

QUICK START  
**ONBOARDING**

# SESSION 3:

## PHASE #3 First Day Orientation

The fastest, most practical tools for  
workforce expansion you will ever see



presented by

Catie Paterson HR Business Consulting & Operation Verve

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## Workbook #3

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## Phase #3: First Day Orientation



**Nothing we do is more important than hiring and developing people. At the end of the day, you bet on people, not on strategies.**

*Lawrence Bossidy, Former COO of General Electric*



Ideally the new starter will already have begun processes of induction and orientation before they arrive on their first day. When they do come to work on that first day, it is important they are greeted personally and warmly welcomed. If their commencement will occur exclusively online, make sure the systems for access have been set up and tested to prevent stressful, uncomfortable glitches in the first few moments of their first day.

The first day is a big deal, so go easy on the amount of content you cover! Bite-sized bits of information are retained much better than reams of paperwork, policies and procedures.

Whether you are welcoming your new starter in person or online, take time to “show them around” their workspace. Make introductions, sort out required paperwork as well as any office passes. Go over essential and relevant policies and procedures and lastly their position description. This is vital as it allows the new starter to get answers to any questions that they may have which are directly related to their role and to the business.



## First Day Fast Facts



16.45% of new hires quit that new position in their first week of employment



In a recent LinkedIn survey, 96% of new employees stated that one-on-one time with their direct manager is crucial to having a good onboarding experience.



Companies with structured and standardised onboarding processes experience 54% higher productivity from their newly employed and twice as high level of engagement.

# The 4 Pillars of The First Day Orientation

These are the items to be covered in this phase to address each of the four key pillars of a successful Onboarding Program:



## CULTURE

Culture Code

“How we do things around here”



## OUTCOMES

Vision, mission + values

Team current workload

How new starter role fits in with current work



## ADMIN

Check all forms have been received

Induction program

Invitation to team event sent out



## TEAM

Team welcome + Introductions

CEO/Director meet + greet

Services around the work site – lunch, bank etc.

# MY VERY FIRST DAY!



## Culture In Focus: Worst 'First Day' Ever!

### A case study to reflect on ...

Perhaps it was at school, or your first day at a new job. We all have “first day” experiences we would rather forget. For me, it was definitely my first day working at a new company in 2019.

When I walked in, I obviously did not know anyone; I didn't really know where to go or what I was expected to do, and the worst part was that nobody in the team even bothered to greet me. I felt completely invisible for about 15 minutes (and this is a generous statement!).

Eventually the Manager walked out and said, 'I'm really busy today. Why don't you just familiarise yourself with all the people and the work as quickly as possible'.

All day I just kept waiting to leave the office. I literally checked my watch every 30 minutes.

Today I am in a leadership role and I am regularly hiring people into the team. I take pride in ensuring that I make any new employee's first day experience memorable. I make them feel comfortable with their new work environment because I want them to go home at the end of the first day feeling excited about their future with the business and motivated to be a member of this team.

Make sure you are not this type of Manager – lead by example!

# Time To Reflect

**1. Describe at least two things that were done poorly in this first day story.**

**2. What might the effect of this experience have been on the new starter?**

**3. What things could have been done differently to improve this first day?**

4. Why is it important for your new team members to enjoy their first day?

5. How do you want your new team members to feel at the end of their first day?







# First Day Actions

Mapping out your new starter's first day can be a lot of fun if you think about it creatively with an open mind. Create as much positive energy as you can when welcoming a new person to the team, giving them lots to be excited about. Remember these things when creating the agenda for Day #1:

## Culture

Ensure the culture and purpose of your company shines through every experience your new starter has during their first day and into that first week. From the space they work in, to the resources they use, through to the interactions they have with others, make it crystal clear that your company wants them to join you all in achieving significant outcomes together.

## Outcomes

Share the vision of the company and the career development plans in store for the new starter. Explain the capabilities they will need to meet the requirements of their current role. Connect these to the additional learning they might want to pursue if they aspire to senior roles. This demonstrates that your company is interested and supportive of career development for all team members.

## Admin

Communicate early how the new starter's KPIs contribute to the company's success. This will help them understand their value and the impact of their work, which in turn will help them to engage and make more informed career decisions over time.

## Team

Building lasting relationships is the key to retention, so ensure the new starter meets as many people as possible. Plan ways to introduce key people, remembering that these introductions will be the first of many that week.



Be waiting for them when they arrive in case they turn up early



Greet the new starter personally with a warm welcome, using their name



Send a welcome email firm wide



Introduce them to the rest of the team



Involve the team and assign a mentor



Walk through the orientation / induction program with the new starter



Set some immediate and attainable goals



Debrief before they finish up for the day: "How was your first day?" etc



Double check First Day checklist to ensure you have left nothing out





# Team Touch Points: First Day Pow Wow

Creating a positive experience when expanding your workforce is just as much about making the rest of the team comfortable and confident as it is about getting the new hire started. Creating a stellar experience for new employees is best done as a team activity to resolve any risk of any resentment, insecurity or miscommunication. Building a sense of inclusion, investment and ownership is key.

Whether you meet in person or online, it's important to work with your team to integrate a new team member into the group. Discuss the logistics of what needs to be organised to welcome the new starter on their first day, as well as how the day can be made enjoyable and memorable for everyone. Remember to include these items in your discussion:

## Culture

- What resources exist or can be made to clearly communicate the core values of the company?
- How can the link between the new hire's work and the company mission be best shown?
- How can the new starter be introduced to "how things are done" at work?

## Outcomes

- By the end of the first day, what are the basics the new hire needs to know?
- By the end of the first day, what does the new hire need to have done?

## Admin

- What parts of the physical and / or remote work site does the new starter need to be shown to be able to locate key places and items?
- What workplace safety requirements need to be understood and agreed to by the new hire?
- What access needs to be set up to your company systems, sites, resources and workspaces?
- What agreements need to be formalised between the company and the new employee?

## Team

- What are the best ways to ensure the team gets to know their new colleague?
- By the end of the first day, who does the new hire need to have met?
- What feelings do you want the new starter to experience on this first day?

**Conduct a brainstorm with your team to prepare a sensational first day for your new hire**



# Administration In Action: First Day Paperwork

Getting bogged down in paperwork is the last thing you want to happen on your new employee's first day. However, there are certain housekeeping items that must be squared away to communicate the rights and responsibilities of the new hire's position. Most importantly, details need to be confirmed to make sure the new starter will get paid in the next pay run.

New employee paperwork is best made up into a kit that is worked through in one sit down session on the first day. Try to take a minimalist approach to this task, ticking boxes that must be ticked without going overboard on items that simply don't matter. When preparing the resources for this kit, remember to include items which:

- Formalise the employment agreement the company shares with the new hire
- Ensure the new hire has submitted the details required for their pay to be processed
- Confirm details required for superannuation and insurance purposes
- Set the new hire up with membership to workplace clubs or social funds
- Provides access to secure sites, systems and resources

Design a checklist of items to include in your First Day Paperwork Kit

Item	Document Name
Item #1	
Item #2	
Item #3	
Item #4	
Item #5	
Item #6	



# Activating Outcomes: Debrief Session

The first day is a big event for your new starter. Giving them a chance to reflect on everything that has happened throughout the day in a formal meeting provides them with a professional opportunity for structured support. They need to process all the things they have learned along with the interactions they've had with new people and new systems. The more they connect in the early stages of their work with you, the greater the likelihood that they will become highly engaged and invested in contributing to improved outcomes for your business.

When designing the first day debrief meeting, take these considerations into account:

- Who will be involved in the session?
- How long will it need to be?
- Where is the best place for the session?
- What outcomes should be achieved?
- How will key items be recorded?

Design a debrief session to be conducted with the new starter, and their manager and buddy/mentor

**Attendees:**

**Time:**

**Location:**

Task	Resources Required	Team Member	Notes

# Next Steps



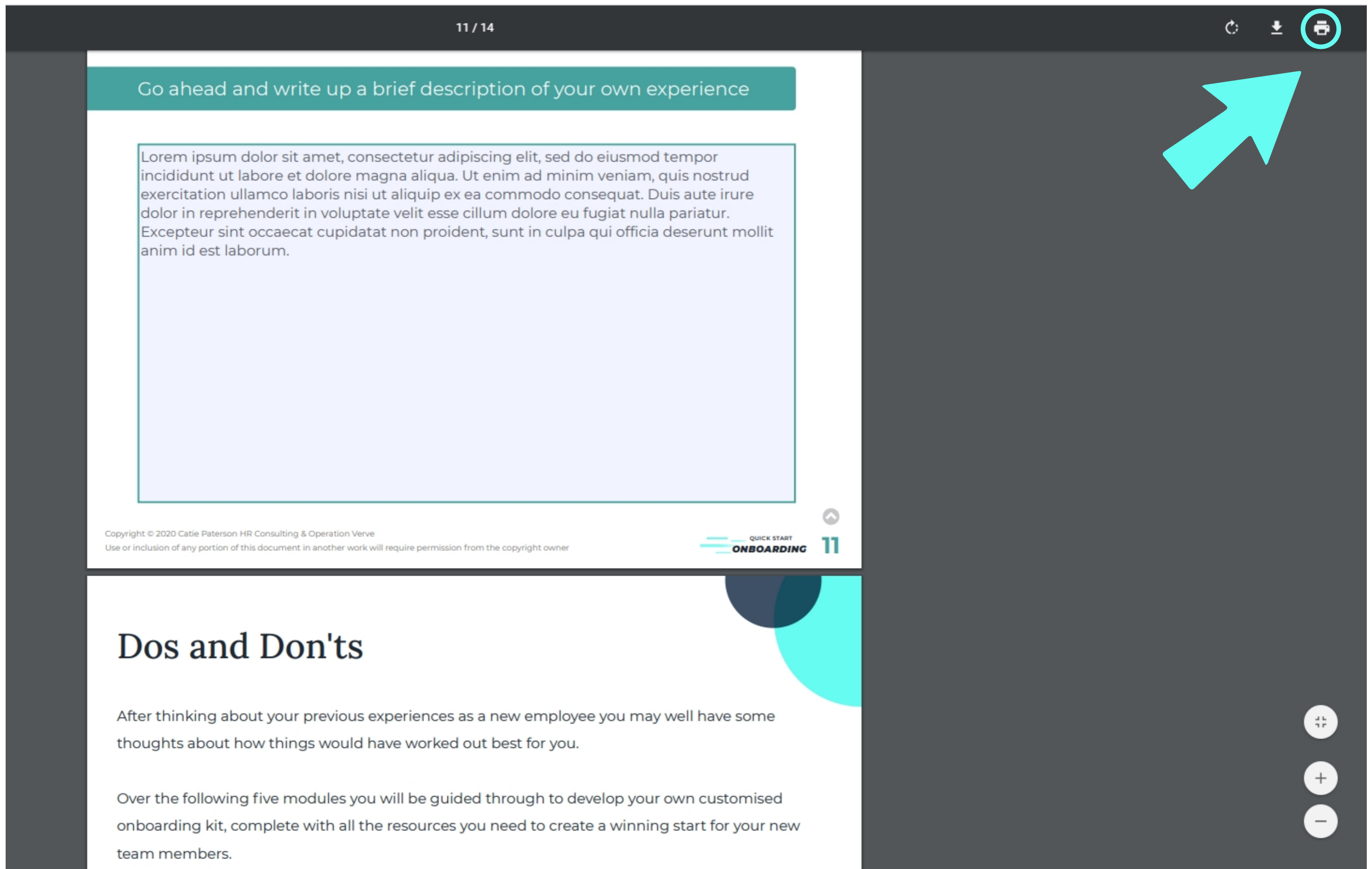
In this session we have opened up the space for you to work with your team to develop an exemplary first day experience for your new hire. You have reflected on the elements of a highly engaging and enjoyable first day, and developed an agenda to provide this for new team members. You have mapped out how to fulfil administrative requirements whilst maintaining a warm, welcoming atmosphere for the entire team.

In the next session we will keep up the positive momentum by stretching out into making plans for the new hire's first month. We will work through ways to achieve outcomes whilst maintaining a focus on team building and positive company culture. By the end of the next session you will have:

- Developed ways to facilitate open lines of communication with your new employee
- Structured systems to maintain engagement and rapport across the entire team
- Set clear goals for your new hire to strike up some quick wins in their first few weeks with you
- Devised ways to monitor your new hire's early progress

**Let's keep going!**

# Saving a PDF File on Google Chrome



The screenshot shows a PDF document in Google Chrome. The document content includes a header "Go ahead and write up a brief description of your own experience", a text area with placeholder text, and a section titled "Dos and Don'ts". The Chrome interface shows the page number "11 / 14" and navigation icons. A red arrow points to the "Print" icon in the top right corner of the Chrome window.

11 / 14

Go ahead and write up a brief description of your own experience

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## Dos and Don'ts

After thinking about your previous experiences as a new employee you may well have some thoughts about how things would have worked out best for you.

Over the following five modules you will be guided through to develop your own customised onboarding kit, complete with all the resources you need to create a winning start for your new team members.

- Open the PDF file on Google Chrome
- Fill in all of the fields within the workbook
- After completing your workbook, select the Print icon



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## SESSION 1: Welcome to the Program

The fastest, most practical tools for  
workforce expansion you will ever see



presented by  
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Print 14 pages

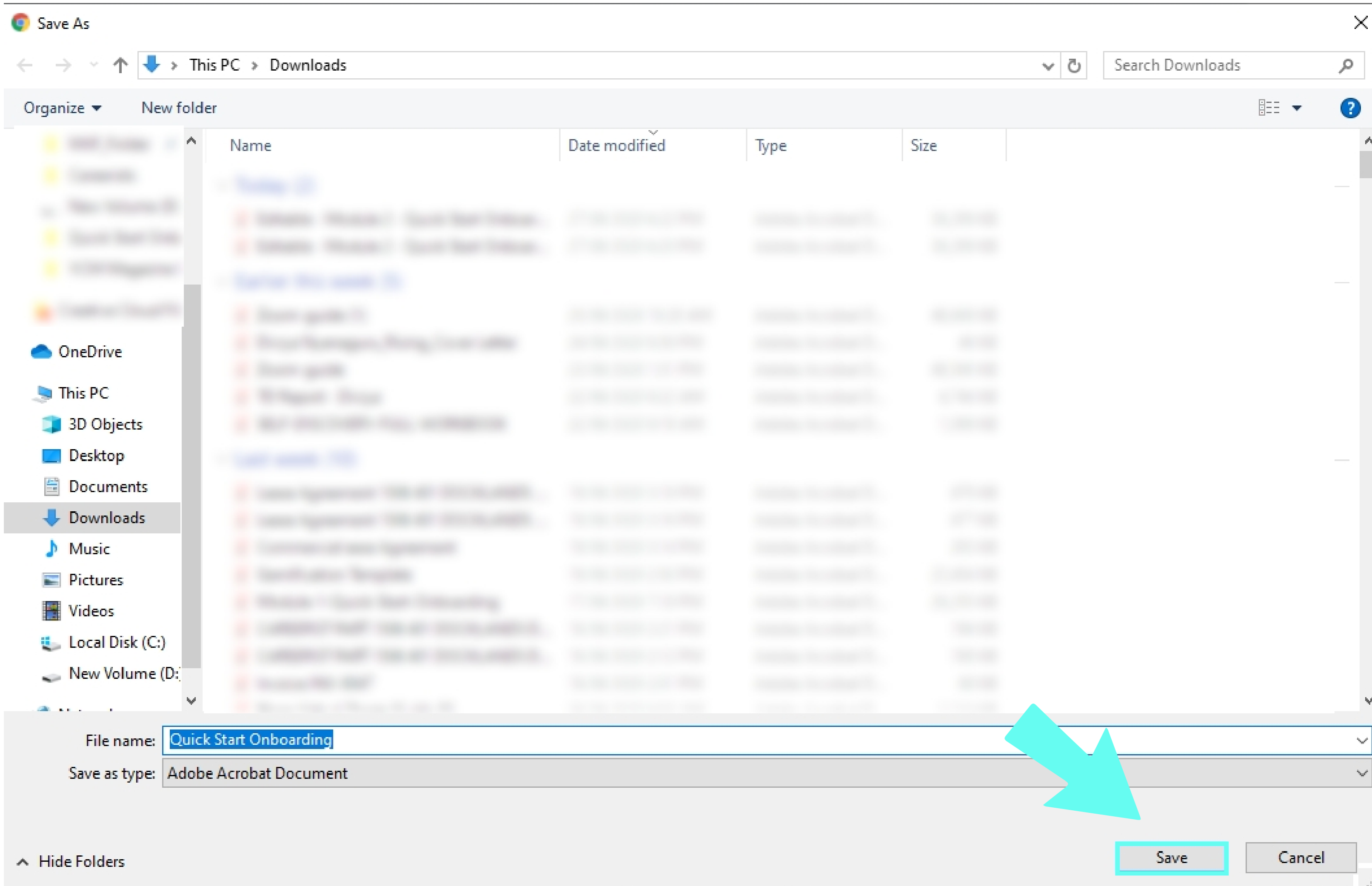
Destination 

Pages

Page 1

- Make sure the **Destination** reads **Save as PDF**. If it does not, click on the drop-down list and then select Save as PDF.
- Select the Save icon to save the file.



- Make sure to add a suitable name to the filename when you save, as it will help you to identify the workbook in the future.