



THIS FIELD GUIDE BELONGS TO:

TITLE:

START DATE: \_\_/\_\_/----

I'M: ☐ NEW TO THE COMPANY ☐ TRANSFERRING FROM ANOTHER DEPARTMENT

# WELCOME!

We're excited to welcome you to the Competence Development team! Your experience and expertise will be a great asset to this group, and the team is looking forward to working with you.

To help ensure you experience a smooth and productive transition to your new role, we've created this Field Guide as part of your Onboarding Survival Kit. In this guide, you'll find checklists to track your onboarding process, resources to help you get acquainted with your role and teammates, and plenty of space for you to make notes as you continue your onboarding process.

You'll also meet with your manager and a designated onboarding partner to help you transition. Your manager will talk through our corporate culture, processes and policies, job responsibilities, and the onboarding process. Your designated onboarding partner will show you around, introduce you to the rest of the team, and ensure you have the support you need as you get started.

Please review this Field Guide and make note of questions you'd like to discuss with your manager and onboarding partner.

Once again, welcome aboard!

A stylized illustration of a forest scene. In the foreground, a red and white tent is pitched on a light pink ground. A small yellow flag with a black triangle is on the tent's pole. Two black lines represent tent stakes. In the background, there are several tall, dark blue tree trunks and large, light pink tree canopies. A small, stylized owl with orange and white feathers is perched on a branch. A red rectangular sign with the word "WELCOME" in white capital letters is attached to one of the tree trunks. The sky is a light blue color.

WELCOME

# NAVIGATE YOUR NEW ROLE

Every step of your onboarding process is right here—organized chronologically and tagged with who’s responsible. Check off each task once it’s completed.

## → MEET WITH YOUR MANAGER

Your manager will meet with you right away to start your onboarding process. Take notes during your meeting and document tasks your manager wants you to complete and their due dates.

**M** = MANAGER    **E** = EMPLOYEE    **P** = ONBOARDING PARTNER

	WHO	DONE	DATE
Discuss working hours, working from home, and ETO policies	M		
Discuss travel policies, including reimbursable expenses and expectations regarding availability via phone, email, text, etc.	M		
Inform your manager of any equipment needs (laptop, phone, headset, monitors, etc.)	E		
Write down the name of your assigned onboarding partner: .....	E		
<b>Make sure your manager explains the corporate organization and explains the following:</b>			
The internal department name is Competence Development	M		
Commercially (to dealer network), the department is known as Mack Trucks Academy and/or Volvo Trucks Academy	M		
Competence Development is part of Retail Development under Mack Trucks	M		
Externally (i.e. to suppliers) we refer to ourselves as “Volvo Group”	M		

<b>Make sure your manager reviews department processes, policies, and activities, such as:</b>			
Ordering office equipment/supplies	M		
Town hall attendance	M		
Content development process (project initiation, approvals, suppliers, etc.)	M		
Volvo Group organization and culture, including: <ul style="list-style-type: none"> <li>Leadership</li> <li>Brands</li> <li>Corporate programs (Professional and Master Level achievement, Mack Masters, VISTA, DOS, Parts Performance Bonus, Bulldog Club, MSL, etc.)</li> </ul>	M		
Personal development opportunities	M		
Fika	M		
<b>Discuss the key responsibilities listed in your position description and the following:</b>			
Ensure you understand how your work contributes to the goals of the department and company	M		
Discuss specific actions related to key responsibilities that you can take immediately	M		
Discuss and document the expected outcomes of those actions and work overall	M		
Make note of team members you’ll work closely with and their current projects and responsibilities	E		
Make note of relevant eLearning and/or ILTs your manager wants you to complete or attend	E		
Agree upon due dates for actions, eLearning, and ILT (if applicable)	M E		
Discuss performance and how it is measured	M		
Schedule at least two check-in meetings within the next 90 days	M E		

Your manager will ensure you meet your onboarding partner and the people you'll be working with.			
Schedule a meeting to introduce your onboarding partner	M		
Schedule a team luncheon	M		
Schedule introduction meetings with stakeholders and relevant team members	M		

### → MEET WITH YOUR ONBOARDING PARTNER

Your onboarding partner is here to support you throughout your transition into your new role. They'll help you get acquainted with your workspace, tools, and other team members.

WHO DONE DATE

Tour the department. Note the location of the following:			
Copiers	E		
Office supplies	E		
Mail stops	E		
Storage room	E		
Restrooms	E		
Break room	E		
Conference rooms <ul style="list-style-type: none"> <li>Note our conference room nomenclature: (AP11S1 = AP1, first floor south, room 1; UC3N8 = Uptime Center, third floor north, room 8, etc.)</li> </ul>	E		
Meet your Network and Competence Development colleagues			
Review organizational chart	P		
Make sure your colleagues briefly explain their roles and responsibilities	P		

If applicable, tour the campus, including:			
Communications Center/Cafeteria	P		
Corporate Center	P		
Uptime Center	P		
Technical Center	P		
Mack Center	P		
Ask for descriptions of the sites, systems, and tools below. Have your onboarding partner guide you as you navigate each tool and set preferences, if applicable.			
Violin			
Clarify the purpose of Violin	P		
Visit the About tab	E		
Visit the Employee Center tab <ul style="list-style-type: none"> <li>Travel and Expenses (Egencia; Chrome River)</li> <li>ADP Payroll Portal</li> <li>Navigators</li> </ul>	E		
Visit the Greensboro tab (campus maps, conference rooms, safety, parking, etc.)	E		
Configure your settings for Organization, Location, Language, Interests, Subscribed Organizations, and Subscribed Locations	E		
Visit Teamplace	E		
MackTrucks.com			
Visit the Trucks tab	E		
Visit the Find a Dealer section	E		
Visit the Discover Mack section	E		

VolvoTrucks.us			
Visit the Trucks tab	E		
Visit the Find a Dealer section	E		
Mack Trucks Dealer Portal			
Ensure your credentials work	E		
Visit the Training tab	E		
Visit the Applications tab	E		
Visit the Trucks, Parts, and Uptime tabs	E		
Volvo Trucks Dealer Portal			
Ensure your credentials work	E		
Visit the Training tab	E		
Visit the Applications tab	E		
Visit the Trucks, Parts, and Uptime tabs	E		
Skype			
Send an IM	E		
Make a call	E		
Receive a call	P E		

Outlook			
Learn how to book a conference room	P		
Learn how to add Skype to a meeting	P		
Learn how to identify the week number (e.g. week 32 = first full week of August 2019)	P		

### → ADDITIONAL TOPICS AND TASKS

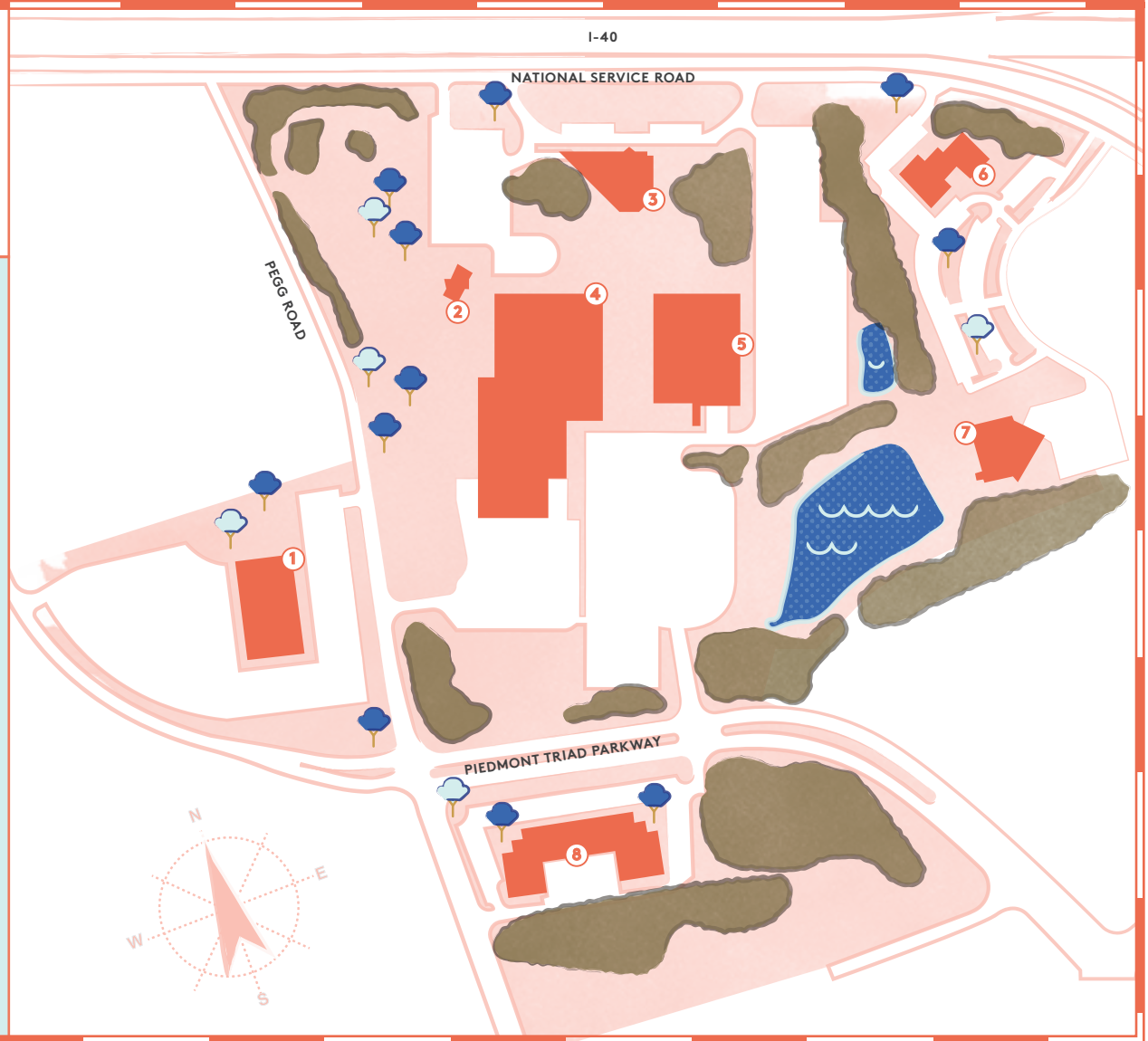
List any additional topics to discuss with your manager or tasks you've been assigned.

TOPIC OR TASK	DONE	DATE



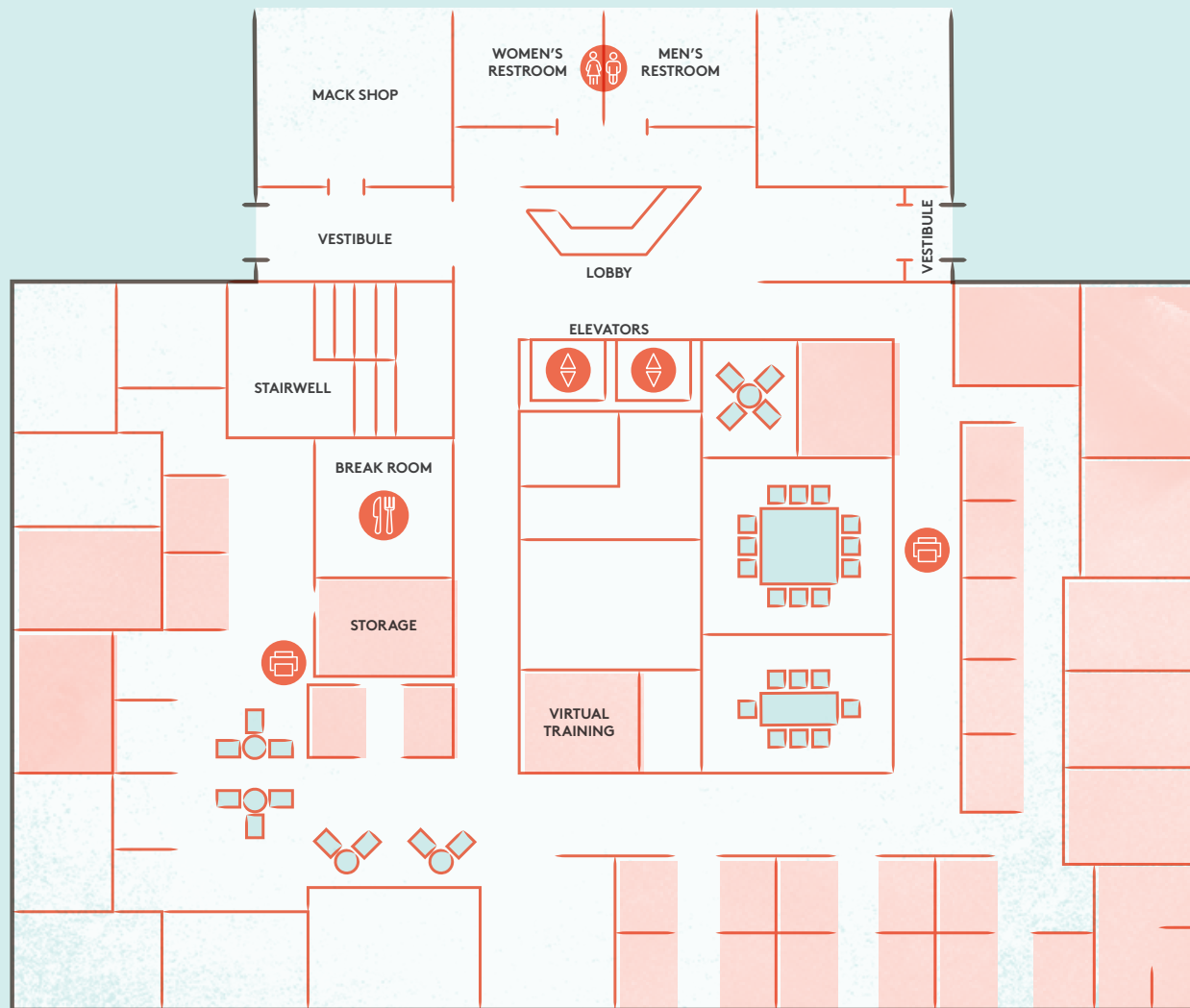
# A BIRDS-EYE VIEW OF THE CAMPUS

- 1 UPTIME CENTER
- 2 DYNO
- 3 COMMUNICATIONS CENTER
- 4 TECHNICAL CENTER
- 5 CORPORATE CENTER
- 6 MACK CENTER
- 7 AP3
- 8 DEEP RIVER II



# INSIDE THE DEN

- COMPETENCE DEVELOPMENT HABITAT
- NON-DEPARTMENT INHABITANTS
- KEY LOCATIONS
- EXTERIOR WALL



## YOUR ONBOARDING TRAIL

Mark key milestones of your onboarding process.











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