Regional Onboarding Strategy

4 P's for Agent Success – Professionalism in Programs, People and Partnerships

Approach

Regional teams will plan and implement a series of three sessions to address a set of critical topics to enhance agent competency in their new roles. Each region will offer the three sessions once during each calendar year, and newly hired agents can begin the series at any point. It is acceptable for regions to include agents with slightly longer tenure in the series, but it is encouraged that group sizes remain relatively small (less than 25) if possible.

Sessions should be allotted sufficient time to adequately address the list of required topics, but regional teams can plan them in conjunction with other events if needed to make travel more efficient. **Experienced agents should be heavily utilized in teaching the topics, and develop the new agents list of resource people to call upon**.

The series should be planned by the entire regional team, with sessions located as central as possible to where the participants will be coming from. It is important that the Regional Team, be a part of these trainings, but equally as important that they not be the primary teachers. New agents should be exposed to as many successful agents and specialists as possible.

When scheduling the sessions, please be mindful that the new hires will be attending Program Excellence Academy in April and November, so try to be sensitive to timing and not have them out of the county in those two months any more than is absolutely necessary.

Proposed Outline

Session 1 – Programs and Professionalism

- Creating program visibility
- Building program/Extension Respect
- Elements of Professionalism and Ethics
- Building Relationships with Clientele and Stakeholders
- Marketing Yourself and Extension
- Civic Responsibility and Community Involvement

Session 2 – People

- Teamwork within Extension
- Office Management Expectations
- Work and Personal Balance – Priorities
- Time Management and Calendars
- Conflict Resolution

Session 3 – Partnerships

- Building Partnerships
- Volunteer Leadership and Engagement
- Seeking Program Support
    - In---Kind
    - Sponsorships
    - Commissioners Court
- Partnerships (Internal and External)
- Managing Fee---Based Programs
- Cash and Risk Management

New agents will begin the P4 program cycle at the earliest session after they have completed their First Step month. In general, new Agents will have completed all three sessions within the first 18 months or less of employment with Extension. Upon completion of the last session, a standard evaluation will be given to the agent for completion and return to Organizational Development. This evaluation will be reflective of the entire P4 program, to help ensure consistent implementation across the state.