How to…. Nail On-boarding Awesomeness

Pre-Join

You've found the right person. You've negotiated them into the business. Congratulations – you are at the beginning of your journey to employee success….The key here is to make sure every new team member feels part of the team as soon as possible. There is often a lag time between offer and start date, so use the time wisely and don't wait until Day 1.

1. Set up their email as soon as possible before they join (after contracts signed) and share the logins. Not only does this avoid the first day 'oh-my-god-the-logins-don't-work' moments, but also the new team members get to see any internal correspondence, get familiar with what's going on and generally feel part of things.

2. Check-in. Call or email your new team member a couple of weeks before their start date, update them on any news which might be relevant and get them used to hearing from you. It makes them feel special before they even start.

3. You've got Mail! Send each new starter information which will help them see the lay-of-the-land which might include:

★ Some viewing material: Customer or Client interviews & revie*ws/* content from recent events

★ Some more reading material: Employee Handbook/ Key policies/ marketing collateral

★ Some admin basics to complete and return before joining: New starter form/ Bank Details etc.

4. Kit and Caboodle: make sure all the IT kit is there ready to go with all their log-ins and details of how to access. VITAL.

5. Invite them to any All Hands/ Company Meetings before they join

Arrival: The BIG day

6. Be there: this might sound obvious (!) but make sure that you are there to say hello.

7. Welcome Swag: Ideally also have any other swag to make them feel good about joining the company ready for them in a welcome pack. T-Shirt/ stickers/ water bottles/ Personalised notes are just some of the ones I have included beforehand which have received favourable comments

8. Important Paperwork: Take a copy of their passport showing their right to work and upload to their HR file along with their bank details, emergency contacts, P45 and any other documents or details you require.

9. Walk of Shame: introduce the new team member to all in the company

10. Who's hungry? Take them out to lunch to get to know them better and find out what they are hoping to achieve with the business.

Helping them fly….

Most people fail during probation due to poor attitude or mis-alignment of expectations.

1. Take time to outline expectations: everyone can read a contract, but what are the norms in the business?

★ Let them know who people are & what the structure is (walk through the org chart)

★ Clarify their own job role and responsibilities: this includes any reporting requirements, how regularly you will meet and any limits to authority and autonomy,

★ Explain how you communicate internally, what is expected in terms of social media & intranet/ social media sharing

★ Overview of common programs & useful websites and information

★ Schedule weekly 1:1s.

★ Confirm that employee has received and reviewed employee handbook and reinforce main elements.

★ 'From the Horse's Mouth': schedule time for them to find out about the companies' creation from the person who started it & arrange Breakfast/Lunch/ Tea with the Managing Director/ CEO to provide an overview of the Why, the What and the How of the business

★ Set and agree goals/objectives for probation period

★ 'At the Coalface': schedule time for them with each department to find out what each team does and how the new starter will interact with them

★ Communicate any upcoming events and how they can get involved with them.