

Once you've completed the **pre-boarding checklist**, it's time to start the all-important onboarding experience. This detailed infographic will not only take you through the steps in the process, our Executive Leadership Group, who average 23 years' industry experience, share their personal insights and wisdom.

Before You Begin

First impressions count

Your onboarding process is crucial to the success of a new team member. With this in mind, we have developed a guide to help your onboarding, whether remote or onsite, achieve these key objectives:



Create inclusivity amongst team members.

You want new starters to be effectively integrated and socialised. They need to fit in and get to know everyone sooner, rather than later. You want them to know that you're there for them in more ways than welcoming them on their first day.



Use technology as an enabler and collaborative tool.

You want to build your team member's confidence, understand their strengths, identify their training opportunities, and provide them with all the tools they need to be the best that they can be.



Ensure team members understand what is expected of them.

Through purpose and story-telling, the onboarding experience should be rich with a mix of subject matter expert, on the job, and experiential learnings that give a well-rounded picture of what success looks like for your new starter, for their team, and for your organisation.

Pre-boarding

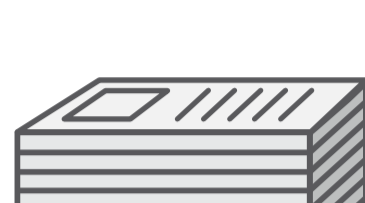
The devil is in the detail



Refer to [Clicks' pre-start control list](#) for a simple checklist to ensure you are ready to onboard.



Confirm that your new starter's technology, access and logins are set up and working. It is crucial that equipment is properly pre-configured. This includes online collaboration and communication tools.



Send any relevant documents and files to the new starter, eg bank details, tax file number declaration, choice of superannuation fund, emergency contact details.



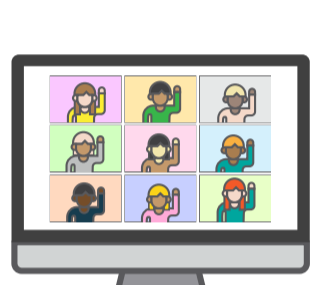
Schedule a welcome email to be sent to your new starter an hour before they start. Include a clearly laid out itinerary for the first few days.



Send an email to the team members and other key stakeholders announcing your new starter. Include content about the role they will be taking on, a bit about their previous work history and why that makes them such a great fit, and ideally something about their personal life. Be sure to include your new starter in the email so they can see the nice things that you have said about them!

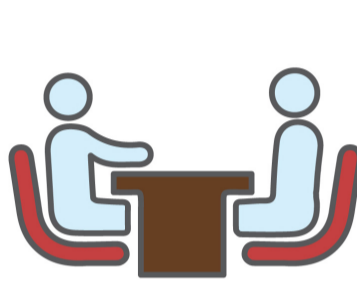
The First Day

Create a welcome

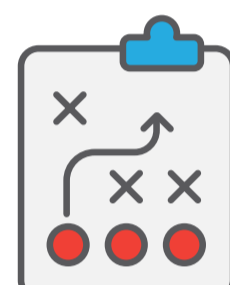


Organise a team meeting and make sure the entire team is present. Have everyone introduce themselves and talk about their role and responsibilities in the team. For team members joining remotely, ensure cameras are on!

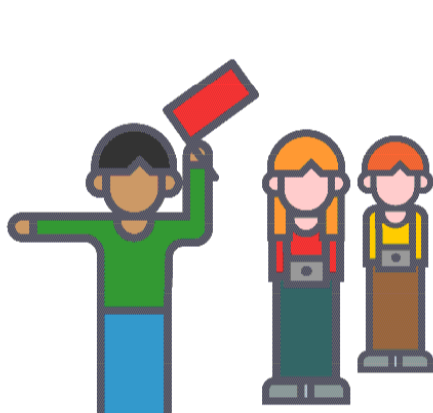
Ask your new starter to share their professional highlights with the team. A focus on achievements and understanding team members' strengths support a high-performance culture. Just let the new starter know ahead of time so they aren't put on the spot.



Express a genuine interest in getting to know your new starter by asking them to share something about themselves. Hybrid working models can make team members feel disconnected. Creating an environment where individuals are encouraged to express themselves and share their stories helps the team connect and increases psychological safety.



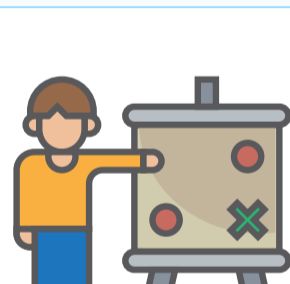
In a one on one setting, take your new team member through your playbook. Think about: how and why we do things around here, what's our workflow, what's our value proposition. Providing your new team member with relevant technical and project information is important. But it is most important to understand and adopt your culture, values and workflow.



Conduct an office tour by walking your new starter through your office and showing them where the amenities are. Knowing where to get a cup of tea or take a bathroom break will help your new starter settle in. It is important to talk about how you use the space by pointing out the breakout areas and collaboration spaces and telling them which meeting rooms may not be the most soundproof. Remember to highlight any facilities such as gyms, showers, car parking or bike racks. This helps new starters better plan their day when working in the office. If they are not onsite, flip that camera on your phone and take them for a stroll.

The First Week

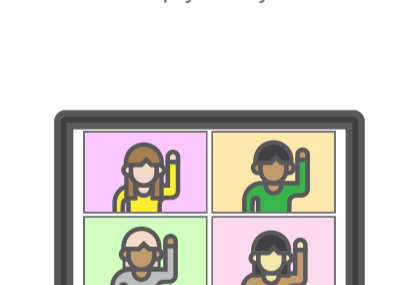
Get ready to be productive



Set clear expectations about your new team member's responsibilities. Discuss what is most important and what they should focus on to start with. Talk about your company or team's mission. Providing a why and meaning behind their work helps boost employee engagement and motivation. Once you have clearly defined what needs to be done and why you can be a lot less prescriptive about how it gets done – nobody likes being micro-managed. Utilise shared documents or platforms such as Salesforce, Trello, Asana, Miro, or BI tools to help your hybrid team better collaborate.



Provide your new team member with a buddy. This should be someone other than you, who has been with the business for a while and is keen to help. The buddy will provide support on a regular basis, and help with inclusivity and trust. Note: we advise against assigning a buddy who isn't enthusiastic about the opportunity.



Arrange follow-up face to face meetings with team members who will work closely together.



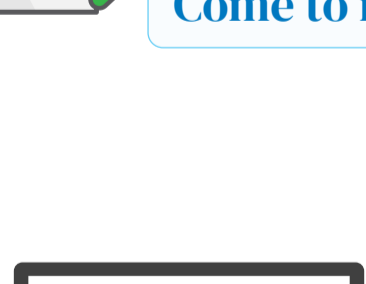
Create clear tasks and due dates – you probably already use Trello or something similar, so just make sure your new team member has been added.



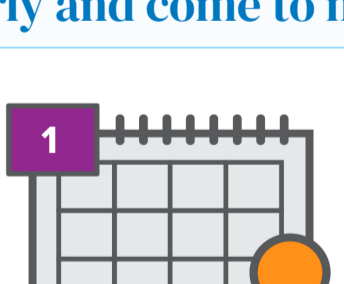
Conduct all meetings in a face to face capacity for at least the first week, using available video and collaboration tools as required.

The Next Week and Beyond

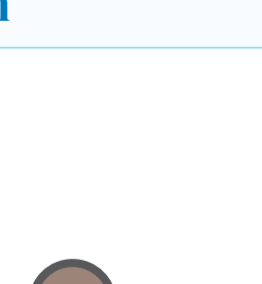
Come to me early and come to me often



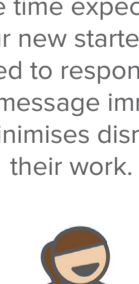
Schedule a regular one-on-one. Initially, communicate more often than it may feel necessary. Only that way, you can ensure your new starter isn't struggling, feeling left out, or doesn't understand what is needed of them. You can also model 'help-seeking' behaviour, so your new team member feels comfortable coming to you when they are stuck. Cultivating a culture where asking for help is the norm encourages a collaborative workforce that works together to solve problems.



Schedule uninterrupted blocks of time for work to be completed. A sense of achievement will help them flourish in the role. It is also helpful to be clear about the response time expected. That way, your new starter doesn't feel obliged to respond to every email or message immediately which minimises disruption to their work.



Ask for feedback to continuously improve your induction processes and the new starter experience. Ask them the hard questions or the ones you'd rather not hear the answer to.



A hybrid workforce means less opportunity for creative collisions from corridor encounters or water cooler conversations. Ensure you organise regular formal and social meetings between team members, particularly those who don't work together, to help promote creativity and knowledge sharing.

Also, consider conducting 'stay' interviews rather than 'exit' interviews to understand why new starters remain in your organisation, what they enjoy working on, and their preferred management style to support attraction and retention efforts.

Please let us know if you have additional ideas and experiences to share on onboarding hybrid teams. We want to share information with our entire client community to navigate this 'new normal' together.