

TOTARA: **ONBOARDING WITH WATTS WATER**

*This is a transcript of a video
on the Totara Academy*



INTRODUCTION.

My name is Rebecca Braunert-Plunket. I'm the e-learning Program Manager at Watts. Watts is a water technology company and part of my responsibility is to work together with HR to ensure that our employees are trained and onboarded adequately.

How many people do you onboard at your organisation in general?

That is a rather difficult question because we do have, daily HR sync from our HR management suites.

So it could be that we have 10 people onboarding on a day and on other days it's just one or two people a week. So it's really a consistent flow, but not, we can't really put metrics on this.

How do you get new starters into your system?

So the first step is our nightly HR sync feed from our HR system workday into Totara. And so the moment the accounts have been created, it's going to be either word of mouth, whether the manager does ask the employee to log into the system or the other system notification that gets generated when employees are auto assigned into one of our onboarding programs.

What does the first interaction with the system look like to the user?

So first interaction, new user might or might not be overwhelmed by auto assigned content that comes in through our, through our audience synchronization. Nowadays, it's like really important to have, um, IT onboarding to ensure that everybody is aware of security risks. We have our quality modules that are immediately assigned to users and we do have, um, other IT related security programs as well as our code of business conduct.

So we basically get our employees started on the right foot with mandatory programs. But in addition to this push assignment, we do have our course catalog that has an onboarding section that allows our employees to pull relevant information as well. I'm going to click on this now, and that will show you a selection of courses from the welcome by our CEO to virtual facility tour that illustrates other facilities that are global Watts facilities to, um, courses that are going to be very useful in, uh, the employee's life at Watts, when it comes to global brand identity and other relevant courses.

How do you make the onboarding experience personal for each user as they come onto the platform?

So one way of personalising, at least the original experience is the messaging that is attached to our learning programs, where we do have a welcome message.



**How do you make new starters come back to the system?**

So one of the things that is going to ultimately bring back our learners, of course, is our Learn and Earn program. But we also have these built in due dates that we do follow up through Totara system generated messaging.

How do you report on your employees onboarding experience?

Well, reporting itself, we do have scheduled reporting to managers and to content owners that is based on these enrolments so that they can follow up with employees directly. And we do utilise, we have training modules that were created just for managers that illustrate the team functionality and help them to run reports on their team, schedule these reports and just stay on top of their employees' learning.

Overall, how has Totara helped Watts onboard new starters?

At this point in between this kind of pool and push option. That's pretty much all we have. We used to highlighted LinkedIn Learning as well on our dashboard to just give people more choices in exploring skills they want to develop. But that is pretty much all I would like to highlight.

There is one thing we do have a specific onboarding program in the sense of product training, which contains a path to about 70 courses that are product related, which we assign in channel product management, some people and anybody who would be interested in learning about Watts product has.

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