



ONBOARD: Onboarding Toolkit

WELCOME PACK

Include FAQs that would be helpful to the new employee which could include: where to park, work times, what employees typically do for lunch, local amenities and office dress codes.

Can you make use of AI powered virtual office tours to showcase the workspace to the new starter?



BUDDY SYSTEM

You could also consider introducing your graduate to an existing team member to answer questions that they may have. If you are operating a placement or graduate scheme, consider having the someone on this scheme help write a welcome. They'll know how the new starter is feeling and could offer some useful insights.



NEW STARTER PROFILE

Ask the new starter to complete a 'getting to know you' template which could include information about them: favourite food, hobbies, music etc. This can be sent out to the team prior to or on their first day. This can help existing team members welcome the new starter and find things in common to strike up a conversation. This could be made more efficient through use of AI matching profiles together.



THE FIRST DAY



Introduce them to the team – be conscious that there's a lot of names to remember. It could be helpful to do a desk plan with colleague's names on to help them remember.

Ensure you have the correct set up for your new starter including laptops/logins etc but also any reasonable adjustments they may have requested.

Give the new starter an office tour and highlight particular places that they may visit often. Don't forget to show them the basics like the toilets, kitchen, printer etc.

Talk about your office etiquette – if this is their first role it can be daunting entering the work space. Do people eat at their desk? Do tea rounds? Is tea and coffee provided or do they need to bring their own?

OFFICE CULTURE



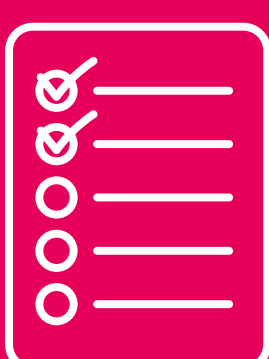
Do people work beyond hours, are you expected to answer the phone outside office hours?

How do people communicate – Teams messages or calls?

If working within a hybrid environment consider having team members work from the office to be present to answer questions. It's hard for a new starter to pick up the phone in their first few days.

Don't make assumptions – you may be familiar with a particular programme or software but take the time to ensure that your new starter is familiar and if not ensure they are trained so they can get up to speed. You could use AI-driven onboarding platforms to assess the new starter's familiarity with your key software and systems. These platforms can deliver customised learning paths, reducing the risk of knowledge gaps

CLEAR PLAN FOR FIRST FEW WEEKS AND MONTHS



There's a lot to take in on those first few days and it can feel like people are speaking at a million miles an hour. Consider putting pen to paper and writing a useful guide or crib sheet that the new starter can refer back to – this gives them some autonomy and can stop you having to repeat yourself! Alternatively you could explore the use of AI to condense large handbooks or guides into more bite sized summaries.

Allow time for feedback and reflection. Whilst some new starters will approach you to ask questions or raise concerns, others may not. Ensure you have some time allocated officially during those first few weeks so any issues or questions don't build up.