

# ONBOARDING SUCCESS

BUILD CONFIDENCE, CLARITY, AND CONNECTION FROM THE START

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*“Welcome, it’s great you’re here with us”*

HIGHLIGHTING THE ESSENTIAL LEADERSHIP ACTIONS  
THAT MAKE ONBOARDING SUCCESSFUL

Great onboarding is not just paperwork and introductions.

It’s about helping someone feel welcomed, clear on expectations, and confident in how they can contribute.

**When onboarding is done well, new employees:**

- **Feel connected quickly - to the team and culture**
- **Understand what success looks like**
- **Become productive faster**
- **Stay longer and contribute more**



PHOTO BY LAURA OLIVEIRA ON UNSPLASH

## SET THE FOUNDATIONS BEFORE DAY ONE

The first experience begins before the employee even walks through the door.

### Ensure that you have:

- Clear role expectations** – The new team member understands their responsibilities and priorities (Position Description)
- Tools and access ready** – Email, systems, workspace, equipment organised
- A structured first week plan** – Meetings, introductions, and learning moments are scheduled
- A warm welcome** – Prior to start, reach out the week before. Email or even better, call them, make sure they know where they need to go, at what time, where to park (if applicable), what to wear, whether to bring lunch (or will this be provided as a first day welcome?)
- Notified the team** - So they know who is joining and is ready to include them

### Ideally you will consider:

- **A senior leader welcome** for the new team member on the first day/ or at least within the first week.
- **Scheduled time** with the most senior leader, or leader of their department, the People team and a buddy that is the “go-to person” for questions.

*“ Sharing the story of the history of the organisation, the purpose and values help deepen connection.”*

### Are you safe? Compliance matters

**It can erode a work relationship quickly if these are not in place before the start date**

- A signed copy of the Employment Agreement
- Personal Details Form (with bank account and tax info for timely first pay setup)

**Tip:** A rushed first day creates doubt. Preparation shows respect and professionalism.

# BUILD CONNECTION & SET EXPECTATION EARLY

Misaligned expectations are one of the biggest causes of early frustration.

## Clarify & Define;

- What success looks like in the first 30–90 days
- What are the key priorities for the role
- How performance will be measured
- How communication and feedback works within the team

## Ensure that you:

### **Cover off on the basics first** –

Logging onto systems, where are the files kept on the system, where to find stationery or how to order PPE, how to work the printer, is there a kitchen roster? Make a checklist to use (for future team members also) as the standard for your onboarding process.

Simplify the basics early and the new team member won't waste precious time floundering on non-important tasks.

### **Discuss how the team communicates** –

What regular meetings are in the calendar, what is expected of them in their role at those meetings, how should email, messaging, group chat, project tools be used.

### **Balance information overload** –

Break learning in the first week and first month into manageable steps. Encourage questions and curiosity. Provide early coaching and guidance

## Ideally you will consider:

### • **Operationalising your company values**

It's one thing to have values on a poster on the wall, but if the team and new team member aren't aware of the company values, why they are important and how these show up in the way you work on the daily then it is all just words on a piece of paper. Make it real - live the values.

### **Are you safe?**

#### **Compliance matters**

### **Do you have company policies?**

#### **What about important SOPs for the role and Health & Safety procedures?**

Have policies easily accessible, and advise the new team member where to find them

Include in training and induction all of the relevant SOPs and procedures to be followed as early as possible to avoid risk

**Tip:** Have a structured onboarding plan to make success intentional and take the guess work out of the process.

# SUPPORT, LEARNING & CHECK-INS

Have the right conversations to show the employee that their experience matters.

## Help new team members understand;

- How their role contributes to the bigger picture
- How their work supports customers or colleagues
- Where their strengths can make the biggest difference

## Ensure that you:

### **Schedule regular and early check-ins** -

Bookend connection each day and offer a formal 30-60-90-day review to support and build trust.

Use a structured format, the position description, and/ or the induction/ training plan to review what's working, what's not working, where more training is needed and iron out any areas creating confusion or causing frustration.

### **Build open an honest dialogue** -

Encourage two-way feedback, so that it is just the 'norm'. Team members get guidance, and feedback that is CLEAR so they can learn and move forward without fear of retribution.

### **How do you support?**

**Keep it human ...**

**Apart from the obvious question, "How are you settling in?" early support builds confidence and prevents mistakes.**

- What's been clear or unclear so far?
- What support would help you succeed?
- What ideas or observations do you have already?

***"Establish a coaching style in the early days, welcome courageous conversation and allow for mistakes to be opportunities for learning and growth."***

**Tip:** People don't need perfect leaders — they need present ones. Show up, listen, respond early, and confidence will follow.