Best Practices for Welcoming New Employees

Before New Employee's First Day Send:

- Confirmation/welcome letter with starting salary, other compensation details and special accommodations.

- First-day reporting process (where, when, to whom).

- Position Description

- New Employee packet and Benefits packet information

- Start date

- Location map and directions

- Statement describing the Agency Mission, Department's services, and goals and objectives for specific section

- Organizational chart

- Parking information and Public Transportation information

- Supervisor's name, location, and telephone number

- Request for any required documents (proof of citizenship, driver's license, and so forth)

Before New Employee's First Day:

- Call or email the new employee and welcome him or her to the team.

- Send a memo/email to staff informing them of the new employee's arrival.

- Prepare the new employee's work area.

- Assign a staff member to serve as a mentor or resource person to the new employee.

- Meet with the assigned mentor to discuss your expectations of his or her interaction with the new employee.

- Schedule time to spend with the new worker on his or her first day and throughout the first week.

Work Area Preparation Checklist:

☐ Desk/work area
☐ Password for access to computer system/nurf
☐ Telephone
☐ Identification badge (if applicable)
☐ Office organization chart
☐ Supplies (basic items-new employee box)
☐ Keys for filing cabinet
☐ Position description
☐ Name plate
☐ Business cards
☐ Special needs
☐ _____
☐ _____
☐ _____
☐ _____

On New Employee's First Day:

- Personally greet the new employee.

- Introduce the new employee to co-workers.

- Conduct a tour of the work site.

- Provide a high level overview of the department and its relationship to the rest of the organization.

- Review position description, responsibilities, and work schedule.

- Have the employee complete required forms.

- Orient the employee to his or her desk or work station.

- Review organization and departmental policies and procedures (refer to the new employee checklist and employee handbook).

- Take the employee to lunch.

- Give the employee department identification.

- Show the employee how to operate various pieces of equipment.

- Show the employee how to fill in their timesheet.

- Provide a list of key terms used in the department and organization-acronym listing.

- Meet with the employee at day's end to answer questions, review important information, give encouragement, and reinforce how happy everyone is to have him or her on the team.

First Day Communication Checklist
- ☐ Operation of telephone
- ☐ How to send and receive email
- ☐ Location and operation of copier, fax machine
- ☐ First aid/AED station
- ☐ Emergency exits (evacuation route) and safety procedures
- ☐ Mail room location, mail procedures
- ☐ Worker's hours
- ☐ File locations, file retrieval procedures, filing scheme, and so forth, physical and online.

Suggested First-Day Assignments

- Review files and projects from predecessor.

- Review organization and program information.

- Practice using various office equipment.

- Set up work area with supplies, filing system, and so forth.

- Set up meetings with key people—those with whom the new employee must regularly interact.

- Review procedures manuals.

- Work on a process, procedure, or task related to the job.

- Observe a co-worker operating in a similar position or with similar responsibilities.

- Complete necessary forms and paperwork.

- Answer the telephone according to department or organization standards.

- Log onto the email/intranet system.

Activitie*s* for the New Employee's First Week

- Review section goals and priorities.

- Explain the relationship of the employee's job to others in the department.

- Discuss performance standards and expectations.

- Explain the performance management process.

- Explain career development options.

- Begin structured on-the-job training.

- Schedule employee for New Employee Orientation.