

# HOW TO WELCOME A NEW EMPLOYEE

## 1. Send them an onboarding schedule and information

The first step you can take to welcome a new employee or team member is to send them a comprehensive and detailed schedule of their first week.

**Benefit:** Helps the employee feel more comfortable knowing what to expect.

**Consider:** Print out the documents and create a binder or create an online file, for the employee to have all information in one place.

**Include:**

- Start date and time.
- What documentation to bring.
- Information regarding training sessions.
- Information about social events.
- Goals for their first week and month of employment.
- Organizational policies, such as employee code of conduct and dress code.
- Team member headshots with their names, roles, and brief bios.
- Contact information for their team leader and human resources professionals.
- Links/reference to important documents, such as the employee handbook and benefit package.

## 2. Write a welcome message

Writing a welcome message is an essential step in the onboarding process.

**Benefit:** Makes a new employee feel welcomed.

**Consider:** You may handwrite the message on a card or compose a friendly email.

**Example:** Here are some examples of short welcome messages you can use.

*“Welcome to our team, [Employee name]! We look forward to getting to know you and can't wait to see what we can accomplish together.”*

*“Congratulations [Employee name]! I hope you enjoy being a part of this team as much as I do! Have a wonderful first week!”*

*“Welcome to [Organization name], [Employee name]! We can't wait to get to know you better! We know you will make a valuable asset to our team!”*

## 3. Prepare their workspace

After preparing their schedule, you can set up their workspace (such as a cubicle or desk) by clearing any materials the previous employee left behind, cleaning and sanitizing the surface to appear new, and checking the drawers as there may be leftover materials inside. If the new employee requires a computer, you can set it up, so it's ready for them to use on their first day.

**Benefit:** Makes the employee feel celebrated and welcomed.

**Consider:** Leave a welcome package, card, or even a couple of balloons.

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## 4. Provide access to the organization's resources

The clinic might lend them a laptop to use. They may also require access to a professional e-mail account, management systems, or EMR.

**Benefit:** It can make a positive impression on the new employee if you've already prepared their login information and instructions on using these resources before they arrive. This step informs the new hire that you're prepared and organized.

**Consider:** If any resources involve intensive training, you may explain that the organization can provide the training soon.

## 5. Assign them an office buddy

You can choose a team member to spend time with the new employee during their first week. It's vital that the person you choose is friendly, a talented communicator, and knowledgeable about the organization.

**Consider:** Ask your team if anyone is willing to help the new employee, as a volunteer is likely motivated for the role. This buddy can answer their questions, show them around the workplace, and help integrate them with their colleagues. You may meet with the buddy before they meet the new employee to ensure they understand their role and your expectations.

## 6. Give them a tour of the workplace

Once the new employee arrives, you or their office buddy might take them on a tour of the facility. While on the tour, aim to show them important rooms, such as the bathroom and where they can eat lunch.

**Benefit:** This strategy enables the new employee to learn about the organization and various tasks while getting to know their colleagues.

**Consider:** During this tour, you can introduce them to their colleagues individually or in small groups, so it's less intimidating. You might help facilitate these initial interactions by asking team members about their roles and to explain what tasks they're currently performing.

## 7. Present them with a welcome package

It can be a friendly gesture to provide new employees with a welcome package that includes branded swag or materials they might find useful. For example, you might include a t-shirt and a coffee mug with the organization's name on it. It's also helpful to provide some items that can help them complete their daily tasks efficiently, such as a planner, notebook, pens, and sticky notes. You may include a welcome card in the package and have the other team members sign it. You can consider gifting the items in a practical bag they can use to carry their belongings.

## 8. Call a team meeting

If you want a more formal way of introducing the new employee to the rest of the team, you can call a team meeting. In this meeting, you can have everyone share their name, their role, how long they've worked at the organization, and an interesting fact about themselves. You might want to make the meeting more engaging by playing a game where everyone gets to learn more about each other. While this step is an effective way of integrating the new member into the team, it's also a good team bonding experience for the other members.

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## 9. Have a catered lunch

You might combine the team meeting with a catered lunch where you introduce the new employee to the rest of the team.

**Benefit:** By this time, they've likely met most of their colleagues, so introducing them to the group is less intimidating. This setting may make the occasion feel like a celebration and make the new employee feel less nervous about socializing with many new colleagues.

**Consider:** You might begin the lunch by introducing the new employee, explaining their role, and inviting the team to enjoy some delicious food.

## 10. Ask for feedback about their experience

When the introductory phase is over, and the new employee feels like part of the team, you can consider asking them for feedback about their experience.

**Consider:** The HR department might provide new employees with anonymous surveys about their experience to feel more comfortable sharing honest feedback. These surveys can contain questions about their experience that they can rank. For example, one question might read, *from one to 10, how welcome did your new team leader make you feel during your first week?* At the end of the survey, you might include a question like, *how might we improve this process?*