



# the induction checklist

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**SOCIAL PERCEPTION PLAYS A CRUCIAL ROLE** in our daily lives and it is suggested that first impressions have a significant and lasting impact on a person's thought and behaviour.

First impressions extend not only to people we encounter in our personal life, but in our professional dealings as well. Maintaining and developing new business relationships is crucial for organisations to succeed in today's competitive market and companies go to great lengths to ensure that the right business image is presented to any prospective client. However, while all this time and effort is spent on impressing potential buyers and users of your products and services, the most important asset of a business – your staff – tends to be given less priority.

Most employers know that it is vitally important to “sell” their organisation to prospective employees during the interview and selection process. What some don't recognise is that new employees are still forming impressions once they have joined your organisation. The first day and indeed the first few months of employment strongly influence an employee's perception of their new workplace. Because of this, putting in place a comprehensive induction process for new recruits is an important and valuable tool in ensuring that the new employee forms a favourable and lasting impression of their new employer.

The benefit of introducing a new employee to your organisation through a well-organised induction process extends not only to the employee but to the employer as well. A good induction process will ensure that new employees are familiarised with the job, other staff, their new employer and the work environment. It will speed up the process of the new employee feeling part of the team and assist them in gaining a better understanding of their new role. The induction process also helps the employer by ensuring that legal obligations are met, that work duties and expectations are confirmed immediately and that the vision of your organisation is quickly shared with the new employee.

## Induction Checklist

**1. Ensure that the administrative elements of the new workplace are arranged before the employee starts.**

- ◆ Advise all relevant staff of the new employee's start date. This includes staff who will be working directly with the new employee, the receptionist, IT staff, payroll office etc.
- ◆ Before they start, ensure that the employee's workstation, office equipment, security tags, email address, computer logins, and any relevant equipment is organised.
- ◆ Have an available list of people to contact with any queries.

**2. On an employee's first day, introduce them to their co-workers, immediate manager/supervisor and other staff within the organisation. Discuss the roles of key staff and also explain key reporting relationships to the new employee.**

**3. Provide a tour of the workplace including offices, equipment, kitchen and toilets. It is also helpful to provide directions to local food stores, and public transport.**

**4. The immediate manager or supervisor should organise to meet with the employee on their first day.**

- ◆ The meeting should cover what the company's aims and goals are and how the employee's job contributes to the overall picture.

- ◆ Discuss work expectations and confirm the tasks that will be undertaken by the new employee.

- ◆ New employees need to be advised of any company rules and procedures such as unacceptable conduct, dress policy, confidentiality, personal phone and internet usage and grievance procedures.

- ◆ The terms and conditions of employment need to be made clear to employees. This includes confirming information about employment status (e.g. full time, permanent, temporary etc), hours of work, pay awards/arrangements, bonus scheme details (if applicable) and salary review policy, superannuation and tax obligations, annual leave and sick pay entitlements, probationary period details, notice needed for termination of employment and any rules and procedures (Occupational Health and Safety etc) which need to be adhered to.

**5. Discuss the Key Performance Indicators that will be used as a measure of the new employee's work performance. Set up a timetable of regular meetings (weekly is best in the first few months) where you can address performance issues, reinforce expectations and provide a forum for the employee to raise any issue or concern.**

**6. Introduce the new employee to a Training Needs Analysis process that will begin to identify where there are skill deficiencies that will need to be addressed. Confirm what training will be provided as a team and individually and if possible provide a timetable of training for the months ahead.**

**7. At the end of the new employee's first week organise an informal staff “catch up”, so the new employee has an opportunity to interact with staff members on a social level.**

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