

## Onboarding

Congratulations! You've hired a brand new shiny employee. While it's tempting to set them loose on the office and hope they find the bathroom on their own before it's too late, you still need to do some work to make sure they know how to spend their days and feel welcome.

Why should you spend the time on a proper orientation and onboarding? Well it's all about staff sticking around. You spent the time to bring someone new into your company and you've paid them for their time. How much of that time is wasted as they figure things out on their own? How likely are they to stay when frustration sets in? Here are a few tips to get them settled.

### Getting them set up

Before your new hire steps into your building, there are a few things that should be ready. First think about what they need to do their job. Do you have an office set up for them? Work station? Do they have the tools they need to start (computer, phone, and pens)? Have they been set up with access to the company systems (CRM, passwords)? All this should be done before they walk in the door.

### The First Day

Has it been communicated what is expected of them on their first day? Has anyone told them where to go on day one? Who to ask for when they get there? What should they wear?

You have two goals on your staff's first day. One, make sure your new hire has a clear idea of what their job duties and responsibilities are before the end of the day. Second, make sure they have an opportunity to get to know their co-workers, their duties and how your hire's duties interact with your other staff's roles. Not only will this make for a smoother start but actually encourage comradery and friendships. This will help keep them coming back to the office.

### Check In's

Make sure you don't get too busy to check in on your employees progress. Checking in on the first day is a must but be sure to check back after the first week, first month and first year (along with a few times in between). If you're their direct supervisor this will be easier but if you're not, you may want to schedule some time to keep connected with your team. Make sure that the conversations aren't just superficial. It's important to provide some thoughtful feedback on your new hire's work and contributions.

### Put yourself in their shoes

Imagine that you walked in on your first day and someone welcomes you and shows you around. You get introduced to the team. Each person introduces themselves and what they do there. There are promises to meet later. You get shown your desk where your computer, key cards and other technology is already set up. There is a schedule of your first day waiting for you and someone from the team has been assigned to be your mentor and get you started. Throughout the day, your boss checks in to make sure you have everything that you need. Wouldn't that be nice? Wouldn't you like to do that for your staff? Absolutely.