



CAPRICORN

...it's just easier!™

Other resources in step 7e:

- Employee induction checklist
- Employee details

New employee induction – this is the way things are done around here

Do you remember your first Job?

And how daunting it was waiting for the boss to show you around while the other employees looked at you like you were from outer space.

Nothing has changed. Starting a new job is just as daunting today as it was 20 years ago.

The reality in most workshops is that on an employee's first day they are introduced to the team, shown around, and then put straight to work. Great for ensuring that boss has as little interruption as possible from their normal routine but not great for the confidence and productivity of your new employee.

It is imperative that you have a detailed induction plan that you will take all new employees through. Trying to put new employees at ease on their first day is only part of the equation. The real value in an induction process is ensuring that all your new staff are clear on how you want things done.

Time spent with your new employee upfront will pay dividends down the track. Cutting corners at the start will only cause issues when your staff do it their way, which might not be up to your standards.

Key areas that your induction should cover:

- Completion of all paperwork
- Introduction to the business
- Clarification of the role and the responsibilities
- Team member introductions
- Office systems

- Health and safety
- Core business processes
- Probationary reviews

To assist you in developing your induction checklist we have included a draft induction checklist which you can download from this website.

Your induction will need to be fine tuned to reflect the role of your new employee. For example, core business processes will be very different for a technician compared to a service advisor. The example provided is for a technician. It will provide you with enough insight to develop an induction checklist for other positions in your business.

Looking through our example induction checklist you will be thinking 'there is no way I'm going to complete all of this in one day'. You are right.

It needs to be spread out over a number of weeks. There is no way that any person will learn how to do everything in your business in one day. It is done in small steps, otherwise it will go in one ear and straight out the other.

Make sure you sign off on each area. This simple process puts pressure on the owner to ensure that they take the time to take new employees through each process and acts as reminder to staff that they have been shown the correct way to do things.

So here the challenge. If you're about to recruit a new employee make sure you have the induction checklist ready when they start. It's an investment in your staff and your business.

The place to start is www.tatbiz.net.au/capricorn

Just go for it!