Employee onboarding – tips on what to do and not do

Want to get a new employee up to speed as quickly as possible? Don't rush your onboarding process. Effective onboarding gets new starters settled in and set up for success – failure to offer the right support puts businesses at risk of losing them altogether.

Read our list of onboarding dos and don'ts, then use the space below to list three takeaways you could apply to your own process.

Do:

- Reach out to your employee before they start, so they know what to expect on their first day (eg. time to arrive, dress code, parking instructions)
- Make sure their work station is set up before they arrive
- Introduce your employee to people outside the team who they'll work closely with
- Explain the big picture – employees should know how they will contribute to the business as a whole
- Get them familiar with the culture and subtleties of how people work (eg. the time people usually start or leave work, expectations for answering emails outside of work hours)
- Pair them up with a "buddy", who might not be in their team or even department, who they can turn to for wider questions about the business
- Set manageable goals to give them direction in their first few weeks
- Tweak your onboarding process to fit the individual and their learning style
- Offer ongoing training beyond the initial onboarding period

Don't:

- Leave your preparation until the last minute
- Assume they can "watch and learn" from others – failing to give them clear guidance from the start can result in costly mistakes
- Make yourself the only port of call if they've got a question
- Throw them in at the deep end too soon or have overly ambitious expectations
- Overload them with information and meetings in their first few weeks
- Make your onboarding process into a one-size-fits-all model – every department and role is different
- Compile all the information they need into a slide deck or video, which leaves no room to check understanding or ask questions
- Rush your onboarding or cut it short before your employee is ready
- Ignore feedback on how the process could be improved

Three takeaways to boost your onboarding:

1. _____

2. _____

3. _____