

Successfully Onboarding New Team Members: A guide for employers

What does your onboarding process tell your new employees?

Your onboarding process is the first impression an employee will get about what it's going to be like to work in your company, your overall company culture, and how you treat your team. Is it rushed, outdated and haphazard, or thoughtful, relevant and fun?

Employers can significantly benefit from creating and implementing a properly executed onboarding process that maximises initial employee satisfaction. A 2007 study from the Wynhurst Group reported that new employees are 58 percent more likely to still be at the company three years later if they had completed a structured onboarding process.

The onboarding process should commence before the employee's first day and last up until their first anniversary, or a time otherwise agreed by you. To determine what should be covered by your onboarding process consider:

i What is the first impression you want employees to get on their first day?

ii What HR processes need to be covered off?

iii What is most important for new employees to need to know about the culture and work environment?

Check out our guide for ideas on how to run a successful onboarding process.





BEFORE THE EMPLOYEE'S FIRST DAY:

Step

1

Collect Employee Details

Personal Details

- Full Name, Email Address, Mobile Number and Address

Working Rights

- Eligibility to work within Australia
- Tax declaration and superannuation forms

2

Collect Position Details

Personal Details

- Position, Department and Hiring Manager/Direct Supervisor

Employment Details

- Employment type, start date, salary, superannuation rate, TFR and probation period

Contract Specific Details

- Only if relevant (i.e. passport, driver license, medical, reference checks, etc.)

3

Create and Send Offer

Letter of Offer

- Employee Contract and handbook
- Office details and company overview

Policies

- For example – dress code and social media use policy

Ensure Employee's Acceptance

- Employee must sign and return their contract and acceptance to adhere to the company policies

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💡 Provision Employee

Payroll and IT

- Ensure employee's selected bank account details are entered into payroll system
- Allocate a desk, computer, phone, email address and any other IT devices needed for their role, and schedule someone to set it up prior to their commencement date.

New Employee Announcement

- Send an announcement email to notify employees of the new starter
- Schedule team introductions

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💡 Map Out First Day

First Day Plan for the Employee

- Send out calendar invites for meetings
- Plan team member introductions
- Organise a time to run through the onboarding checklist with the employee. This should be a standard checklist that is tailored for each employee and might include items like:
 - Ordering business cards or staff photos.
 - Office access cards.
 - Updating their consulting CV and/or LinkedIn.
 - Accessing PPE or safety gear.
 - Learning your safety processes.
 - Learning HR processes such as submitting timesheets or requesting time off.
 - Company brand guidelines.
 - Company benefits they can access.
- Send the employee an itinerary of activities for their first day, including details of where to go, who to ask for, and what to wear (as applicable).



DURING THE EMPLOYEE'S FIRST WEEK:

Step

6

Company and Social Introduction

Immersion into Company Culture

- On the First day, have a welcome pack ready for the employee with items such as a company shirt or other merchandise. Can you tailor something for them that makes them feel welcome and demonstrates your company culture? Check out some Welcome Kit ideas here.
- Organise a meeting for the employee with their direct line manager and/or other senior team member to share the company Vision, Mission, Values and other key information.
- Run through the onboarding checklist with the employee.
- Organise a lunch/morning tea with key members of the new employee's direct team and any other key stakeholders.
- Give the employee an office tour.
- Communicate upcoming events or company teams (i.e. trivia team, soccer team) they can join.
- Let the new employee engage in office social engagements and discussions.



DURING THE EMPLOYEE'S FIRST 3 MONTHS:

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Probation Management

Stay on Top of Probation Periods

- Schedule regular feedback sessions or 'catch ups'. Click here to read our guide on conducting Week 1, 4 and 12 new starter reviews.
- Set clear performance expectations that can be measured and evaluated.
- Discuss the end of probation period.

8

Professional Growth

Ensure Professional Development

- Collect feedback on scheduled training.
- Discuss how the employee wants to develop their skills and if there are professional growth opportunities they are wanting to undertake.



AFTER THE EMPLOYEE'S FIRST ANNIVERSARY:

Step

9

Celebrate Milestones

Celebrate their First Anniversary

- Celebrate employee milestones.
- Prepare and conduct annual performance/salary reviews.
- Ask for feedback on the year that has passed.
- Re-evaluate goals to project future performance.