

QUICK START **ONBOARDING**

SESSION 4:

PHASE #4 First Month Absorption

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



presented by

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Workbook #4

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Phase #4: First Month Absorption



The real competitive advantage in any business is one word only, which is “people”.

Kamil Toume, Writer and thought leader



This month is all about getting the new employee up and running and involved in their new role. Ongoing training will need to be provided to bring the new employee up to speed on the way you do things. It is good to keep in mind that an effective induction/orientation uses different formats to convey information. This is particularly vital in flexible workspaces which have people working from various locations and at different times.

Use this first month to introduce the new employee to other parts of the business, and as many other staff and/or other people as possible, so they can start to get a better feeling for the company. Provide opportunities for the new employee to attend team meetings and social events, even if these are online. Remember to be on hand to answer any questions they may have.



First Month Fast Facts



At least 24 percent of new hires leave within their first 30 days.



1/3 of employees receive zero training, and 43% of employees who receive training say that it is ineffective.



A whopping 58% of managers said they didn't receive any management training at all.



Strong onboarding improves new hire retention by 82%.



The 4 Pillars of The First Month Absorption

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



CULTURE



OUTCOMES



ADMIN



TEAM

Product + service induction

Career path + development program.

Schedule 1 month probation catch-up

Buddy available for queries + questions

Induction program

Commence meaningful work.

Schedule 6-month probation review

Set up regular check-ins with the team

Process + system management induction

Follow up any outstanding paperwork

Reconnect with intros



Setting 6 Month Goals

Working closely with your new starter to set the goals that will guide their professional development for the coming months is essential for several important reasons:

- 1** It activates a collaborative approach right from the start, where they are personally involved in shaping how they contribute to the business in ways that will suit them best
- 2** It clarifies the focus of their work which empowers them to engage and settle into high performance quickly
- 3** It allows them to make active connections between their own role and how their work fits with the broader aims of the company
- 4** It gives everyone something tangible to use to gauge their performance
- 5** It demonstrates a forward thinking attitude for the new starter's work and conveys a clear expectation of progress
- 6** It creates potential opportunities in the very near future to celebrate wins and acknowledge the new starter for achieving their goals



The structure of these goals is important. The more targeted and strategic they are, the more benefit your new starter will enjoy when they achieve them. In this way, the best place to start this Goal Setting session is with the new starter's Position Description. Pull this out to anchor the development of their onboarding goals into the fulfillment of their job requirements.

As you facilitate the session, ask the new starter to think about setting at least one goal that will contribute directly to their Professional Development. The achievement of this goal will enhance their ability to meet the demands of their role.

Also ask them to craft at least one Personal Development goal. Attaining this goal will allow them to achieve work life balance which is important to their longevity with your company.



Activating Outcomes: Prepare Your Goals Template

Review the position description to create 3 - 4 key goals for the new starter to achieve by the end of their probation period. Remember every position is different, and so is every team member. The practice you get doing this now will help when you bring this planner out each time you onboard a new team member.

Name: _____

Date: _____

OBJECTIVES	KPI's-RESULTS		REVIEW
What do you want to achieve?	What does success look like?	Achievement Date	What + how was it achieved?
Goal #1			
What	Success	Done MM/DD	Status/Comments
Goal #2			
What	Success	Done MM/DD	Status/Comments
Goal #3			
What	Success	Done MM/DD	Status/Comments
Goal #4			
What	Success	Done MM/DD	Status/Comments



The Weekly Debrief

Maintaining open lines of communication is a fundamental element of your new starter's success with your company. Meeting regularly (either online or in person) to offer encouragement and support gives them a chance to ask questions and get the feedback that is vital to their progress. What is important is that you have sit down/feedback moments with the new employee on a regular basis. Use this time to ask them:

- How they are settling in?
- What their first impression is?
- If everything is what they expected (or not)?
- What is going well?
- What is not going so well?
- If they have any questions, etc.

In other words, this is when you can check if there are any potential issues and if so, you can tackle them right away before they turn into your new starter leaving prematurely.

These healthy conversations should take place over weekly “one to ones” or casual coffee chats. It will help create an open working relationship, build trust and assist identify how you can better help the employee transition to their new role, team and the business.

To help you with these check ins we have designed some questions to support you in these conversations. Please do not feel you need to ask all the questions.

- How is it going?
- How do you feel in your new job?
- What are you enjoying most about your role?
- Is the job/team/company what you expected?
- Has anything surprised you?
- Has the training been helpful?
- What would you add or change?
- Do you have all the tools and resources you need?
- Do you feel like you have been able to get to know your coworkers?
- Do you feel left out of anything?
- What should we provide to new employees that we have missed?
- What is working?
- What is not working or could be improved?
- Is there anything about your role, the team or the company that is still unclear?
- How can I be a better manager for you?
- As your manager, what can I do to make your transition easier?





Culture In Focus: Design Your Weekly Debrief

Developing a tight structure for the weekly debrief session will ensure that everything you want to get done actually does get done. It will also convey some important cultural messages to your new starter. An efficient, effective meeting says every moment matters because we value time and prize the achievement of outcomes. It does this without compromising on the value of authentic human connections and collegial support.

When crafting the agenda for this meeting, remember these things:

- Your new starter has goals that need to be tracked
- How they feel in their new role is vitally important to monitor
- Performance feedback should be clear and specific to enhance their understanding
- Set the new hire up with membership to workplace clubs or social funds
- Acknowledging the work they have done well will elevate their engagement and confidence

Design a debriefing session to be conducted with the new starter, their manager and their buddy / mentor once each week for the first four weeks of their employment.

Item	Resources Required	Team Member	Notes



Administration in Action: Position Review

By the end of the third week your new starter will be demonstrating how good they are at some things, and how much they struggle with others. This makes it the perfect time to pull out their Position Description to reflect on how they are going with meeting the requirements of their role. While the session might provide a necessary opportunity for correction or “critical feedback” it is absolutely essential that it is run in a supportive, encouraging manner. Above all else, every one of your employees need to feel empowered, appreciated and supported. This is especially true for a new member of the team.

When crafting the agenda for this Position Review, remember these things:

- Your new starter has strengths as well as weaknesses that need to be addressed
- They want to do well, so provide them with the knowledge that helps them do just that!
- Feedback should be related directly to the items on their Position Description
- Nurturing support always achieves better results than ruling with an iron fist

Design a Position Review session to be conducted with the new starter, their manager and their buddy / mentor in the third week of their employment.

Item	Resources Required	Team Member	Notes



Team Touch Points: Team Feedback Session

The success of your company's growth rises and falls on the strength of your team leadership. As we have mentioned before, including your team in key parts of the welcome you extend to your new hire is the most effective way to create ownership, investment and collegiality in your expanding company. By the end of the first month, your new hire should have started to make friends and enjoy warm relationships that keep workers smiling. Running a Team Feedback Session opens a space for the new hire to receive some authentic feedback from their colleagues.

When crafting the agenda for this meeting it is important to remember:

- Positive feedback is the name of the game
- Keeping the session light and informal will work best
- Running the session over lunch or at special afternoon tea is a great time
- Find ways to make the session fun but don't let it go on for too long

Design a Team Feedback Session to be conducted by the Manager with the new starter, their buddy/mentor, and the rest of the team at the end of the fourth week of their employment.

Item	Resources Required	Team Member	Notes

Next Steps



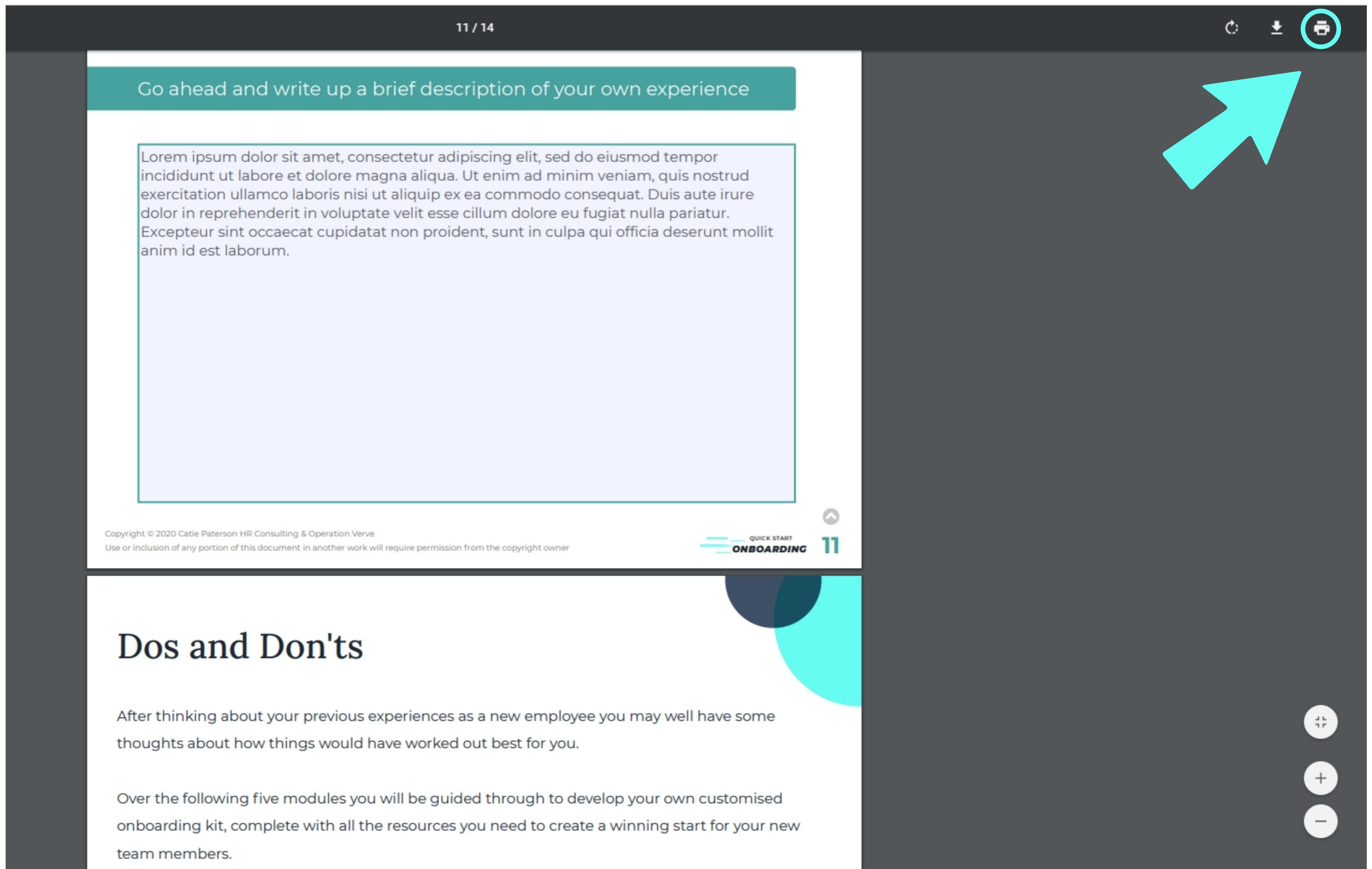
In this session we have created the systems and processes you need to guide your new hire through a wonderfully rewarding and productive first month with your company. You have developed resources to get them achieving goals, connecting with their mentors, and investing into the broader company vision.

In the next session we will extend your Onboarding Toolkit to cover the first 6 months of your new hire's time with you. After your next round of learning, your new hire will have everything they need to stay focussed and productive, making highly valuable contributions to the achievement of your business aims. By the end of the next session you will have:

- Supportive processes to increase the likelihood your new hire will stay with you, working well while they're there
- A crystal clear plan to track the progress of your new hire
- Practical strategies in place to help them improve their work and achieve their goals
- Clearly defined markers to establish what success looks like for the new hire at the end of their 6 Month Probation Period

Let's push on!

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

QUICK START
ONBOARDING

SESSION 1: Welcome to the Program

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



presented by
Catie Paterson HR Consulting & Operation Verve



Print 14 pages

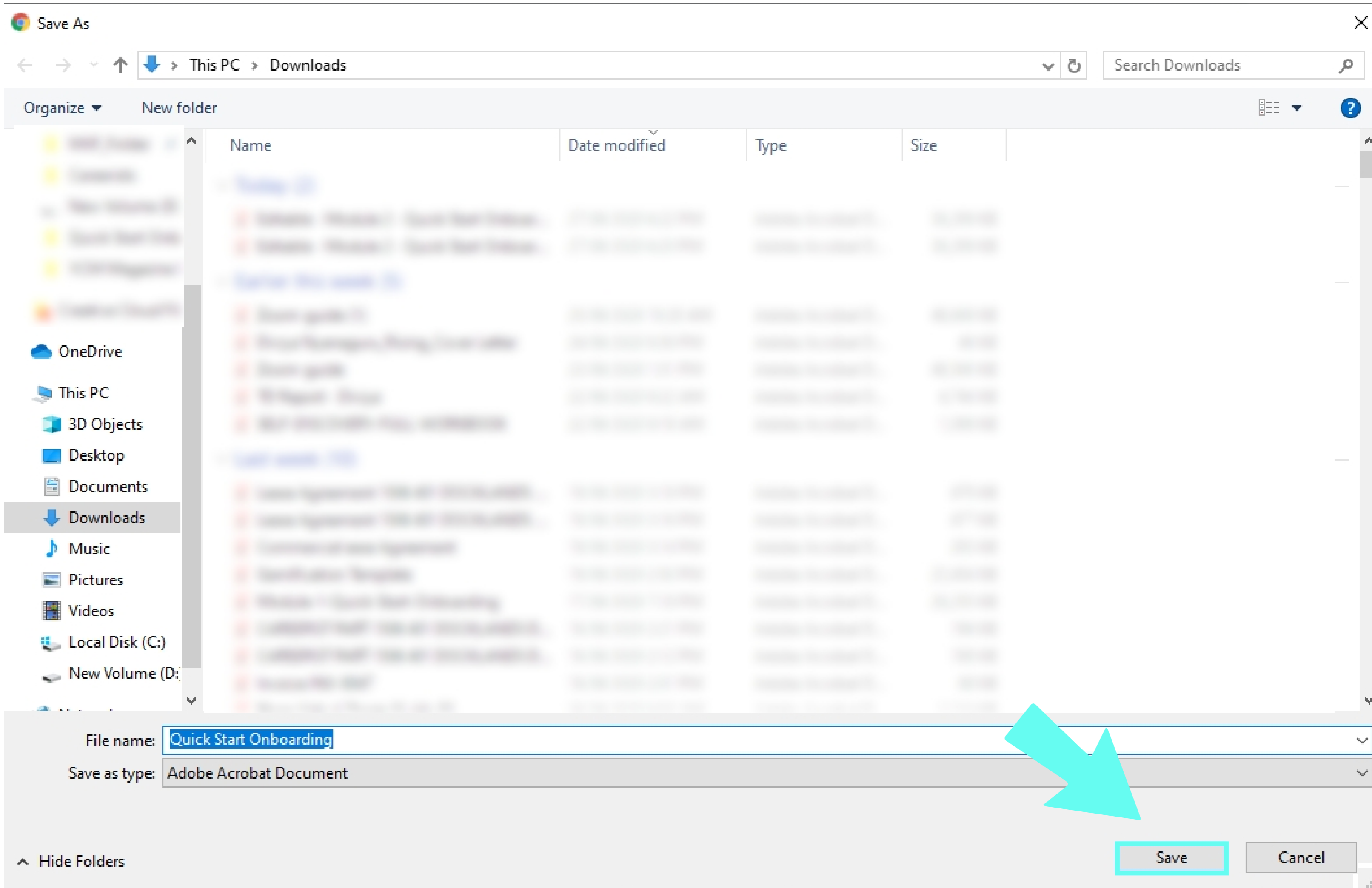
Destination 

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.