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INTRODUCTION

Welcome to the New Supervisor Onboarding Program.

The New Supervisor Onboarding Program (NSOP) is designed to help new supervisors get successfully up and running in their new roles.

The NSOP is a five-month process that begins in the first week of the supervisor's new role and focuses on critical elements of onboarding that go well beyond new supervisor courses.

By providing an onboarding experience that hallmarks SoCalGas' standard for championing people and shaping the future, managers beneficially contribute to a supervisor's development, ongoing performance, and commitment to the organization.

ABOUT THIS GUIDE

This guide has been created to assist managers as they support new supervisors through the onboarding process.

This guide provides information on:

- The purpose and benefits of a structured onboarding process
- Defining the NSOP program roles
- Onboarding components, conversations, and timeline expectations
- Onboarding tools and resources

NSOP MANAGER CHECK-IN FORMS

Along with this guide, there are six NSOP Manager Check-in forms (6) located in the NSOP Learning Plan, to be used by managers at each scheduled check-in milestone, to guide and track onboarding progress.

NSOP is a five-month program, beginning in the first week of the supervisor's new role.

Guides can be used electronically or printed.

7, 30, 60, 90, 120, and 150 Day NSOP Manager Check-in Forms will guide and track NSOP milestone progress.

THE ONBOARDING EXPERIENCE

Onboarding is the process of getting an employee up-to-speed in their new role; a process that goes beyond new employee orientation and training courses.

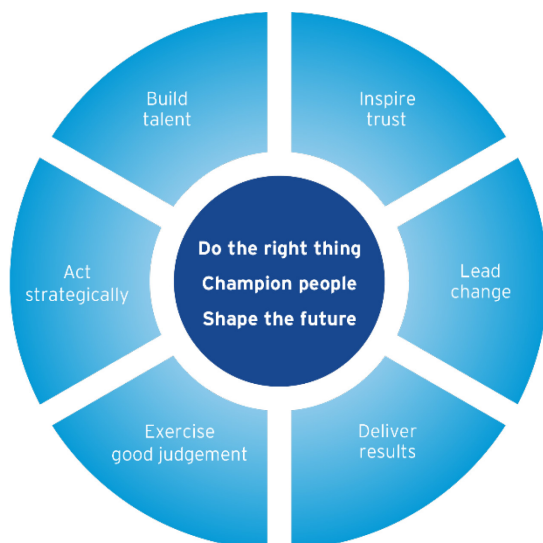
The onboarding process ensures every effort is made to engage, develop, and validate a supervisor's decision to take on their new role in the organization.

The benefits of onboarding include:

- Reflects how much an organization values its employees
- Drives employee engagement and retention
- Builds trust and alignment
- Fosters consistent and effective role and leadership development
- Decreases time to proficiency

SEMPRA LEADERSHIP VALUES & COMPETENCIES

Onboarding is instrumental in employee retention, development, and performance success. It aligns with Sempra's Leadership Values and Competencies and contributes to making them a reality.



"New employees who went through a structured onboarding program were 58% more likely to be with the organization after three years."

"Organizations with a standard onboarding process experience 50% greater new-hire productivity."

- Click Boarding,
HR/Onboarding Specialists

Leadership Values:

- Do the right thing
- Champion people
- Shape the future

Leadership Competencies:

- Build talent
- Inspire trust
- Lead change
- Deliver results
- Exercise good judgement
- Act strategically

For more on: [Sempra Leadership Values & Competencies](#)

MANAGER AND EMPLOYEE RELATIONSHIP

A manager's investment in the onboarding of new supervisors is critical to their development success. The investment of time and intention confirms the value of the supervisor and their role in the team and organization.

A manager's investment in the onboarding process and meaningful support of the supervisor's efforts can:

- Foster a manager/supervisor relationship of trust
- Drive engagement and results
- Increase integration and connection to the organization
- Encourage open and timely communication
- Set the tone for ongoing learning and development
- Decrease turnover

"It can cost a company 6-9 months of an employee's salary to identify and onboard a replacement."

- SHRM

*"You [leader/manager] have by far the greatest influence on the distinctive local experience of your team.
This is a weighty responsibility, but at least it's yours."*

– Marcus Buckingham,
9 Lies About Work

NSOP ROLES

There are four primary roles in the NSOP.

Supervisor	Owns the onboarding process and development efforts.
Manager	Provides primary onboarding support. Supports and monitors onboarding and development progress.
Key Business Contact*	Provides further clarification on NSOP course (or on-the-job [OTJ]) information as needed.
Peer Sponsor	Supports supervisor's acclimation to role and business/team culture.

*HR, Safety, Legal, ECS, Labor

Peer supervisor from same or neighboring business team.

SUPERVISOR-OWNED DEVELOPMENT

As with all employees, ownership of the onboarding experience, and continued performance and development efforts, belongs to the supervisor.

The supervisor's manager owns initiating, supporting, and monitoring the onboarding process, and supporting the supervisor's success.

The benefits of a supervisor-owned onboarding process are:

- Fosters ongoing supervisor-owned knowledge/skill development
- Enables development and career autonomy
- Establishes performance expectations
- Drives accountability

The quality and outcome of the onboarding program is a direct result of a manager's commitment and contribution to the process.



"Organizations have more success with engagement and improve business performance when they treat employees as stakeholders of their own future and the company's future." -Gallup (Jim Harter and Annamarie Mann)

NSOP ROLES

PEER SPONSORS

Engaging a peer sponsor* means partnering a new supervisor with an experienced supervisor to support the onboarding process. The purpose is to help the new supervisor become better acclimated to the job and team/department culture. In addition to benefitting the new supervisor, this practice promotes team collaboration and cohesion.

PEER SPONSOR SELECTION

Selection of a peer sponsor is critical for success. When selecting a peer sponsor, consider someone who is:

- Genuinely interested in being a peer sponsor
- Has strong interpersonal and communication skills
- Demonstrates an understanding of and commitment to the organization and department values, goals, and responsibilities
- Possesses strong job knowledge, skill, and experience, and demonstrates a willingness and desire to share it
- Actively collaborates and builds partnerships

Once a peer has been selected, schedule time to discuss why the sponsor was selected (qualifications and attributes) and agree on the assistance they will provide during the onboarding process, including:

- Purpose and expectations of the onboarding process, and the sponsor's role and responsibilities in it
- Onboarding support tasks delegated to the peer sponsor
- Communication expectations



*Peer Sponsors are selected by the manager.

Peer sponsors create value in the onboarding process by providing direction and clarification around department/team expectations, communication, and responsibilities.

If a peer is not available in the same department, a supervisor from a neighboring, related, or stakeholder department can be asked.

The role of a peer sponsor is intended to compliment the manager's onboarding role, not replace it.

Peer Sponsors should be selected and ready to support the supervisor no later than Day 30.

NSOP ROLES

KEY BUSINESS CONTACTS

Key Business Contact Check-ins provide opportunities for new supervisors to meet with subject matter experts and gain a deeper understanding on course topics.

To do this, the NSOP suggests new supervisors reach out to key business contacts and request time to further discuss training and business topics.

CHECK-IN BENEFITS

- Supervisors are empowered to ask questions and seek a deeper understanding of the related business
- Business contacts can help new supervisors understand how information relates to their business
- Business partnerships are fostered through the conversations

CHECK-IN DETAILS

- Conversations are optional and requested on an as-needed-basis
- Meeting request sent by the supervisor
- Supervisors should speak with their managers before reaching out to business contacts
- Conversations are led by the supervisor - Questions to assist with leading the conversation are in the resources section of this guide
- Key Business Contact Check-ins are not tracked in My Info/LMS



Business contacts primarily refer to departments related to NSOP training courses:

- Human Resources
- Safety
- Labor & Relations
- ECS

Questions to assist supervisors with leading a beneficial conversation are located in the resources section of this guide:

Go to [Key Business Contact Resources](#)

Key Business Contact Check-ins are not tracked in My Info/My Learning

NSOP ROLES

MANAGERS

Manager Check-ins are regularly scheduled meetings for managers to support a new supervisor's efforts, provide guidance, and assess onboarding and performance progress.

Along with getting to know the supervisor and building a relationship, onboarding check-ins are designed to effectively and consistently expedite the supervisor's development into the role and promote continued engagement and success.

Manager/Supervisor Check-ins provide beneficial opportunities to:

- Get to know new supervisors and discover what they bring to their role and the organization
- Help the supervisor establish how their role fits into, and supports, the organizational 'big picture'
- Communicate timely team and department updates
- Provide awareness and insights on current business trends, goals and issues that impact the supervisor and team
- Answer questions
- Envision the future and plan for success

Additional check-in development opportunities include:

- NSOP training debriefs
- Setting short and long-term goals
- Seeking self-directed learning opportunities



Go to [Guide Resources](#)

"Focus on each person's strengths and manage around his weaknesses. Don't try to fix the weaknesses. Don't try to perfect each person. Instead do everything you can to help each person cultivate his talents. Help each person become more of who he already is." — Marcus Buckingham, *First, Break All the Rules*

Managers may decide to delegate some of the onboarding activities and/or conversations to another team member. If so, prepare to still assess progress and provide insight during the Manager/Supervisor Check-ins.

NSOP ROLES

MANAGERS

TRAINING DEBRIEFS



Training prep and debrief discussions give supervisors the opportunity to prepare for and process the knowledge obtained during NSOP eLearning and virtual instructor-led (VILT) courses.

- Assess the supervisor's understanding of course content and expectations
- Answer questions and provide further clarity
- Align the knowledge and skills obtained from NSOP courses to local business needs and expectations
- Gain an understanding of how the supervisor plans to use the information learned to manage their work and lead their team

In the NSOP Resources section of this guide, you will find talking points and questions to assist with guiding training debrief conversations.

You'll notice the questions in this guide have no answers. The reason for this is, answers to these questions can change depending on the supervisor's experience, business responsibilities, etc.

To accommodate local business processes and expectations, questions in this NSOP guide should be answered by the supervisor, with assistance from the manager*.



Go to [Training Debrief Resources](#)

The focus on pre and post training discussions:

- **Training prep** provides an opportunity to set training expectations and answer questions leading into the course

Takes place during the Manager Check-in that precedes the training date.

- **Training debriefs** provide an opportunity to discuss how the knowledge gained in training can be applied in the supervisor's environment.

Takes place during the Manager Check-in, following the training date.

*Managers assist with all guides/plans except those related to Key Business Contact Check-ins.

NSOP ROLES

MANAGERS

SHORT & LONG-TERM GOALS



Identifying short and long-term goals during the onboarding process enables supervisors to make intentional and specific contributions. Goals create opportunities early on for the immediate and long-range success of the supervisor's development and team well-being.

Goals create opportunities for immediate and long-range success, promoting the supervisor's engagement and performance strength.

SELF-DIRECTED LEARNING



Self-directed learning gives supervisors the autonomy to assess their own learning needs and identify development opportunities that will benefit their performance success.

The practice of self-directed learning promotes ongoing, independent knowledge and skills development; it also increases a supervisor's ability to align learning with their unique interests, strengths, and purpose.

KEY BUSINESS CONTACT PREP & DEBRIEFS



Making time to prep for and debrief a supervisor's check-ins with key business contacts, makes it possible for managers to share their insight and guidance before and after the meeting.



Go to [Short & Long-Term Resources](#)

Go to [Self-Directed Learning Resources](#)

Primary Contacts:

- HR Business Partner
- ECS
- Labor & Relations
- Safety

Go to [Key Business Contact Resources](#)

NSOP ROLES

MANAGERS

FINAL CHECK-IN

The final check-in concludes the NSOP. Following the five-months of onboarding support and development supervisors will have:

- Met with their manager* throughout the program to support their acclimation to the role and organization; align learning and development to role and job expectations; and support the development of a fruitful manager/supervisor relationship
- Completed all NSOP eLearning and VILT courses
- Planned and completed short and long-term goals** that enable assessment of team and function, and plan accordingly for the future
- Identified and completed self-directed learning that supports independent and continued development into their roles
- Held any key business contact discussions needed to increase topic knowledge and support cross-functional partnerships
- Partnered with a peer sponsor (if applicable) to deepen their understanding of team and department expectations and culture, and build team relationships

The final check-in should include a discussion about:

- The supervisor's insights on the onboarding experience
- Agreement on continued and future performance and development expectations/goals
- Agreement on ongoing performance conversations



*A minimum of five (one per month) Manager Check-ins

**Goals may be completed after the NSOP has ended, depending on purpose and milestone expectations.

NSOP TIMELINE

NSOP begins the first week of the supervisor's new role and continues for five (5) months.

Outlined below are the NSOP timeline and activities.

7 Days		Onboarding kick-off check-in with manager & supervisor*
		Peer sponsor** introduction - partnership established (<i>for next 5 months</i>)
		NSOP eLearning courses begin
30 Days		Manager/Supervisor Check-in (<i>one per month minimum</i>) *
		New Supervisor Orientation - Virtual Instructor-led (VILT)
		NSOP eLearning courses continued
		NSOP VILT courses begin (<i>as prerequisite permits</i>)
		Short-term goals established
45 Days		Key Business Contact Check-in(s), as needed
		<i>All NSOP eLearning courses should be completed</i>
		Manager/Supervisor Check-in (one per month minimum) *
60 Days		NSOP VILT courses continue
		Long-term goals established (<i>short-term goals continue</i>)
		Key Business Contact Check-in(s), as needed

*Manager Check-in forms (Day 7 to Day 150 Days) are found in [My Learning](#)
(Path to My Learning: *Gaslines>My Info>My Learning*)

**Peer Sponsor should be selected and ready to support the new supervisor no later than Day 30

NSOP TIMELINE

NSOP timeline and activities, continued.

90 Days		Manager/Supervisor Check-in (<i>one per month minimum</i>) *
		Long-term goals plan established
		Self-directed learning plan established
		Key Business Contact Check-ins requested, as needed
		<i>All NSOP VILT classes should be completed</i>
120 Days		Manager/Supervisor Check-in (<i>one per month minimum</i>) *
		Long-term goals continue
		Self-directed learning continues
		Key Business Contact Check-ins requested, as needed
150 Days		Final Manager/Supervisor Check-in*

*Manager Check-in forms (Day 7 to Day 150 Days) are found in [My Learning](#)
(Path to My Learning: *Gaslines>My Info>My Learning*)

NSOP TIMELINE DETAILS

BEFORE START DATE (MANAGER)

- Review onboarding guide and prepare to hold check-in conversations with the supervisor
- Select and prepare the peer sponsor (optional)
- Notify team, and neighboring teams, of the supervisor's arrival
- Identify key business contacts
- Schedule and plan for the Kick-off Check-in

NSOP begins the first week of the supervisor's new role and continues for five (5) months.

Outlined on the next few pages are NSOP milestones dates and the activities completed in and/or by the timeframes (7 days, 30 days, etc.).

7 DAYS

- Kick-off Check-in – Manager and Supervisor*
 - Discuss NSOP goals and expectations
 - Share the organization's vision/goals and the impact of the department, team, and supervisor's role
 - Establish communication expectations
 - Schedule future check-ins with the supervisor
 - Assess learning needs and determine the NSOP eLearning course order
- Discuss and agree on short-term work goals and timelines
- Introduce supervisor to peer sponsor
- Supervisor begins NSOP eLearning courses

The first week kick-off check-in is a critical milestone of the NSOP; setting the tone for onboarding expectations and celebrating the supervisor's decision to join the team.

eLearning course order is determined by the supervisor's learning needs.

Manager Check-in forms (Day 7 to Day 150 Days) are found in Go to [My Learning](#) (Path: *Gaslines>My Info>My Learning*)

Go to [My Learning](#)

NSOP TIMELINE DETAILS

30 DAYS

- Attend Manager/Supervisor Check-in*
 - Debrief completed eLearning courses
 - Follow up on previous training topics, as needed
 - Discuss and update supervisor's short-term goals
 - Determine Key Business Contact Check-ins needed, if any
 - Peer sponsor updates, if applicable
- Supervisor attends New Supervisor Orientation (VILT)
- Supervisor continues NSOP eLearning courses
- Supervisor registers for NSOP VILT classes (as prereqs permit)
- Supervisor requests/attends Key Business Contact Check-in(s)**

*Manager Check-in forms (Day 7 to Day 150 Days) are found in Go to [My Learning](#)

(Path: *Gaslines>My Info>My Learning*)

**As needed

45 DAYS: All NSOP eLearning courses should be completed

Go to [My Learning](#)

60 DAYS

- Attend Manager/Supervisor Check-in*
 - Debrief VILT training attended
 - Follow up on previous training topics, as needed
 - Determine Key Business Contact Check-in needed, if any
 - Discuss short-term goal progress
 - Establish long-term goal(s) plan
- Supervisor attends NSOP VILT classes (as prerequisites permit)
- Supervisor requests/attends Key Business Contact Check-in(s)**

*Manager Check-in forms (Day 7 to Day 150 Days) are found in My Info/My Learning

**As needed

NSOP TIMELINE DETAILS

90 DAYS

- Attend Manager/Supervisor Check-ins*
 - Follow up on previous training topics, as needed
 - Discuss ongoing short and long-term goal progress
 - Establish self-directed learning opportunities plan
 - Determine Key Business Contact Check-in needed, if any
- Supervisor continues long-term goal plan
- Supervisor implements self-directed learning plan
- Supervisor requests/attends Key Business Contact Check-in**
- Supervisor completes VILT courses

All NSOP VILT courses should be completed within **90 days** from onboarding/week one start date.

120 DAYS

- Attend Manager/Supervisor Check-ins*
 - Follow up on previous training topics, as needed
 - Discuss supervisor's short and long-term goal progress
 - Discuss self-directed learning progress
 - Determine Key Business Contact Check-in needed, if any
- Supervisor continues long-term goal(s)
- Supervisor continues self-directed learning
- Supervisor requests/attends Key Business Contact Check-in(s)**

*Manager Check-in forms (Day 7 to Day 150 Days) are found in My Info/My Learning

**As needed

NSOP TIMELINE DETAILS

150 DAYS - END OF PROGRAM

- Attend Manager/Supervisor Final Check-in*
 - Debrief final training(s) attended since the last check-in
 - Agree on the expectations of any ongoing goals
 - Discuss and agree on ongoing development opportunities and expectations
 - If a peer sponsor has supported the onboarding process, discuss how recognition and appreciation for their support can be shared with them

The final check-in brings the NSOP program to a close. Finalize NSOP discussions and determine what moving forward will look like.

Permanent long-term goals should be entered in My Info.

NEW **SUPERVISOR** ONBOARDING
RESOURCES

NSOP WEBSITES

NEW SUPERVISOR ONBOARDING PROGRAM (NSOP) WEBSITE

The NSOP website provides essential tools and resources for supervisors and their managers to successfully implement the onboarding process.

Go to [New Supervisor Onboarding Site](#)

MY LEARNING: NSOP COURSES AND TRACKING

Located in Gaslines/My Info, the My Learning site enables supervisors and their manager to manage registering for NSOP courses and track progress.

Go to [My Learning](#)
Path: *Gaslines>My Info>My Learning*

NSOP CONVERSATION QUESTIONS & ACTION PLANS

In this Resource section, you will find several guiding interactive documents. Some contain questions to assist with conversations and others action plans for setting goals and self-directed learning.

*Supervisors use questions to lead conversations and seek insights and answers from Key Business Contacts.

All the interactive guides are meant to be managed by the supervisor. The supervisor will fill out the guides/plans, seeking assistance from the manager* for answers and guidance.

Guides can be used electronically or printed.

This guide contains one of each conversation/question guide and action plan documents; additional documents (for multiple training prep, debrief, etc.) are located on the NSOP SharePoint site.

NSOP COURSES

ELEARNING COURSES

All eLearning courses (self-paced) are required to be completed within 45 days of the supervisor's start date. NSOP eLearning courses can be taken in any order, as the supervisor deems best for their development needs.

- New Supervisor Onboarding Program Overview (*Brief summary*)
- Introduction to DiSC® and Catalyst for People Leaders (*Pre-requisite for New Supervisor Orientation*)
- Working with Medical Leaves of Absence
- Reasonable Accommodations and the Interactive Process
- Worker's Compensation: What Supervisors Need to Know
- Leading Performance Management Conversations (*Pre-requisite for the VILT Leading Performance Management Conversation*)
- Employment and Compensation Law
 - Employment & Compensation Law/ Part 1- Terms & Concepts (PDF Document)
 - Employment & Compensation Law/ Part 2- Pay & Work Schedule (PDF Document)
 - Employment & Compensation Law Knowledge Check (eLearning course)
- What is Labor Relations?
- Supervisor and Employee Safety Responsibilities (Pre-req for vILT Safety Essentials for Supervisors)
 -



Go to [My Learning](#)

Path: *Gaslines>My Info>My Learning*

All eLearning courses must reflect in My Info/My Learning as completed within the first 45 days.

NSOP eLearning courses can be taken in any order.

NSOP COURSES

NEW SUPERVISOR ORIENTATION

Mandatory, virtual instructor-led sessions (VILT) to assist supervisors with launching their new role. Divided into three sessions, on consecutive days, New Supervisor Orientation (NSO) topics include:

1. Welcome to the Role of Supervisor
2. Leadership and Purpose
3. Tools of Leadership

Facilitated by Organizational Effectiveness, the NSO is offered monthly, so supervisors can attend within 30 days of assignment.

VIRTUAL INSTRUCTOR-LED (VILT) COURSES

VILT courses provide new supervisors with an opportunity to connect with colleagues and business leaders, hold topic discussions, and practice skills training with a guided facilitator.

All VILT courses should be completed within **90 days**.

NSOP VILT Courses are:

- Leading Performance Management Conversations
 - Prerequisite: *Leading Performance Management Conversations* eLearning
 - Offered bimonthly
 - Location: Virtual
 - Facilitated by Organizational Effectiveness
- SFUGN153 Safety Essentials for Supervisors
 - Prerequisite: (1) Safety Essentials eLearning classes
 - Offered bi-monthly
 - Location: Virtual
 - Facilitated by: Safety Department



[Go to My Learning](#)

Path to My Learning:
Gaslines>My Info>My Learning

VILT courses can be registered for in My Learning and attended once pre-requisite courses are completed.

NEW **SUPERVISOR** ONBOARDING

TRAINING DISCUSSIONS Course Name

PRE-TRAINING

What do you hope to gain from this training?	
What questions do you have going into this training?	
What support do you need?	

TRAINING DEBRIEF *(During or end of training)*

What insights have you gained from this training?	
Are there any questions or areas that need clarification? Is time with Key Business Contact needed?	
How do you plan to apply this information? How will this information help you lead your team?	
What is important to consider about applying this course information locally?	
Key Business Contact	

Duplicate forms located in the NSOP site. Go to [NSOP Site](#)

SHORT AND LONG-TERM GOALS

PURPOSE of SHORT and LONG-TERM GOALS

The NSOP includes establishing short and long-term goals for the purpose of deliberately and strategically contributing to the role and organization.

Short and long-term goals enable new supervisors to apply their previous experience and newly obtained knowledge and skills to immediate role contributions and future accomplishment investments.

BENEFITS of SHORT and LONG-TERM GOALS

The benefits of short and long-term goals are critical to role development and performance success, in that:

- **Short-term goals** engage supervisors early on and enable them to gain momentum and success at the onset of their new role
- **Long-term goals** provide an opportunity for supervisors to assess, plan for and invest in the future.

PROGRESSION of SHORT and LONG-TERM GOALS

The assignment of establishing short-term goals at the beginning of the NSOP program, and long-term goals at the middle to backend of the program, is for two purposes:

- To accommodate the NSOP course completion timeline; NSOP courses require a supervisor's primary focus at the beginning of the program
- Long-term goals (established mid-program) allow supervisors to become acquainted with role and environment before making a long-term goal investment



Typically, short-term goals take days or weeks, while long-term goals can require months and even years to complete.

Forms for planning and discussing short and long-term goals can be found on pages vi & vii (Resources)

SHORT AND LONG-TERM GOALS

EXAMPLES OF SHORT-TERM GOALS

- Learn a role and/or team related process or procedure
- Meet with peers to understand the local team culture
- Hold team meeting(s) to gather insights on team and organization history
- Hold team meeting(s) to obtain feedback and share insights on future possibilities and expectations
- Meet with team members/employees individually
- Visit and observe employees in their environment
- Attend *[name here]* meeting(s), to gain a better understanding of the function or project

Forms for planning and discussing short and long-term goals can be found on pages vi & vii (Resources)

EXAMPLES OF LONG-TERM GOALS

- Foster employee/team relationships and build trust
- Assess team development needs and collaborate on/create an action plan for growth and success
- Implement and evaluate the team development plan (above)
- Analyze business group data, interpret results and trends, and make recommendations to address them
- Lead a project
- Implement a change initiative
- Build and maintain productive key business partnerships and collaboration

NEW **SUPERVISOR** ONBOARDING

GOAL PLAN

Permanent NSOP, individual performance and development goals should be entered in My Info.

Name			
Description <i>Details & measurement</i>			
Dates	Start	End	Actual
Resources <i>Materials, tools, etc.</i>			
People <i>Partnerships, support, etc.</i>			
Observations & Follow up			
Milestone <i>Long-term goal</i>	Start	End	Description:
Milestone <i>Long-term goal</i>	Start	End	Description:
Milestone <i>Long-term goal</i>	Start	End	Description:

Duplicate forms located in the NSOP site. Go to [NSOP Site](#)

GOAL PLAN DISCUSSION

Why this goal? What do you hope to achieve?	
What will success look like?	
What challenges/obstacles do you anticipate?	
What support do you need?	

GOAL DEBRIEF

During or end of goal

How is it going?	
Has the experience been as you expected? Why?	
What obstacles/challenges? How did you address them?	
What are your next steps?	
What support do you need?	

Duplicate forms located in the NSOP site. Go to [NSOP Site](#)

SELF-DIRECTED LEARNING

Self-directed learning describes the process in which individuals define their own learning and development needs and determine the method in which they will learn.

The process of self-directed learning includes:

- Defining the learning objective/goal(s)
- Identifying the resources and/or relationships needed for learning
- Choosing and implementing the appropriate method of learning to meet the goal

METHODS OF SELF-DIRECTED LEARNING

Self-directed learning can include informal methods of learning such as, on-the-job-training, conversations with subject matter experts, etc., and formal or structured methods of learning, as with classroom training, webinars, workshops, etc.

NSOP TIMING OF SELF-DIRECTED LEARNING

Self-directed learning follows NSOP eLearning courses and VILT classes, to further build gained knowledge and skills, and identify and develop new areas of learning.

Forms for planning and discussing self-directed learning can be found on pages xi & xii



Self-directed learners, who invest in ongoing learning and development, typically display attributes of being goal and solutions-oriented, self-motivated, innovative, focused on performance growth, and encouraging that of their team.

Self-directed learning should not be approached as busy work; it is a strategical approach to further learning and development.

Forms for planning and discussing self-directed learning can be found on page vi & vii

SELF-DIRECTED LEARNING METHODS

INFORMAL METHODS

- Observational learning: Watch/shadow real-life examples of processes, skills, etc. (peers, employees, subject matter experts, etc.)
- Topic discussions with peers and key business contacts
- Viewing topic-related videos (e.g., Ted Talks, etc.)
- Reading topic-related articles and books
- getAbstract-book summaries (SoCalGas University)
- Listening to podcasts
- Participating in forums
- Workplace mentoring and discussions with seasoned employees/peers and subject matter experts (key bus. contacts)
- Social media: Industry, leadership, and business management information, news, and trends can be located via LinkedIn, Facebook, and other social media outlets
- SoCalGas guest speakers and panel discussions
- Volunteering/helping others provides an opportunity to learn new skills and strengthens our ability to learn quickly and act efficiently.
- Participating in book clubs

FORMAL OR STRUCTURED METHODS

- Mentor coaching
- LinkedIn Learning courses: available via Gaslines/SCG University
- Topic-related seminars and workshops
- MOOCS (Massive Open Online Courses)
- Lunch and learns

Go to [SoCalGas University](#)

Go to [Gaslines](#)

Listed are just a few of the many formal and informal self-directed learning options to choose from.

Forms for planning and discussing self-directed learning can be found on pages xi & xii

SELF-DIRECTED LEARNING PLAN

Name			
Learning objective <i>Learning need to meet, Knowledge/Skill to gain</i>			
Dates	Start	End	Actual
Resources <i>Materials, learning registration/access, etc.</i>			
People <i>Partnerships, support, etc.</i>			
What do you hope to gain from this learning?			
How will you use this knowledge and/or skill?			

Duplicate forms located in the NSOP site. Go to [NSOP Site](#)

SELF-DIRECTED LEARNING DISCUSSION

PRE-LEARNING QUESTIONS

What do you hope to learn or develop?	
What will you do with this knowledge/skill?	
What will success look like?	
What challenges/obstacles do you anticipate?	
What support do you need?	

DEBRIEF QUESTIONS *During or end of learning*

How is it going? What progress have you made?	
Has the experience been as you expected? Why?	
What obstacles/challenges? How did you address them?	
What are your next steps?	
What support do you need?	

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KEY BUSINESS CONTACT DISCUSSION

Business Contact Name and Department:

Meeting Date/Time:

Courses related to this business functions:

QUESTIONS

What is the most important information a supervisor can have related to this function?	
What are the best practices related to this function?	
What trends, current issues, or upcoming changes should a supervisor be aware of?	
What are some common pitfalls related to this function?	
What do you know now, that would have been helpful to know sooner?	
Additional questions or areas that need clarification:	

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