

# AN EMPLOYER'S GUIDE TO BEST PRACTICE INDUCTION

Generational differences are real - and can often be frustrating. If you want to nurture a positive, productive working relationship with young Millennials or Gen Z employees, it's a good idea to start them off with a structured formal induction. The purpose of an induction is to provide your new employee with all the information and resources they need, and make them feel part of a supportive workplace with supportive supervisors. It will empower them to learn how the business operates and understand what's expected of them.

## 1. BEFORE YOUR NEW EMPLOYEE ARRIVES

### a) Prepare an induction pack

Ideally, your induction pack should be given to your new employee on their first day of work. It should include their employment contract, their job description, information about the company, policy and procedure documents, and any forms they may need to complete. Depending on your business, you could also do an online induction.

### b) Make sure all the materials and equipment they need are ready to go

This includes any items that they will need to do their job, such as tools, shoes, aprons, phones, safety equipment, workstation, computer etc.

### c) Prepare an itinerary for week one

The first week can be overwhelming for a new employee. It's a good idea to plan and schedule meetings ahead of time to make sure they meet their team and get to grips with the most important issues first. Use the attached template to get you started.

### d) Contact your new employee prior to day one

Ring your new employee the week before they start to touch base and let them know what will happen on day one, and when and where they should arrive.

## 2. WHEN YOUR NEW EMPLOYEE ARRIVES

### a) Meet with them on day one to kickstart their first week. Focus on these items:

#### ■ Induction pack

Talk through the details of the induction pack. Encourage them to ask questions.

#### ■ Ways of working agreement

Talk through, agree on and sign the ways of working agreement. Address any issues or concerns they might have.

#### ■ Week one schedule

Run them through the first week's scheduled meetings with people who will introduce them to the business, tasks and goals of their new role.

#### ■ Get to know your young employee

Have a casual conversation to get to know your employee. This will help you to get an understanding of who they are, how supportive their family is, what they want to get out of work, how they'll travel to and from work, and other activities or passions they have in their life.

### b) Schedule the first twelve months' training

Schedule regular training events through the employee's first twelve months to make sure they have access to training and development opportunities.

### c) Arrange non-work events

Two of the key reasons why young people don't complete their training is because of poor relationships with their boss/colleagues, and an unsupportive workplace culture. Make time for informal events where your new employee can get to know the workplace and their new team on a

personal level. This will create a supportive workplace culture and help them to build relationships.

**Example:**

New employee week one induction schedule

Time	Monday	Tuesday	Wednesday	Thursday	Friday
7 – 8	Start work at 5 Clarence Street Sydney	Start work at 5 Clarence Street Sydney	Start work at 5 Clarence Street Sydney	Start work at 5 Clarence Street Sydney	Start work at 5 Clarence Street Sydney
8 – 9	Induction meeting with Jo		Travel to new job site with Mike for the morning	Training with Sam	
9 – 10	Induction meeting with Jo	Coffee with Lee			
10 – 11	Induction meeting with Jo				
11 – 12					
12 – 1	Lunch break	Lunch break	Lunch break	Lunch break	Lunch break
1 – 2					
2 – 3	Coffee with Pete – longest employer and onsite supervisor				Review week - meeting with Jo
3 – 4		Training with Sam	Training with Sam		Welcome drinks with the team
4 – 5					
5 – 6					

