

# INDUCTING NEW EMPLOYEES

First impressions count and there are fewer times when first impressions are as vital to the quality of the relationships that are forged than when a person starts a new job. The 'right' person can be lost in the first few days if they experience the 'wrong' induction. After making the investment in good recruitment, it's essential that a similar investment is made in high quality induction.

Every new employee should experience a pre-planned induction process designed to cover the major aspects of their job. Essentially, the aim of an induction process should be to make the new person:

- **WELCOME** – feel that they are valued and will fit with the team
- **CONFIDENT** – that they can do the job that has been comprehensively explained to them
- **OPTIMISTIC** – about their future with the company
- **EXCITED** – about the potential opportunities in the role and the company
- **IDENTIFY** – with the company's philosophies and objectives and feel happy and even proud to be part of it

Induction is like the anchor on the ship, the light in a darkened room, the instructions to a great new piece of equipment, the colour on a bland wall. Without it a new employee can drift aimlessly and helplessly; never knowing the possibilities and fail to fully engage with the new company. The inevitable outcome is reduced performance and eventual departure.

It's important to appoint someone to manage each new induction to ensure all areas are properly covered. They could be their direct manager or supervisor, a member of the human resource team or a good administrator who follows the process and secures the cooperation of everyone involved. Appointing a buddy or mentor is another good way of ensuring the induction runs smoothly and the new employee has support close at hand. The choice of mentor or buddy is important. They should be respected people within the team who will share their experiences in company in a positive way and be happy to maintain regular contact to help the new employee settle in. Organising an event such as morning tea, lunch or after work drinks is also a useful way to make new employees feel welcome.

An induction procedure simply needs to cover all the things a new person should know when they start a job. It can be a simple list to go through and discuss or can involve time spent in various parts of the company. The most important thing is that we don't assume an employee has been familiarised with everything they need to know. The only way to be certain is if there is a plan and everyone involved sticks to it.

We've provided a general guide for inducting a new employee which can be amended to suit the specific needs of your company. If you need help designing and conducting a comprehensive induction process, Linked Consulting can provide professionals to assist you. Speak to one of our consultants to find out more.

# INDUCTION CHECKLIST FOR NEW EMPLOYEES

<b>Employee Name:</b>		<b>Position/Job Title:</b>	
<b>Employment Start Date:</b>		<b>Manager/Supervisor Name:</b>	
<b>Mentor Appointed:</b> <b>Yes</b> <b>No</b>		<b>Mentor's Name:</b>	
<p><b>1. <u>Introduction</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Outline of industry, nature &amp; structure of the business</li> <li><input type="checkbox"/> Explain the role of key people in the business, jobs, tasks and responsibilities</li> <li><input type="checkbox"/> Objectives of the business</li> <li><input type="checkbox"/> Outline of key clients and other relevant information</li> </ul> <p><b>2. <u>Employee's Position</u></b> Explain:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> How the job contributes to company's goals</li> <li><input type="checkbox"/> How the job links with other roles in the company</li> <li><input type="checkbox"/> Specific duties and responsibilities (provide job description)</li> <li><input type="checkbox"/> Training/support that is available to help them settle into the role</li> </ul> <p><b>3. <u>Job Introduction</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Introduce to other team members</li> <li><input type="checkbox"/> Show work area and relevant technology – provide passwords, keys etc – explain policies for their use</li> <li><input type="checkbox"/> Familiarise them with the workplace layout, toilets, eating facilities etc</li> <li><input type="checkbox"/> Equipment/supplies - where found, how used</li> <li><input type="checkbox"/> Where using equipment, demonstrate how to operate safely</li> <li><input type="checkbox"/> Meal hours and tea breaks</li> </ul> <p><b>4. <u>Performance</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Outline performance expectations for the role</li> <li><input type="checkbox"/> Set any goals/deadlines for specific areas of the job</li> <li><input type="checkbox"/> Establish communication channels to manage any issues that may arise</li> </ul> <p><b>5. <u>Work Schedule</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Hours of work</li> <li><input type="checkbox"/> Procedure for working overtime or additional hours</li> <li><input type="checkbox"/> How and when holidays can be taken</li> </ul> <p><b>6. <u>Absences</u></b> Reporting absences/late arrivals</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Importance of reporting</li> <li><input type="checkbox"/> How to report</li> </ul> <p><b>7. <u>Salary</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Salary, incentives, when and how paid</li> <li><input type="checkbox"/> Complete relevant forms (tax declaration; superannuation, banking details etc)</li> </ul>		<p><b>8. <u>Personnel Records</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Requirement to immediately notify company of any changes in personal information provided</li> <li><input type="checkbox"/> Obtain details of person to contact in an emergency</li> <li><input type="checkbox"/> Signed Employment Agreement received by company</li> </ul> <p><b>9. <u>Safety &amp; Security</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Occupational Health and Safety Policy, company safety standards/expectations and OHS communication</li> <li><input type="checkbox"/> Show any Safe Work Methods Statements pertaining to the work they will be doing</li> <li><input type="checkbox"/> Show locations of exits and emergency equipment</li> <li><input type="checkbox"/> Explain emergency evacuation procedure</li> <li><input type="checkbox"/> Location of first aid supplies</li> <li><input type="checkbox"/> Highlight any areas of caution</li> <li><input type="checkbox"/> How to report OHS issues (eg hazards, accidents etc)</li> </ul> <p><b>10. <u>Company Policy</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Introduce company policies</li> <li><input type="checkbox"/> Procedures for making phone calls, messages, use of e-mail, protocols for computer use etc</li> <li><input type="checkbox"/> Handling of confidential information</li> <li><input type="checkbox"/> Entry into building outside normal working hours (if applicable)</li> </ul> <p><b>12. <u>Specific Actions To Be Followed Up</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Training</li> <li><input type="checkbox"/> Equipment/uniform</li> <li><input type="checkbox"/> Business cards</li> </ul>	
<p><b>DECLARATION</b></p> <p>Induction Conducted by: _____</p> <p>I have received the above induction, I understand the base requirements of my role and agree to abide by company policy and standards.</p> <p>Employee Signature: _____</p> <p>Date: _____</p>			