



# **Supervisor's Guide to New Employee Onboarding**

## 1. Introduction

### You have a new employee!

**E**mployee onboarding is a vital part of the GNWT's recruitment process. Hiring, training, and bringing new employees on board is a huge investment.

Through employee onboarding results in lowering costs related to employee turnover. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time as many individuals decide within the first weeks of employment if their decision to join the GNWT was the right decision.

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. It can assist with turning a great hire into a great employee. It focuses on a warm welcome, ensuring the employee has the knowledge and tools to do their job, affirming that the employee fits into the organization, becomes a valued team member, and enhances and builds a long-term relationship with the individual.

While the components of a traditional orientation program still apply, they now become a “part” or “stage” of a much more comprehensive Onboarding process. Whereas most orientation programs conclude by the end of the first or second day in the new job, Onboarding can begin as early as the first interview and will continue well beyond the conclusion of the orientation.

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)

**A**n 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 *Oath or Affirmation of Office and Secrecy* form is printed and ready to be reviewed and signed (including determining who in your department is a Commissioner of Oaths);

- 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)

**A**n 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.

Check when completed	Actions	Date to Complete
	Ensure job offer and hiring package is sent to HR for processing	
	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 and important documents and policies, such as: <ul style="list-style-type: none"> <li>• Voicemail/email instructions</li> <li>• Organizational charts</li> <li>• Harassment Free and Respectful Workplace Policy and Guidelines</li> <li>• Code of Conduct</li> <li>• Email Use Policy</li> <li>• Internet Use Policy</li> <li>• New Employee Information – Self-Service</li> <li>• Duty to Accommodate Injury and Disability Policy and Guidelines</li> <li>• Health, Safety and Wellness Policy</li> </ul>	
	Secure "work buddy"	
	Send an email announcing the employee's arrival or place on meeting agenda (see example below)	
	Print off <a href="#">OHS Orientation: New Employee Safety checklist</a> 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)	
	Complete the New Employee request form located at: <a href="#">Request for Support   Information and Technology Services</a>	

## 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.

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

- Introduction of team and others (dependent on location);
- Introduction of “Work Buddy”;
- Tour of work site;
- Complete the Occupational Health & Safety Orientation New Employee Checklist. Promote the importance of safety in the workplace and any specific departmental requirements;
- Review roles and expectations including reporting structure;
- Review workplace guidelines such as hours of work, access (keys, FOBs), breaks, parking, recycling, bathroom codes;

- Complete the “Emergency Contact Form” to ensure that in the event of a medical emergency, if there is no access to PeopleSoft, the information is available;
- Familiarization of work space including how to use office resources (phones, fax, printers, internal contact information, GNWT Web site); and
- *Oath or Affirmation of Office and Secrecy* is signed.

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.

### 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”
	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 workplan
	Have employee sign <a href="#">Oath or Affirmation of Office and Secrecy</a>
	Have employee complete the <a href="#">Emergency Contact Form</a>
	Provide departmental overview including mission statement, structure of department (divisions), organizational charts, intranet, newsletters etc.

## 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:

- Discuss training requirements for new employees and orientate them to the Enterprise Learning Management System (ELM);
- Provide the employee with a copy of the *Code of Conduct*;
- Employee completes the *General Safety Awareness* e-learning program;
- Employee completes the *Indigenous Cultural Awareness & Sensitivity Training* e-learning program;
- Arrange for them to attend a *Benefit Documentation* session; and,
- Supervisor checks-in with "Work Buddy" to address any concerns.

### Checklist for First Week of Employee Arrival

Check when completed	First Week Actions
	Have employee sign up for the <i>PeopleSoft Self Service</i> online self-study course through ELM
	Have employee complete the <i>Workplace Safety Awareness</i> online self-study
	Ensure employee watches the <a href="#">Occupational Health &amp; Safety</a> Onboarding video to introduce them to safety in the workplace
	Review and complete <a href="#">OHS Safety Orientation Checklist</a>
	Provide departmental overview including mission statement, structure of department (divisions), organizational charts, intranet, newsletters etc.
	Ensure employee watches the <a href="#">Technology Services Center</a> (TSC) Onboarding video to learn how the Technology Services Center supports employees

Check when completed	First Week Actions
	Ensure employee watches the <a href="#">Important Policies and Programs</a> Onboarding video to learn about many of the GNWT policies and programs that impact them as a GNWT employee
	Ensure employee watches the <a href="#">Duty to Accommodate</a> Onboarding video to learn about this important program
	Review/Develop training plan if required
	Review Safe Disclosure <a href="#">MOU</a>
	Introduction and familiarization with GNWT Finance website where they can access additional information on our Government, <a href="#">programs and policies</a>
	Review GNWT Communications – <a href="#">BearNet</a>
	Review Departmental Communications and review <a href="#">Mobile Devices Policy</a> (if applicable)
	Arrange for employee to sign up for benefits documentation and obtain ID card
	Check-in with “Work Buddy” for any issues or concerns
	Schedule meeting with employee at end of first week to “check-in”

## Checklist for First Month of Employee Arrival

Check when completed	First Month Actions
	Review <a href="#">Public Service Annual Report</a> (if applicable) and the Departmental Strategic Plan
	Performance Development Program & ePerformance – Establish annual work objective and learning plan goals (ePerformance document will be automatically created after employee has been in position for 90 days – to have the document created earlier request its creation at <a href="mailto:performance_development@gov.nt.ca">performance_development@gov.nt.ca</a> )
	Review use of <a href="#">GNWT vehicles</a> (if applicable)
	Review <a href="#">Access to Information and Protection of Privacy Act</a> (ATIPP)
	Ensure employee watches the <a href="#">Records Management</a> Onboarding video to learn

	how records are managed in the GNWT
	Have employee complete the <i>Indigenous Cultural Awareness &amp; Sensitivity Training</i> (must register through the learning tile in PeopleSoft (ELM))
	Have employee complete the <i>Diversity and Inclusion in the Workplace</i> online training (must register through the learning tile in PeopleSoft (ELM))
	Review Duty Travel <a href="#">guidelines</a> and <a href="#">rates</a> (if applicable)
	Review Learning & Development (Policy, ELM, Education Leave)
	Ensure employee completes the <a href="#">Employee Self Service Oracle User Productivity Kit</a> (UPK) and any additional PeopleSoft training courses on ELM such as Online Expenditures (as seen applicable)

## 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.

## 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.

A formal review should be conducted at the end of the first 90 days that involves two-way feedback. Ask your employee their impressions, what's working and what's not, and areas that you can improve upon. By ensuring continual two-way communication, you are both going to get the most of the experience.

## **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.

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 12 MONTHS,
- On promotion or transfer to a position SIX (6) MONTHS,
- For teachers: on appointment to a teaching position, 24 MONTHS, or until the employee has two years teaching experience in the NWT.