



## Hello everyone!

Thank you for your time, energy and ideas today! The PowerPoint presentation has been sent to you already and here is an overview of the day's discussions and activities.

The overall objectives of the day were identified as being, amongst others:

- Sharing best practice.
- Standardising the induction process.
- Creating an induction programme that incorporates staff in a large geographical area.
- A template for line managers – what happens on day 1, week 1 and month 1 etc.
- Creating an interesting and interactive induction programme to decrease turnover and encourage new staff members to feel included within the organisation.
- To form an online network/support group from today to continue sharing ideas.
- To streamline the process so that managers have more time and can concentrate on the role rather than the overall picture.



On the following pages we will summarise the activities you took part in at the Induction Workshop:

**Activity One – discuss the requirement for an Induction from the perspective of the new starter and the organisation.**

<b>What do new starters need?</b>	<b>What does the organisation need?</b>
<p>To feel welcomed before starting their role by receiving a welcome card/text.</p> <p>To be informed about dress code, start time, whether to bring lunch, parking facilities, who to ask for on arrival.</p> <p>For a Manager to advise their team that there will be a new starter and to ensure they are welcomed into the team/department.</p> <p>Clarification about what will happen on day one, week one and in the coming months.</p> <p>To be eased in gently – with no tight deadlines on day one! Have enough time to build relationships and have opportunities for social interactions with staff, key stakeholders.</p> <p>To have an engaged and positive buddy/mentor who is not their manager.</p> <p>Be shown all the necessary amenities and that all kit is ordered in time and works.</p> <p>Have the opportunity to shadow other roles, and to get out and about with key stakeholders.</p> <p>To know the bigger expectations of the team.</p> <p>No jargon! Have a relaxed and fun atmosphere.</p>	<p>To do the job from day one.</p> <p>For the new starter to use the pre-start time to gain a sound understanding of the role and organisation. To start to think about what they are going to do and how they are going to interact with their team and the organisation.</p> <p>To set objectives and expectations on day one, this includes examples of three and six month expectations.</p> <p>To be interested in the new starter, ask about what they have done before, what motivates them etc.</p>

<u>Conclusion</u>
<p>It was felt that the needs of both the new starter and the organisation are not 100% realistic.</p> <p>The organisation acknowledges that the new starter should be eased in gently.</p> <p>A new starter may feel ‘excluded’ but that is not the intention of the organisation, it can appear that way due to time constraints of a busy day!</p> <p>The conclusion was therefore that the induction needs to bridge the requirements of both.</p>

**Activity Two – What is required from an Induction programme, from three different perspectives.**

*Please also refer to Gill's slides.*

<u>Corporate Level</u>	<u>Organisation Level</u>	<u>Local and Skills Level</u>
History of the company, why we exist and how we do things.	Make the Induction meaningful and relevant – ideally it shouldn't be a box-ticking exercise.	Managers to speak with new staff and introduce them to the team.
Purpose – what is its organisational niche?	Sell the benefits of compliance and safety training rather than it being ‘dry’.	Explanation of the role, responsibilities and methodologies. Also, make the new starter aware of industry associations.
Explain the company ethos, aims and strategy.		
Corporate message/s to be clear and concise.	Balance F2F sessions with eLearning tasks.	Explain the obvious! (Don't go onto auto-pilot and think new starters will know that).
Rational of the Induction – where does the new starter fit in to the corporate strategy.	Ensure responsibility is taken by either the manager or new starter themselves to complete the Induction.	Make it known that the new user can start their role from day one – week one should be engaging.
Gill's addition – include case studies of how the company functions e.g. how a service user was assisted.	Sign posting – direct the new user to where they can find the information they need.	Discuss skills gap in a supportive way and clarify a timescale for relevant training.



	<p>Explain compliance and its importance in helping to bridge the gap between nurturing a new starter and corporate legal requirements.</p> <p>Gill's addition – look into an activity lead approach.</p>	<p>L&amp;D Team – make sure managers feel competent to engage with new staff.</p> <p>Set out when 1-2-1s will be, what they will involve and when their appraisal will take place. Encourage the new starter to see 1-2-1/appraisals as positive opportunities to discuss skills matrix.</p> <p>Gill's addition – should new staff make decisions for themselves about the pace and content (chosen from a toolbox) of their Induction?</p>
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**Activity Three – How and in what format will the Induction take place?**

In addition to Gill's ideas (please refer to her slide), the group named the following delivery options:

• Videos	• Welcome Booklets
• Podcast	• Walkabout
• F2F	• Peer Support
• Webinars	• Guided Reading
• Managerial Support	• Forums
• Skype	• Coaching
• Social Media	• 'How to' Guides
• ELearning	• Meetings
• Buddy/Mentor	• Goodie Bags
• Self-Reflection	

Also discussed were ...

- Live Games, Email, Wikipedia and Job Aids



**Activity Four – consider when resources/topics would be best presented.**

The time between the offer being accepted and the user starting is key and it can be utilised to start the induction process. The quality of the pre- and post- start date induction must be standardised to maintain a new starter's interest, engagement and branding is a powerful element of that.

Shelter use new starters personal email addresses to enrol onto their LMS before they start so they can complete a 30 minute Induction programme. It is very picture focused to explain what Shelter are about. Gill suggested introducing something about what the new starter can expect in the first week. They are currently in a position of pulling together their resources.

However, creating one programme where all the Induction material is located may actually deter a new user from completing the course. An idea is to create a selection of small programmes which include all elements of the Induction.

The table on the next page details a breakdown of when to introduce Induction and resource topics:



Induction Workshop with Gill Chester – Friday 13<sup>th</sup> November 2015  
Kindly hosted by retailTRUST

	Offer Accepted	Day 1	Week 1	Month 1-3	Ongoing
Corporate	<ul style="list-style-type: none"> <li>➤ Video (CEO Intro)</li> <li>➤ Invitation to look at website</li> <li>❖ Medical</li> <li>❖ Offer letter</li> <li>❖ Policies – Equality &amp; Diversity</li> <li>❖ 'Welcome to' Video</li> <li>❖ Background</li> <li>❖ Process of Induction</li> </ul>			<ul style="list-style-type: none"> <li>➤ 'Welcome Induction'</li> </ul>	<ul style="list-style-type: none"> <li>➤ Maintain a review/update of the organisation – where is it going, what are the changes/new projects? What is the big picture?</li> </ul>
Organisation	<ul style="list-style-type: none"> <li>➤ Welcome pack (hardcopy, PDF)</li> <li>❖ Welcome pack</li> <li>❖ Map out journey</li> <li>❖ Checklist</li> </ul>	<ul style="list-style-type: none"> <li>➤ F with org. systems, e.g. Intranet</li> <li>❖ Checklist</li> </ul>	<ul style="list-style-type: none"> <li>➤ F with policy 'How we do things'</li> </ul>	<ul style="list-style-type: none"> <li>❖ Personal expectations</li> </ul>	
Local	<ul style="list-style-type: none"> <li>➤ New starter email from team (info &amp; fun)</li> <li>➤ Text/email from Manager/Team</li> <li>❖ New Starter Email – informal</li> <li>❖ Team Bio's</li> <li>❖ What to expect on Day 1</li> </ul>	<ul style="list-style-type: none"> <li>➤ F with facilities/team/health &amp; safety</li> <li>❖ F with team</li> <li>❖ Health &amp; Safety</li> <li>❖ Objectives</li> </ul>	<ul style="list-style-type: none"> <li>➤ Meetings set-up with others in their team</li> <li>❖ Key internal and external contacts</li> <li>❖ Shadowing</li> <li>❖ Meeting with team</li> </ul>		
Skills			<ul style="list-style-type: none"> <li>➤ Identifying skills sets (bespoke)</li> </ul>	<ul style="list-style-type: none"> <li>❖ Identifying skills sets</li> </ul>	<ul style="list-style-type: none"> <li>➤ Continual monitoring of skills: strengths/gaps ... enhancing and filling the gaps.</li> </ul>

F = Familiarization

- Boardroom Group
- ❖ 'Tom's Room' Group



**The next steps from CLC are to:**

- Inform you when the new Community Site will be going live!
- Book a GoToMeeting for everyone in a few weeks to discuss your progress and to share best practices.

**Gill's vision is:**

- For the new Induction facility to offer a large collection of screens from which Members can pick and choose rather than to have a one specific Induction template ... watch this space for further details.

**Next steps from you!**

*'Cherry pick tools and work from there.'*

*'It's really important to hit the ground running ... and make new starters feel welcome ... this will be the focus for me.'*

*'Two keys things which have resonated for me today – ask what new starters want/expect versus what we expect and secondly ... make sure managers are knowledgeable and trained in why we have an induction.'*

*'The key is how we tackle our divisions ... how they can feel engaged in their own departments ... it's a really big challenge.'*

*'I'm going to poke a lot of fingers into what happens before starters join ... also to have clarity about what happens on day one up to end of month one. Also, simply to share email addresses for networking.'*

*'Mapping out ideas ... is quite useful ... today has given me more ideas about how to talk to managers about the Induction.'*

*'For me, it's about how to get people to feel like part of the organisation.'*

*'I've got a much better idea of branding and how to put it together'*

*'For me, it's been really useful as I came in thinking about the corporate side ... I'll definitely talk to staff about what they want ... I'll probably look for another volunteer to help me with this!'*

*'I'm thinking about this as an ongoing L&D project ... it's not just Induction.'*