

NEW EMPLOYEE ORIENTATION

The following is a brief guide to assist employers with the orientation of new employees. New employee orientation is not a one-day process; it can take from 30 days to 6 months or more, if done properly. A successful orientation program accelerates learning and decreases employee turnover, while increasing employee satisfaction and performance.



First impressions shape an individual's image of the organization throughout their employment. New employees are already facing an anxiety-inducing situation, due to coming into a new environment and wondering if he or she will fit in. As such, it is important that the employer does not worsen the experience with a boring, confusing and overwhelming orientation process. It is important that new employees quickly feel like they belong, and are a valued member of the organization.

PRIOR TO THE EMPLOYEE'S ARRIVAL

- Develop an orientation checklist specific to your organization.
- Make sure that there is a clean and functional work area ready for the employee.
- Ensure that the employee has the proper equipment and supplies.
- Ensure that the employee has necessary information technology resources, including access to programs necessary for performance of job duties.
- Make sure that the employee's supervisor is not scheduled to be off when the new employee arrives, and that he or she has plenty of time to meet with the employee.
- Ensure that all required documents and forms are prepared.
- Ensure meaningful work is prepared for the first day.
- Designate and prepare an appropriate mentor for the new employee.

UPON THE EMPLOYEE'S ARRIVAL

- Assign a staff person to greet and welcome the new employee.
- Explain what will be involved in the orientation process.
- Take the new employee on a tour of the facility, explaining the location of physical facilities.
- Introduce the employee to his or her coworkers, explaining each individual's role in the organization.
- Provide a Frequently Asked Questions (FAQ) document and a list of key employees to contact for additional questions.



□ Cover the Basics



Provide the employee with necessary information regarding “housekeeping” matters, but do not overwhelm or bore the employee with mundane presentations and/or videos. Present the vital information in an organized and succinct format, and ensure the employee has adequate time to review necessary forms and policies. Most of this information can be provided by the human resources office, and ideally through automated software.

The following are examples of some items that will need to be addressed:

- a. Important policies and general procedures.
- b. Information about normal work hours, compensation and benefits.
- c. Completion of required benefits and payroll documentation.
- d. Location of required employment posters.
- e. Safety and accident prevention.
- f. Building access issues.
- g. Parking arrangements.
- h. Employee Referral Program (ERP) information.

□ Cover Job-Specific Details

Provide the new employee with job-specific information such as:

- a. Function and mission statement of the organization, and how the employee fits in.
- b. The vision, values and goals of the organization.
- c. Job responsibilities, expectations and duties detailed in a Standard Operations Procedures (SOP) Guide.
- d. Job-specific policies, procedures, rules and regulations.
- e. Career development opportunities, such as available professional organization membership, training, tuition reimbursement, and career progression.

AFTER THE EMPLOYEE SETTLES IN

- Set up a schedule of follow-up meetings with the employee to discuss his or her progress and to request feedback regarding issues such as:

- a. His or her impression of the organization.
- b. Value and evaluation of the orientation process.
- c. Work rules and policies.
- d. Equipment and/or supplies the employee may need



- Assure the employee that his or her supervisor is always available should questions or concerns arise, and that his or her questions and concerns will be addressed.
- Assign the employee a mentor who is motivated in fulfilling the mission of the organization and who will create a positive environment and foster an optimistic attitude.
- Assign meaningful work to the employee.