

Onboarding Checklist

10 actions to help deliver the best onboarding experience for your people

It's important that new starters experience a positive onboarding process so that they can hit the ground running and start providing value to your organisation straight away. In contrast, 20% of candidates who experience negative onboarding leave within the first 45 days, leaving you back at square one. It's critical you have the right processes in place to make new starters feel welcome. Here's our handy checklist to help you shape the best possible onboarding experience to help your people hit the ground running:

1. Confirm receipt of signed/completed documents from your new starter as quickly as possible. There is nothing worse as a new starter than not hearing back that everything has arrived safely.
2. Message the new starter two weeks before their start date introducing them to their manager and providing a "first day briefing", explaining where they need to go when they arrive, what they need to wear, who'll they'll meet and anything they need to bring along.
3. Message the new starter one week before their start date to confirm first day arrival details.
4. Set up the new starter on any internal systems they'll need to access in advance of their start date, as well as setting up equipment and their workspace ready for day one.
5. Arrange a "meet the team" (virtually or in person) to help the new starter engage with the colleagues they'll be working with.
6. Provide a checklist with any key activities the new starter must complete on day one such as entering their personal details into your HR system or logging in to other software they'll need as part of their role
7. Provide any policies or company handbook detailing rules on social media use, mobile phone access, cybersecurity expectations etc.
8. Arrange a company induction or introduction meeting on their first day including a full site tour, so the new starter understands the company values, its history and any health and safety rules they need to be aware of.
9. Allocate a buddy so the new starter has someone other than their manager to ask questions and ensure they can have lunch or breaks with someone if they choose.
10. Set-up a meeting one week after their start date to make sure the new starter is settling in and can ask any questions where they're still unsure.

These can be repeated regularly over six months to check-in on their progress.