

# **Best Practices for Welcoming New Employees**

## ***Before New Employee's First Day Send:***

- Confirmation/welcome letter with starting salary, other compensation details and special accommodations.
- First-day reporting process (where, when, to whom).
- Position Description
- New Employee packet and Benefits packet information
- Start date
- Location map and directions
- Statement describing the Agency Mission, Department's services, and goals and objectives for specific section
- Organizational chart
- Parking information and Public Transportation information
- Supervisor's name, location, and telephone number
- Request for any required documents (proof of citizenship, driver's license, and so forth)

## **Before New Employee's First Day:**

- Call or email the new employee and welcome him or her to the team.
- Send a memo/email to staff informing them of the new employee's arrival.
- Prepare the new employee's work area.
- Assign a staff member to serve as a mentor or resource person to the new employee.
- Meet with the assigned mentor to discuss your expectations of his or her interaction with the new employee.
- Schedule time to spend with the new worker on his or her first day and throughout the first week.

## **Work Area Preparation Checklist:**

- Desk/work area
- Password for access to computer system/nurf
- Telephone
- Identification badge (if applicable)
- Office organization chart
- Supplies (basic items-new employee box)
- Keys for filing cabinet
- Position description
- Name plate
- Business cards
- Special needs
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## **On New Employee's First Day:**

- Personally greet the new employee.
- Introduce the new employee to co-workers.
- Conduct a tour of the work site.
- Provide a high level overview of the department and its relationship to the rest of the organization.
- Review position description, responsibilities, and work schedule.
- Have the employee complete required forms.
- Orient the employee to his or her desk or work station.
- Review organization and departmental policies and procedures (refer to the new employee checklist and employee handbook).
- Take the employee to lunch.
- Give the employee department identification.
- Show the employee how to operate various pieces of equipment.
- Show the employee how to fill in their timesheet.
- Provide a list of key terms used in the department and organization-acronym listing.
- Meet with the employee at day's end to answer questions, review important information, give encouragement, and reinforce how happy everyone is to have him or her on the team.

## **First Day Communication Checklist**

- Operation of telephone
- How to send and receive email
- Location and operation of copier, fax machine
- First aid/AED station
- Emergency exits (evacuation route) and safety procedures
- Mail room location, mail procedures
- Worker's hours
- File locations, file retrieval procedures, filing scheme, and so forth, physical and online.

## **Suggested First-Day Assignments**

- Review files and projects from predecessor.
- Review organization and program information.
- Practice using various office equipment.
- Set up work area with supplies, filing system, and so forth.
- Set up meetings with key people—those with whom the new employee must regularly interact.
- Review procedures manuals.
- Work on a process, procedure, or task related to the job.
- Observe a co-worker operating in a similar position or with similar responsibilities.
- Complete necessary forms and paperwork.
- Answer the telephone according to department or organization standards.
- Log onto the email/intranet system.

## **Activities for the New Employee's First Week**

- Review section goals and priorities.
- Explain the relationship of the employee's job to others in the department.
- Discuss performance standards and expectations.
- Explain the performance management process.
- Explain career development options.
- Begin structured on-the-job training.
- Schedule employee for New Employee Orientation.