after lunch we will be having the...

**New Hire
Networking
Experience**



Congratulations!



**You have officially
graduated from the
Onboarding experience!**



THE CITY OF
COLUMBUS
RECREATION AND PARKS