



New Hire Onboarding

An effective onboarding experience results in a welcome and inclusive workplace, engaged staff that are committed to your company's success, and employees that want to stay.

Before an Employee's First Day

Three to five days before an employee arrives to work, take time to:

1. Welcome your new hire with a phone call or e-mail to let them know how happy you are to have them join your team. Be sure to include details about:
 - Dress code requirements
 - What time to arrive
 - Where they should park
 - What entrance to use
 - Who will greet them
2. Prepare for their first day of work by having tools and technology ready (phone, computer, access codes, etc.), complete outstanding HR paperwork, and set an agenda/plan for their first week.

**GREAT ONBOARDING STRATEGIES =
EMPLOYEE RETENTION & BUSINESS SUCCESS**

An Employee's First Day of Work

The following tips will help you make a great first impression with your new employee — as much as you are evaluating them, they are evaluating you as their new employer:

1. Take your new employee on a tour of your workplace and introduce them to team members.
2. Ensure payroll details are set up and all HR paperwork is complete.
3. Provide your employee with a two-week work/shift schedule, if possible.
4. Assign a 'work buddy' who can be a support person for your new employee throughout the onboarding process. Choose an experienced employee who is a champion of the workplace culture you want to reinforce — make sure your 'buddy' is prepared ahead of your new employee's first day!
5. Explain the hidden rules of your workplace:
 - When/where do staff eat lunch?
 - How long is the lunch break?
 - How often can breaks be taken?
 - If they are a smoker, where should they go?
 - Is it okay to have personal phones on them and can they check their phone anytime?
 - Where do they store their personal belongings?



Take care of your employees and they will take care of your business. It's as simple as that.

- Richard Branson

An Employee's First Day of Work... continued

6. Share information that will set your new employee up for success
7. Ask your new employee about their personal life:
 - Do they have any transportation or child care challenges?
8. Explain how your new employee should handle unexpected personal circumstances or if they are sick, such as who to call, when, and how.

The First Week of Work

Follow up with your new employee on day three and on the last day of the first work week. Ask questions about how they are doing, what training is needed, and ways you can support their new job experience.

“Train people well enough so they can leave, treat them well enough so they don't want to.”

- Richard Branson

Ongoing Employee Check-in

Continue to ask your new employee questions about how they are doing, how support they receive from their 'work buddy' is going, and how you can help. Consider conversations about their training needs and positive feedback.



New Hire Needs

The socialization of your new hire is important, there are multiple levels of it. The 4 C's:

- **Compliance** - Teaching new hires the basics, rules and regulations with regards to policy
- **Clarification** - Ensuring that your new hires understand all the expectations of their job
- **Culture** - Providing a sense of the company culture norms
- **Connection** - Relationships that new hires must form with others

Resource: venngage.com/blog/onboarding-process/

flemingemploymenthub.ca