

## BEFORE THE FIRST DAY

You should establish communication with new starters before their first day. This will help them feel like they are a part of the team and makes the first few weeks less stressful and intimidating.

- Send an initial welcome email to the new hire, with details about their start date and essential information.
- Connect with the new hire on LinkedIn.
- Follow up your welcome email with additional email communications that cover topics such as:
  - Expected dress code.
  - Start date reminder.
  - Parking information.
  - Schedule of their first day at the office.
  - What they should bring with them to work.
  - Optional: Information on organisational culture or other helpful information for understanding your office.
- Inform the new starter of any apps or tools they will be using that they will need to download before their first day; e.g. a payroll or time and attendance app.

## ORGANISE AND STREAMLINE THE PAPERWORK

Scout Talent :Onboard is an onboarding and paperwork tool that can be used to identify, send, store, and track the status of all important paperwork needed to induct a new employee.

Some of the important documents that you should send to the new hire include:

- Employment contract.
- Position description.
- NDA (if applicable).
- Tax file number declaration.
- Superannuation fund details.
- Banking details.

## REITERATE YOUR VALUES

Your new hire will have learned about your organisation from their own research prior to any interviews, or during the recruitment process. But now that they are on board as an employee, you should properly introduce them to the values they will be expected to uphold.

- Walk through your values in detail.
- Allow new starters time to review your employee handbook (if applicable).
- Give examples of people demonstrating the organisation's values.
- Discuss any flexible hours and break policies.

## MAKE INTRODUCTIONS

Making introductions during onboarding leads to better connections between both new employees and existing employees, and helps to make everyone feel more comfortable.

- Introduce the new hire to their direct team and manager/s.
- Tour them around the office to introduce them to the wider team.
- Arrange for new starters to meet and speak to a representative from each department, so they can understand what each team does.




## CONNECT THEM WITH THEIR BUDDY

Introductions are important. Finding new starters a buddy to help them settle into the workplace is even better.

- A few days before the new starter arrives, ask for a volunteer to be their buddy for their first few weeks.
- Introduce the new employee to their buddy.
- Encourage them to exchange workplace contact information.
- Arrange a time and private space for them to talk and connect.
- Schedule weekly meetings for the new starter to meet with their buddy for the first month.

## PERSONALISE THE SENIOR LEADERSHIP





For new employees, especially those at or near entry-level roles, leadership can sometimes feel distant. That's why it's a good idea to get senior leadership involved in the onboarding process, to humanise the experience and help employees feel more comfortable.

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## INTRODUCE YOUR L&D PATHWAYS

Studies have shown that employees will take a pay cut if there are possible career growth or learning opportunities—that's why introducing your L&D pathways early is important.

Scout Learning's combination of a customisable learning system with specialist support can help to drive your L&D strategy. To best support and deliver L&D pathways, you should:

-  Introduce necessary training, compliance courses or seminars.
-  Show new starters how they can find and enrol in further training or courses.
-  Develop learning and development plans that help new starters achieve their goals.
-  Schedule time for learning.

## HELP THEM FIND EVERYTHING





It's estimated that an employee will take 6 months to a year before they're working at high efficiency, and a big part of that is because of time spent simply finding out where things are.

Reduce this period of adjustment by helping new starters learn where tools and items can be found – by the time they have completed onboarding, they should know where these can be found:

- Stationery supplies.
- Bathrooms.
- Break rooms and/or alternative lunch seating.
- Meeting rooms.
- Computer supplies, such as chargers, wireless keyboards and mice etc.
- Any relevant passwords.
- A phone list (if applicable).
- A list of people within the organisation who are responsible for certain tasks (e.g. who is responsible for ordering stationery and groceries, the fire warden/s etc.)




## GET TO KNOW THEM

Nurture a sense of belonging in your new starters by getting to know them in an environment where they are more comfortable being themselves and aren't 'performing'.

-  Schedule time outside of the office during the first week; a lunch hour works well for this.
-  Find out if there are any dietary restrictions.
-  Find a lunch spot, coffee shop, or other area with space to chat.
-  Put this on the employee's schedule in advance and let managers know that this time needs to stay available.

## HAVE A CELEBRATION

Once the orientation portion of the onboarding process is complete, it's time for a celebration! Celebrating new starters is something everyone in the organisation can look forward to, and further fosters a feeling of belonging.

-  Send an organisation-wide calendar invite.
-  Plan food or games.
-  Allow for time to mingle afterwards; this will give the new starters time to reacquaint themselves with people they've met earlier in the week.

## CHECK IN OFTEN

Onboarding is an ongoing process – and it's especially important to stay proactive in the first few months.

Examples of ways you can check in with the new starters include:

- Ask new starters if they have any feedback about the onboarding process.
- Run regular organisation-wide employee engagement surveys and make note of new starters' responses.
- Ask them after their first few weeks if they feel like they understand the workplace culture and people.
- Check how their weekly buddy meetings are going.
- Make sure they know you are there to support them, and let them know what other options are available for them in terms of support – e.g. Employee Assistance Programs, mental health leave, leaders they can speak to etc.