advanced

5 steps for effective staff onboarding

A guide to best practice,
with Amthal Fire and Security

WHITEPAPER

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Introduction

Why onboarding matters

Onboarding is an important step of every employee's work journey. A bad experience could set the wrong tone and put a strain on the relationship between an employee and their new organisation.

All too often, new starters are left to muddle through their first few weeks with little help. This can result in them feeling disengaged and questioning if they've made a mistake in taking the job, and it's even more of an issue in a world where remote working is more common than ever.

However, a good onboarding can get staff up and running quickly, give them a great first impression of the company, and embed key organisational values in their actions from day one.

That's why we've put together this best practice onboarding guide with the help of Paul Romeril, who recently joined Amthal Fire and Security as a Strategic Account Manager. After many years in the fire and security sector in South Africa, Paul was ready for a new work journey in the UK. He joined Amthal, and had a great onboarding experience with his new organisation.

We sat down with Paul to learn what set Amthal apart from other organisations, what made his onboarding experience such a positive one, and how Advanced's performance management software, Advanced Clear Review, made a difference to his onboarding journey.

Using Paul's experience and our own views as experts in the performance management space, we've set out five steps for effective staff onboarding.

1. Give your new starter everything they need

It's important to make sure your new employee has all the equipment they need to start working straight away. It'll give a bad first impression of your organisation if they spend their first day waiting around for someone to set up their laptop, send them their password or provide their uniform.

If your new starter is coming into the workplace, arrange for their manager or a senior team member to meet them, show them to their workspace, and get them up and running. Don't leave new employees to figure out where they're supposed to be and what they need to be doing.

If your new employee is spending their first day working remotely, ensure you send them everything they will need at least a few days in advance, and set up a phone call with any necessary colleagues (such as IT or HR) to talk them through what they need to know to get started. Once they are online on the first day they should have a meeting with their manager, who can give them an overview of what their first few days will look like.

2. Get them up and running on all necessary systems

Do your employees need to log into emails, clock in and out for their shifts, or access online portals? If so, it's best to familiarise them with these systems and processes right from day one.

Paul tells us how this impressed him on his first day at Amthal Fire and Security:

"The thing that really blew me away right from day one at Amthal, is that they really had all their ducks in a row. As well as being welcoming they were also very professional, and got me up and running with all the relevant processes and systems straight away. This included Advanced Clear Review, on which I was set up on my first day, which meant I could start learning how to use the system without delay."
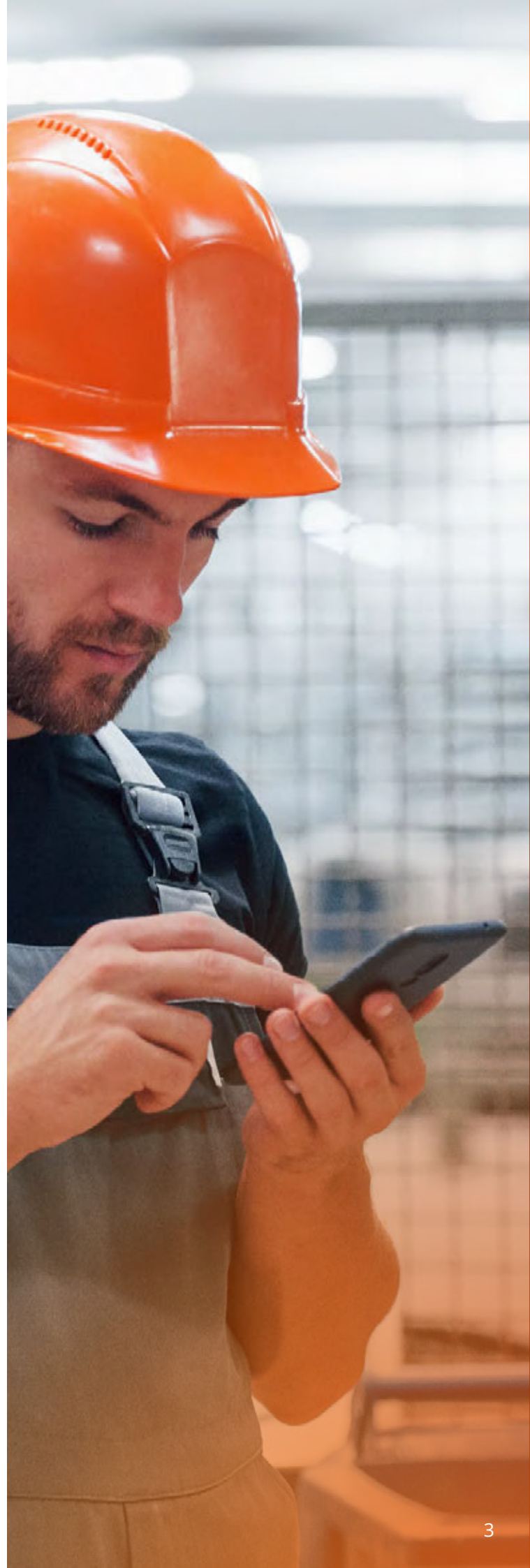
3. Start setting short-term goals

Once the basics are dealt with, it's a great idea to set your new starter some short-term goals for those first few days. These goals should be relatively simple and shouldn't take long to complete. They could include familiarising themselves with company policies or putting in a meeting with certain members of their team.

Paul explains why having objectives to start working on straight away worked for him:

"Because I had been set up on the performance management system on my first day, the next morning I already had objectives and actions to begin working on. This was great as it gave me clarity on what was expected of me and what I was supposed to be doing with my day."

Don't leave your new starters wondering what they're supposed to be filling their days with. Instead, set out goals with clear actions that can be completed in the first few days so your employee will be busy, productive, and not worried they're doing the wrong thing.
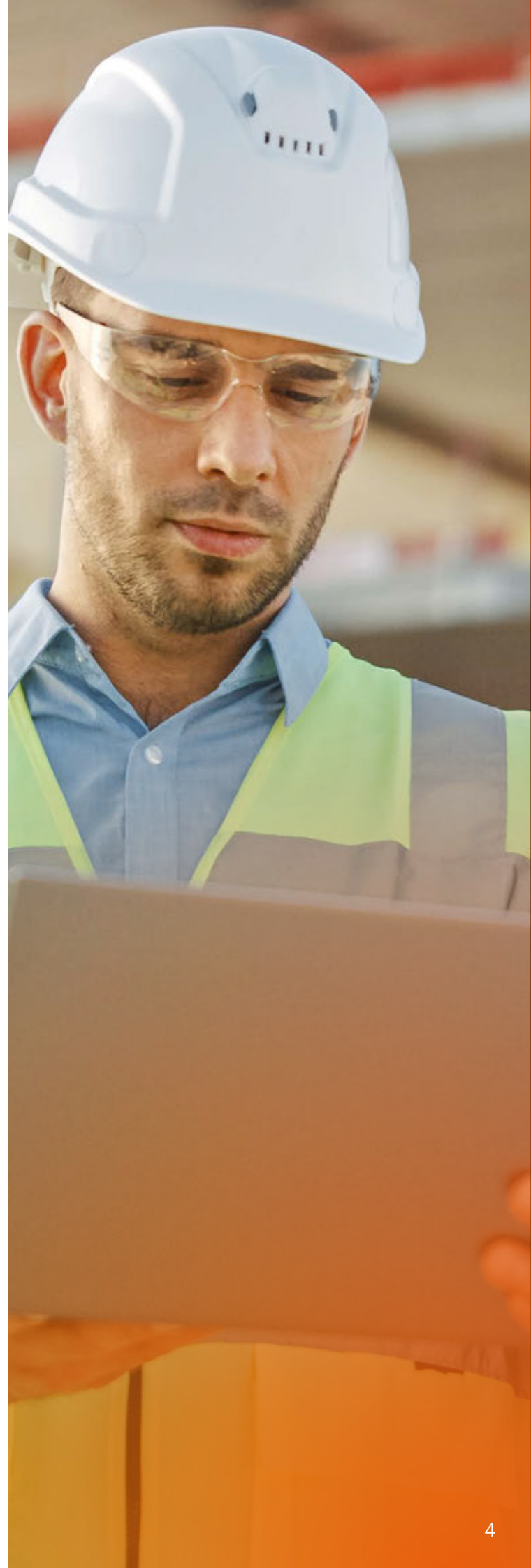
Feedback is a great way to build team relationships and improve an employee's performance.
They can get a shout out for a job well done, and get feedback on how they can improve for next time.

4. Introduce them to their co-workers

One goal you can set for new starters is to introduce themselves to other members of staff, and find out what they do within your organisation. This will help them to build co-worker relationships and learn who they can go to with specific questions – rather than always needing guidance from their manager.

Once the new starter has been introduced to their new co-workers, they can begin to give and receive feedback. Feedback is a great way to build team relationships and improve an employee's performance. They can get a shout out for a job well done, and get feedback on how they can improve for next time. This is made quick and easy on a platform like Advanced Clear Review.

"I started using the feedback function on Advanced Clear Review straight away, and now I use it regularly. I enjoy giving feedback to my team members, and I also get a lot back in return, which is very encouraging!"

Paul Romeril

By showing new starters how to give feedback in their first few days, you can embed this behaviour in them for the future, making it second nature to give feedback as soon as they have worked with someone, be it to thank them for a job well done, or give them some constructive feedback.

5. Benefits of Advanced Clear Review during onboarding

This was Paul's first time using a performance platform, and he told us how he found it: "The system was so simple to use, I'm not as tech savvy as some of the younger people in my team, but it wasn't an issue and I needed minimal training to get up and running on Advanced Clear Review. Using the system right from the start meant it became an embedded behaviour, I don't even think about it now, I interact with it daily, as I do my emails!

"What I really liked was how the tool was presented to me, as one of positivity. It wasn't something I was being forced to use, but something that would help me in my day-to-day work and allow me to better connect with my team members."

Providing structure

Jamie Allam, CEO of Amthal Fire and Security, explains why the company onboards its staff in this way:

"We show our new starters the system in their inductions on day one, so that they can understand how it works and what we are trying to achieve by using it at our organisation."

"After showing them the basics of the system we set them some quick win objectives that include meeting certain new team members. This way we ensure they are familiarising themselves with different areas of the business early on. We do this because we want to provide some structure to the first few days, and start documenting progress straight away."

We want all employees to have as good an onboarding experience as Paul did: one filled with clarity, communication, and positivity, and leaves them feeling great about their decision to start a new venture.

We would love to show you more

To discover how our performance management software can help you achieve your goals, get in touch today.

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