



ONBOARDING GUIDE

Congratulations on your new hire! You've made an excellent decision to invest in Mannahouse and your team. As a manager, welcoming new employees can be both exciting and overwhelming. This onboarding guide provides a comprehensive roadmap to help you navigate the process easily and ensure your new employee feels supported and engaged from day one with the tools and resources they need to succeed. Following these steps and best practices will help set your new employee up for success and continue to foster a positive and productive work environment.

As such, there are a few steps hiring managers can take to make your new employee(s) transition smoothly into their new responsibilities. It's essential that your new team member feels like they are valued, and this starts on and before day one.

Step 1: Show your new employees you've been expecting them on the day they arrive. As such, the following items are required three weeks before the start date:

- A. Complete the IT Request form on mannahouseoffice.com (Choose common requests and option 1, "For Supervisor Use." Make a note of any Drives they may need access to, and once they log into their Slack, you can add them to any channels they need. (this is how you request their Mannahouse email address and Slack account and communicate any equipment needs they may have).
- B. Complete the CCB Access Form on mannahouseoffice.com if they need access
- C. Fill out the Key Request Form on mannahouseoffice.com with necessary rooms/door access or special requests. *Please also send a follow-up message to facilities one week before the employee start date so the keys are ready on day one.*

Step 2: Personally reach out to your new employee one to two weeks before the start date

- A. Congratulate them on accepting the new position.
 - Confirm the first-day start time.
Confirm a time to meet with the hiring manager on day 1.

Tips for Success: In your initial one-on-one meeting, ask them to share about themselves and their learning style. It's about more than tasks vs.

people. Is their role technical or interactive? Some learn by manuals and power points. Others want to sit next to employees and learn by mirroring, so make sure their care, coach, and development plan best fits their style as you consider that.

- If it's someone other than the hiring manager, notify the employee of the person they will contact upon arriving or where to find the office.
- Leave a phone # to contact with any questions if necessary
- Follow up with any other pertinent communications, etc.

B. The employee will have also received their ADP login authorizing them to work. As per USCIS, the hiring manager or HR must verify all physical documents in person if not already.

C. Begin their day with a Welcome Gift.

Examples include:

- FT staff: A welcome applicable to their gender and the department assigned to them. This “basket” or goodie bag can be filled with small things like office supplies, snacks, gift cards to Starbucks, or coffee mugs. Insert a welcome card from the team. They will also receive a water bottle and tote bag from HR. (The tote bag can also be used. Hiring managers must coordinate with HR to pick it up at least a week before their start date).
- PT staff: Welcome them with smaller items – A welcome card from the team, a small plant for the desk, snacks, office supplies, etc.

D. Organize a team lunch to welcome them – this can be done either in person or virtually.

E. At your initial meeting, present the new employee with a schedule or ensure they have been sent meeting invites for all team meetings before their start date. The first week at a new job is often filled with questions, confusion, and stress. Make things easier for them by streamlining the schedule. Include an email of the team members they will be working with and, if they have a desk phone, those extension #s.

F. Assign them a “buddy” or mentor they know they can go to with all their questions until they get their feet under them. If possible, this person should be another seasoned team member for training.

G. Plan a job site tour to introduce them to team members and briefly share each one's job. This creates an environment of unity and helps them know

who does what. As part of the tour, point out where the restrooms, workrooms, break room, and conference rooms are located.

- H. Ensure their workspace is ready and workable. I.e., a clean, stocked, and organized workplace such as a desk, office chair, computer, or laptop, supplies, and a monitor if applicable.

Other options to consider:

- Wi-Fi password
- Desk accessories: organizer, file folders, desk trays
- Filing Cabinet
- Bookcase or shelving
- Pens, pencils, erasers, markers, highlighters
- Scissors/stapler/staple remover
- Tape & tape dispenser
- Project planners, note-pads, sticky notes
- Small desk décor
- Garbage containers (waste and recycle)

- I. Let them know that Manahouseoffice.com has all the resources or forms they may need:
- Church Operations: All Church Calendar 2025
 - Screening Form
 - Childcare Form
 - Safety Form
 - IT Request Form
 - A/V Request Form
 - Facilities Repair Form
 - Key Request Form
 - Church Community Builder (CCB): I.e., website, access form, or handbook)
 - Human Resources

- J. Central Support Contacts:

- HR – Anna Zatsepin azatsepin@mannahouse.church
- Room Reservations – Christian Bosje cbosje@mannahouse.church
- Finance – Erin Blakeslee erblakeslee@mannahouse.church

End the day with a friendly conversation: ask how everything went. Do they have any questions/issues? Was there anything that gave them a cause for concern?

ONBOARDING

30 DAYS

- 1:1 Meetings with the hiring manager: Aim for check-ins on days 1, 7, 14, 30, 60, and 90 at a minimum. The employee and manager should set goals and a

development plan early and often to discuss progress, challenges, and any additional development opportunities.

- 1:1 Meetings with HR (day 1 and day 30): Share employee directory, facilities map, mission statement, company history, policies, procedures, etc., and if possible, provide both paper and digital copies to ensure employees can easily access for future reference.

Tips for Success:

- Provide a 2-week schedule if possible: Lunches offsite with various team members to encourage connectivity and relationship.
- Intro video from Pastor Marc to welcome them and share heart, vision, and passion for Mannahouse.
- Tour of departments/campuses: Depending on campus needs, this can be done in person or virtually.
- Training from an assigned mentor: Can be a manager or co-worker. Set a schedule for training and job shadowing.
- Prepare a collection of new hire resources/job manual/documentation for process/procedures

30-60 DAYS

By now, training should be well underway (more involved jobs may take more time for training). Try to introduce small projects to allow employees to apply what they've learned. Focus on getting them comfortable with more routine aspects of the job.

90 DAYS+

- Most jobs will be done with basic training by this time. Some new hires may be working on their own at this point. Start introducing larger projects and responsibilities. Check in that they have all the tools and training to be successful.
- Clarify and refine any areas of responsibility that may still not be clear for the employee.
- Check that your new employee can fulfill all short-term and long-term commitments of the job. Reviewing the job description with them for this meeting may be helpful.

6 MONTHS

- Discuss personal development track: Recommend PBC courses or possible books to read. (What interests them? What areas would they like to grow in?).
- Check in to see if they want to learn new skills to make their job easier (For example, perhaps they didn't expect to use a particular software so much and would appreciate more time to understand it better).
- As your employee transitions out of this phase, it may be good to have them

develop SMART goals (specific, measurable, actionable, relevant, and timely). Please encourage them to set strategic, functional, and personal development goals that benefit Mannahouse as a whole, their specific department or team, and to them personally.