



Induction experiences

This document shows the output from a short group activity during Gill Chester's session on Induction at the Charity Learning Consortium members' meeting on 18th May 2022.

Delegates were asked to share their experiences of good and bad inductions.

Bad induction experience

- Left to get on with planning induction myself
- No help
- Too much information about the company, not about the job
- No manager around
- No induction at all
- No time allocated
- Disconnect between job description/advert and the reality of the job
- Can feel lonely if the team is not established
- No sense of belonging
- Given very difficult thing to do too quickly with no help
- Sink or swim
- Lack of local buy-in
- No manager capacity
- Information overload
- Shadowing for two weeks (too much)
- Managers not aware of benefits
- Lack of induction
- Heavy reading materials
- Bad tech experience
- Shadowing – side-lined onboarding
- Unenthusiastic (negative) trainers
- All digital
- Pre-boarding (good/bad?)
- The gap between contract signing and start
- No structures
- Not needs-based (all filler)
- Not ready for new starters
- Trainers not confident
- Inappropriate welcomes/language
- Not given the right access (got stuck in the stairwell)
- Left to get on with it
- No address (I had to google it!)
- No one to ask 'silly' questions
- Not being introduced to team members
- Initiation ceremonies



- No IT equipment/set-up
- Not made to feel welcome /included
- Not being shown toilets/kitchen
- No information
- Acronyms
- Poorly thought out
- Not relevant
- Given folder and told to 'read this'
- No real induction
- Unsupported
- Being too late with the process
- Not joined up across the organisation
- Sent home as not ready!
- Duplicated training
- "I don't know what to do with you"
- Not relevant
- Too much freedom & flexibility
- More around compliance than engagement
- Totally different experience depending on which team you join
- Not reviewed actively
- Too many topics in one session
- New roles during Covid
- IT not available
- Long travel times
- Too intense – options for blended
- Did not have time to develop a basic understanding
- Poorly organised
- Not accessible
- No focus on team building/connections
- Too much irrelevant reading
- Scripted
- Leadership team was not present
- No homeworking IT support
- Information overload
- Too many assumptions
- Too focused just on e-learning
- Having to wait three months for 'company day'
- Death by PowerPoint
- Topics that aren't relevant
- No structure / fixed start point
- Duplication of info because the process wasn't joined up
- Deflates you as your first introduction to the organisation
- Poor performance and lack of trust
- Narrow, not holistic
- Clueless inductor
- Sit and complete online stuff facing the wall



- No support

Good induction experience

- Organised and well planned
- At the learner's pace
- Clear guidelines to the organisation
- Face to face
- Informal chats (meaningful connections but not too many!)
- Seeing cats
- Makes you feel comfortable and secure
- Actual work to do – so you achieve something quickly
- Should also inform the inductee
- Big welcome (makes you feel like you made a good decision)
- Meeting your manager
- Plan
- IT setup and ready
- Welcome email
- Orientation/maps
- Meet key people
- Buddy
- Team lunch
- Goodies/gifts/pre-welcome pack
- Schedule of events at the start
- Welcome video emailed before start
- Personal is good
- Feels like a welcome
- Appointment introductions and time given
- I felt valued
- Afternoon tea!
- How long the induction is
- Gaining the knowledge I needed
- Face to face time with the team
- Meeting the teams
- Structure and knowing what to do and when to do it
- 'Guest speakers' as well as trainers from the organisation
- Face to face pre-lockdown and hybrid working
- Very thorough – weeklong face to face course (confident)
- Sitting down with the CEO for Q&A – great to get to know people
- Opportunity to meet lots of people
- Mandatory elearning at own place
- Ending the day with something (not work) related
- New starter networking events
- Buddy – not job-specific, more cultural / queries
- Check in with all directors / CEO in the first week
- Setting expectations from the JD



- Meeting with line manager
- Getting IT and logins on your first day
- Planned visits to multisite – knowing the whole business
- Email bio to all staff introducing new members of the org, including pictures and facts
- Pre-communication from Line Manager before day one
- Being welcomed by your line manager on day one
- To meet the team and walk around
- Email to people to say you are there
- Made to feel welcome
- Expectations of first day
- Reflections on the week
- Had a questionnaire to go around the workplace
- Lunch on the first day
- Someone said hello and was responsible for me
- Staggered over a four-week period
- Welcome card and file of who did what
- Programme of meetings
- Welcome package – gifts before starting
- Spacing out mandatory training
- Management elearning
- Great video content
- Good structure and plan
- Timescales – realistic
- Meeting people
- Good management and communication