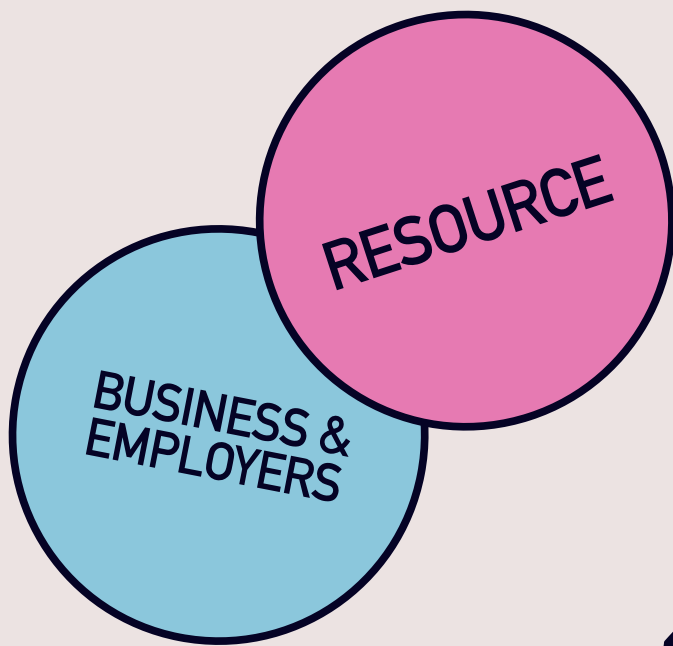


# Good Growth Hub's Guide to Inducting & Onboarding New Starters




This document brings together the Good Growth Hub team's advice and guidance for inducting, on-boarding and regularly checking-in on new starters for entry-level roles or paid traineeships.

The guide is designed to be applicable across the creative, cultural and digital sectors and draws upon research, reports and our direct experience of supporting employers and employees.

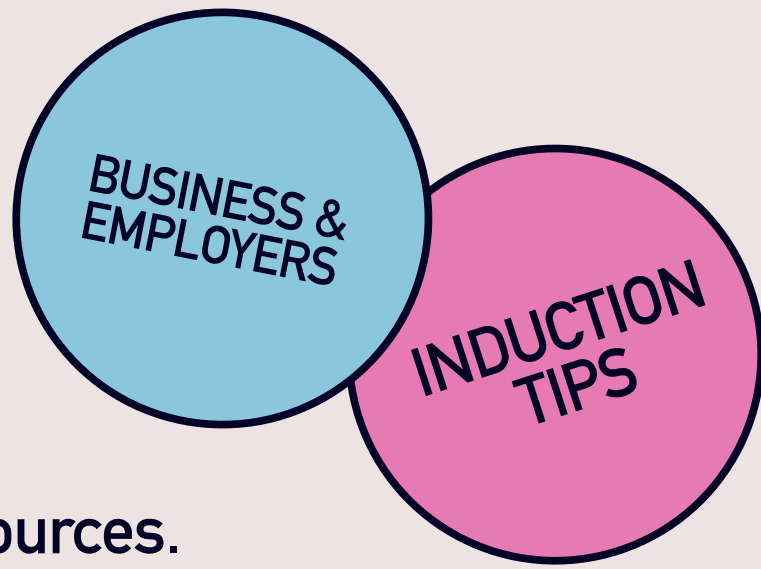


 [www.goodgrowthhub.org.uk](http://www.goodgrowthhub.org.uk)

 [@goodgrowthhub](https://www.instagram.com/goodgrowthhub)

 [www.anewdirection.org.uk](http://www.anewdirection.org.uk)

 [@A\\_New\\_Direction](https://www.instagram.com/A_New_Direction)



## 1. Technical set up and resources.

This includes log-ins and tech: so everything is ready for their first day.

## 2. Welcome and introductions.

Your new starter feels welcome and acknowledged within their wider team, and has a chance to get to know their new colleagues.

## 3. Orientation of the office/ digital space.

The new starter gets to know where everything is and what shared responsibilities there are in the space. This also includes online spaces such as shared drives, documents, slack, etc.

## 4. Understanding the organisation and the role.

Share the businesses' vision, mission and values and how the new starters role and team fit into the organisation as a whole. This gives them a sense of connection.

## 5. Introduce policies and procedures.

Instruct your new starter to spend some time reading and understanding all of the essential policies and procedures, including the process for if anything goes wrong, booking annual leave, sick leave and so on.

## 6. Support and space.

Ensure new starters are supported, have space to settle in, and have time to learn and absorb, with permission to ask questions so they can make fewer mistakes and settle into the role over time.

# First 1:1

Start with introductions to the company, the role and the team structure and personal intros.

## 1. Management style.

Talk about how you prefer to work and how often you would like check-ins and touch points. It's helpful to remember that people prefer different approaches. For some, it's most useful to complete a task and receive feedback once completed, others may prefer to check-in at set stages or times throughout, whereas others may prefer to work collaboratively whilst getting familiar with the role.

## 2. Map out learning curves.

We all come into new roles with some tasks and responsibilities we are confident with, and some not so much. That's fine and many things will be new. Talk through which areas are new, where you anticipate there will be a learning curve and make a plan together to work up to these areas. You may want to consider shadowing, giving extra time for certain tasks, working through something together, extra training etc.

## 3. Set clear objectives and deadlines.

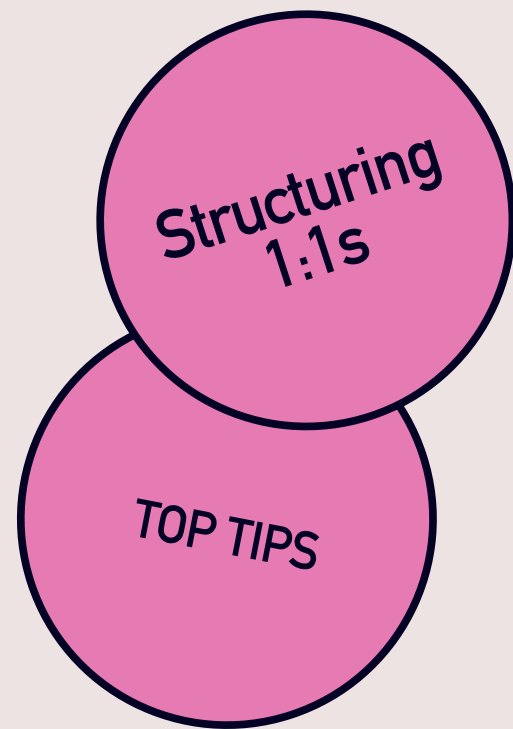
Having a conversation early on about goals and objectives can help to take pressure off getting everything right straight away and make sure you have sight of the long-term aims. Ensure you cover both short, mid and long-term ambitions! You could choose to use 30-60-90 method, or your own organisation's goal setting framework if you have one.

## 4. Priorities for the week ahead.

Share and discuss priorities for the new starter's week ahead, including any support they might need with their workload or task management. Where relevant/appropriate it can be nice for managers to also share their priorities for the week ahead.

## 5. Access and adjustments.

If you haven't already discussed, this is space to share any adjustments, ways of working, equipment required, or questions about the role which will help you to talk through anything that could be put in place.





During the probationary period it is extra important that you schedule and maintain regular 1:1s with your new starter (ideally weekly).

Effective 1:1s should facilitate the following:

- Building a trusted relationship
- Staying informed and aligned
- Providing mutual feedback to help each other grow
- Space to address topics that can get lost in the day-to-day (i.e. wellbeing, career development)

During your first 1:1 with your new starter, you should get to know each other; explain both the line manager's role and their role, introduce the organisation's vision and mission, and discuss how you would like to work together.

At the end of the probation period, discuss the ongoing frequency of 1:1s that suit the needs of you, the business and the professional development and required support of the new starter.

## Effective 1:1s should facilitate:

- Building a trusted relationship
- Providing mutual feedback to help each other grow
- Staying informed and aligned
- Space to address topics that can get lost in the day-to-day (i.e. wellbeing, career development)




## Scheduling

- Frequency i.e. bi-weekly, weekly, or monthly
- Preferred length i.e. 1-hour, 30 mins
- Day(s) i.e. start of week, mid-week, end of the week
- Time: Morning, mid-day, end of the day
- Format: video call/ zoom, audio call, in-person (or a balance of all)

## Structuring

- Check-in on how they are doing: Wellbeing and any support needed?
- Reflect on the previous week's proud moments and challenges: what's gone well, key learnings, challenges, progress on tasks and wider objectives?
- Employee focus: updates, progress, decisions, approvals, any FYIs.
- Manager: briefing on key tasks/areas of work to prioritise, explaining business case/ rationale, giving feedback and recognition.

 [www.goodgrowthhub.org.uk](http://www.goodgrowthhub.org.uk)

 @goodgrowthhub

 [www.anewdirection.org.uk](http://www.anewdirection.org.uk)

 @A\_New\_Direction

