

## **Create a Consistent Onboarding Experience**

A structured onboarding process increases employee retention rates. When new employees feel welcome and supported, and well equipped, they're more likely to stay at your organisation long-term.

An onboarding checklist is a useful tool to ensure each employee receives the same information and welcome to the company. Each employee needs to receive everything they need to have a positive start within the organisation within a consistent experience. This could include:

- ✓ Pre-Arrival Preparation – what do you need to have ready for your new staff member to view / access?
- ✓ Welcome Package – this could include branded merchandise or just some token pieces to make the first day / week easier
- ✓ Setting up a meeting with them on their first day to welcome them, and give them an overview of your organisation culture, mission and values
- ✓ Making sure they understand important policies. For example sickness policies, holiday policies, pay dates, wellness programs, days / times of work to support the work-life balance
- ✓ Providing necessary paperwork, like employment contracts
- ✓ Scheduling meetings for them to meet key team members
- ✓ Arranging a tour of the site
- ✓ Providing training sessions on essential tools, software, and systems used within the organisation
- ✓ Assigning a buddy to help answer any new questions they might have
- ✓ Giving them access to any relevant training. For example first aid / food hygiene
- ✓ Setting up necessary accounts and access permissions for company systems, email, and other tools
- ✓ Creating time for regular one to ones to discuss job
- ✓ Creating a training plan for Professional Development (CPD) and discussing Career progression paths