



New Employee Onboarding - Supervisor's Guide

1. Introduction

You have a new employee!

Employee onboarding is a vital part of the GNWT's recruitment process. Hiring, training, and bringing new employees on board is a huge investment. This onboarding guide will assist you when you have new employees, summer students, new managers and existing employees in a new role. Onboarding is an important process to create a smooth adjustment for new employees into the workplace.

It starts before the employee arrives and continues through their first 3 months of employment. It provides an opportunity for the supervisor to develop, coach and mentor the individual

Our onboarding program follows a 90 day process, when employees login to MyHR they can register for the Employee Onboarding program and select a guide that represents their employee type; New Employee, Summer Student and New Manager. Even existing employees who are in a new role should be on boarded as well.

This *New Employee Onboarding – Supervisors Guide* is a tool to assist you through the first months of your new employee's employment, providing instructions to complete certain actions that will help them to succeed.

The culmination of these is a series of meetings with you.

A strong Onboarding program:

- Allows employees to develop and become productive faster;
- Must be flexible enough to meet individual needs;
- Introduces employees to the formal and informal culture, values and practices of the department of the GNWT as a whole;
- Involves all team members including the employee who also has a role and responsibility in making the onboarding a success;
- Has a positive impact on the employee and their view of the GNWT;
- Gives employees the tools necessary to excel in the organization;
- Capitalizes on the motivation of new employees;
- Provides upfront expectations, leading to knowledgeable diligent employees and reduces miscommunication which could lead to low productivity, errors, anxiety, and dependency on other staff;





- Reduces turnover and increases retention allowing for job satisfaction and increased job performance; and
- Ensures employees are comfortable enough to ask questions.

2. Prior to Employee Arrival (7-10 Days)

An Onboarding plan should be developed which is specific to the department prior to the employee's arrival. Planning and preparing for the employees arrival so they don't arrive to disorder and confusion, but instead to an organized, welcoming and prepared workplace will help create an experience that introduces the GNWT as an Employer of Choice and creates a positive work environment.

Choose and assign a "Work Buddy". This individual should be an employee who has been with the government for at least two years and should be interested and enthusiastic about participating. Clearly communicate your expectations and the proposed duration/timeline to the assigned "Work Buddy".

You should also ensure that:

- Your schedule is clear enough to be able to spend time with the new employee;
- The new employee has an appropriate workspace and any necessary tools such as computer and phone, and that they are in working condition;
- Reference materials are gathered and available (phone directory, organizational chart with titles, staff and emergency lists, voice mail/email instructions, etc.);
- The departmental *Occupational Health & Safety Orientation New Employee Checklist* is ready to be reviewed and signed; and
- You communicate to the unit the pending arrival of the new employee by email or at the appropriate meeting.

3. Onboarding Checklist (7-10 days Prior to Employee Arrival)

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Check when completed	Actions	Date to Complete
	Assign a workstation/phone extension	
	Establish a computer, network, email address	
	Acquire building and floor access (door keys, fobs, etc.)	
	Prepare a Welcome package that contains a welcome gift(if possible) and important documents and policies, such as: • Voicemail/email instructions • Organizational charts • Harassment Free and Respectful Workplace Policy and Guidelines • Code of Conduct • Email Use Policy • Internet Use Policy • New Employee Information – Self-Service • Duty to Accommodate Injury and Disability Policy and Guidelines • Occupational Health and Safety Policy	
	Secure “work buddy”	
	Send an email announcing the employee's arrival or place on meeting agenda (see example below)	
	Print off OHS Orientation: New Employee Safety checklist and amend to departmental needs as required	





Check when completed	Actions	Date to Complete
	Identify assignment/work for employee to start on	
	Order Business Cards (if applicable)	
	Email TSC to connect employee	

Sample Communication Email

I am pleased to announce that (employee name) is joining the GNWT in the position of (job title) in (name of unit, department) effective (start date).

(Name of employee) (insert a brief history on the employee – can include educational highlights and experience, recently relocated, etc.).

Please join me in welcoming (employee name) to our team by introducing yourself, sharing information about what you do, and creating a positive friendly environment for (employee name).

4. Employee Arrival (First Day)

When your new employee arrives, it is important that the contact name that they have been given is there to greet them and that they are given a warm welcome. First impressions are important and can set the tone for the new employee.

On the first day it is important to put the employee at ease and try to get them comfortable. Depending on the work environment, location and preference of the individual, onboarding tasks can be scheduled throughout the day to suit specific needs.

Remember that the new employee is receiving a tremendous amount of information and that is helpful to keep it small segments. Have a discussion after each segment and check to see if the employee has any questions before moving forward.

Depending on the employee's role and location, we recommend the following orientation tasks be completed on their first day:

Checklist for First Day of Employee Arrival

Check when completed	Actions
	Arrive early to ensure that you are present when employee arrives
	Provide a warm welcome and discuss plans for the day
	Tour the assigned work space and ensure that everything is working
	Provide required keys, security access, parking pass, if applicable
	Tour the building and immediate area and introduce new employee to staff members and key contacts
	Introduce to "work buddy" (if applicable)
	Review workplace guidelines: working hours, breaks, lunch, staff meetings, payday, access to building or office, leave, absences and overtime reporting, duty travel, fieldwork, telephone and internet protocol, dress guidelines, reporting lines and approval process
	Review key duties (job description), job expectations, probationary period and work plan
	Have employee complete the Emergency Contact Form in PeopleSoft.
	Ensure that your new employee logs in to MyHR and register's for the New Employee Onboarding program.

5. Employee's First Week

Many employees approach new jobs with the belief that "they can find something else if it's not a great fit right away."

The first week continues to be an information overload for the new employee. We recommend that you check-in often with the new employee to answer any questions that they may have and/or schedule a meeting with them at the end of week/shift rotation.

The following items should be covered off during their first week:





Checklist for First Week of Employee Arrival

Check when completed	First Week Actions
	Review and complete OHS Safety Orientation Checklist
	Provide departmental overview including mission statement, structure of department (divisions), organizational charts, intranet, newsletters etc.
	Ensure employee is completing MyHR Onboarding
	Check-in with "Work Buddy" for any issues or concerns
	Schedule meeting with employee at end of first week to "check-in"

Within the first 30 days, your new employee will be going through the Onboarding process and completing MyHR onboarding and training for their new position. We recommend at the end of the 30 days meet with your employee to go over the 30-day questionnaire to promote communication between yourself and your new employee.

The following items should be covered off during their first week:

Checklist for First Month of Employee Arrival

Check when completed	First Month Actions
	Ensure employee is continuing with MyHR Onboarding
	Ask new employee to complete the 30-day questionnaire

6. 60-Day Check In

Many outlets state that it takes 45 – 60 days to get a new employee fully acclimated and acquainted with their new business, so this is a great time to sit down with the new hire not only to assess their familiarity with the organization and their role but also to see how happy they are. You can assess their performance to this point on some of the shorter projects you assigned while also figuring out where their mind is regarding the bigger picture projects you hired them for. This meeting could go a long way in retaining the employee.

New employees feel an inherent desire to contribute to the business right away. Ensure that they are comfortable with projects that have been assigned to them. Ask for feedback on your leadership and if you are providing enough direction and information.

Check when completed	60-day Action
	Ask the new employee to complete the 60-day questionnaire

7. 90-Day Check In

Typically the amount of time it takes for an employee to fully be accepted into an organization, the 90-day mark is when you should start seeing serious results from your new hire.

This is where Performance Development begins, with the creation of the ePerformance template in PeopleSoft. This is when Objectives and Learning plans can be entered for the fiscal year and competencies can be reviewed.

8. Probation Period Completed

Successfully completing a probationary period is often a rewarding milestone for new employees. If your new employee has successfully completed their probationary period, the Supervisor should acknowledge this by meeting with the employee and discussing their performance. This meeting can be added to their Performance Document under one of the three Checkpoints.

The Probationary period for an employee is indicated below:

- For all employees except teachers: on initial appointment at pay level 12 or lower is SIX (6) MONTHS or,
- On initial appointment to a position at pay level 13 or higher TWELVE MONTHS (12),
- On promotion or transfer to a position SIX (6) MONTHS,
- For teachers: on appointment to a teaching position, TWENTY FOUR MONTHS (24), or until the employee has two years teaching experience in the NWT.

