

# Designing an Induction Program

These tips are designed to assist you in developing your own induction program or working with us to design an online system.

## ***Why***

- Induction is an opportunity for both partners in the selection process to confirm or review their decision to work together.
- Turnover occurs early in the employment process. Induction is an opportunity to develop competence and commitment.
- Induction is an essential part of the employers obligations to ensure a safe, healthy and enjoyable work place
- Induction contributes to performance and is essential for clarity about performance expectations.

## ***Welcome***

- Ensure that you welcome includes a clear outline of how you are going to help the new employee become part of the team and the organisation.
- Induction will be completed when probation is completed. During this time the employee is expected to actively seek to learn about all aspects of their new work so that at the end of their probationary period they could induct a new employee into their team.
- If you are not going to be accessible to support the employees learning ensure that they are introduced and work with a buddy. (If you use the buddy system train the buddy).

## ***Commitment***

- Build a robust psychological contract with your new team member.
- Provide tasks that can be completed during the first few weeks.
- Provide them with feedback on their performance. Rejoice in their progress.

# Requirements of Induction

## ***Regulations***

- As a manager, supervisor or team leader you have the responsibilities of an employer to provide a safe working environment.
- Provide and demonstrate the use of all OH & S equipment. If the working environment is office based ensure that all ergonomic aspects are considered.
- Review and check that the specific performance. This is an ongoing process and required close attention in the first three months so that mastery is achieved in all aspects of new functions.
- Encourage discussion of challenges and confirm the agreed accountabilities.
- Review relevant policies such as Anti- Discrimination, ethical expectation, employee rights and responsibilities.
- Provide key documents in writing and discuss the requirements with the employee

## ***First Tasks***

- Prepare first tasks before hand to ensure that
  - ⇒ Others are informed about the new employees function and responsibilities .
  - ⇒ Some tasks are of a short time duration to provide a sense of mastery and ensure that the knowledge and skills of the new employee are reviewed
  - ⇒ Documentation for specific, unique tasks is up to date and made available to the new employee with appropriate support.

## ***Training plans***

- Regularly review skills and knowledge to ensure that competence in the required tasks is consistently demonstrated.
- Plan for on or off the job training when a gap in competence is evident
- At the successful completion of the probationary period plan for future competency development and agree on challenging performance outcomes.

## **Questions**

- What are the most important aspects about the position that the new employee needs to know in order to be successful in achieving the desired outcomes?
- How much do they understand about the industry, your enterprise and the products and services that you offer?
- Who are the most crucial people to support the new employee in their role?
- What resources do they need to know about?
- How will they learn the competencies for the function?
- At what point will the employee need to be introduced to new tasks?
- What information is universal and what is specific to the position?

## **Pace**

- Remember that the new employee will have a great deal of information to take in and too much too soon will overload them. It is more effective to pace information, check it has been understood, repeat important details and be flexible enough to revisit areas of concern to the new employee.
- The socialisation of a new employee is a critical part of the induction and can reflect in the employee's satisfaction in their new working environment.
- A new employee will not know what they need to know - you need to guide them.
- Information will be more readily retained if it is presented in a logical format.
- Consider inducting new employees later in the week to give them the weekend to adjust before starting their new role and to introduce them when other employees are more relaxed.
- Employees who have been placed from within the organisation will also require induction into their new position and work environment

# An Induction Program

## ***Introduction***

- You and your role
- Other participants or immediate personnel
- Itinerary for induction
- Housekeeping - amenities, parking, eating facilities
- Layout of the organisation - tour

## ***Personnel Information***

- Meeting with Human Resources staff
- Rates and terms of pay and conditions
- Superannuation, taxation, insurance
- Holiday, sick leave and other leave provisions
- Breaks and lunches

## ***The Organisation***

- Who's who of the organisation - chart of the structure
- Where and how the new employee fits
- Organisational policies-anti-discrimination, sexual harassment, performance standards, disciplinary
- Procedures, dispute procedure -
- Rules and regulations
- Security and safety procedures
- Dress codes, smoking policy, personal space

## ***Work Group***

- Introductions to colleagues
- Establishment of 'buddy'
- Social codes and practices
- Layout and resources

## ***The Position***

- Position description / responsibilities / outcomes
- Resources and equipment
- Workplace and personal space
- Safety procedures
- Tasks and duties - specific procedures
- Performance assessment
- Training and development

## ***Follow Up***

- Check in on the new member regularly to answer any questions and discuss their progress (daily at first).