



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 say what they thought new starters wanted when they first joined an organisation and what the organisation wanted from the new starter.

What the new starter wants

- Supported/prepared for their arrival
- Human interaction
- HR – welcome pack
- All the key information
- Buddy/Mentor
- Informative chats
- Inside information
- New starter to new starter (regardless of role)
- Purpose
- Payday
- To know when you get lunch?
- Where the loo is
- Communication
- How to be themselves at work
- Free things – equipment/stationary
- Clear direction (two way)
- Understand culture, hours, objectives, the org
- Integration / meet people
- Information (formal and informal)
- To know where everything is
- Having a timetable for the first week to help
- To know who people are
- What the job actually is
- What role is performance assessment
- Welcomed
- Proactive – contact before the first day (phone call)
- Everything is ready when you arrive (laptop, phone etc)
- Virtually run (short and sweet)
- Setting expectations – a clear plan
- Clear about who to go to (HR, L&D vs line manager)
- Scheduled time to ensure accessible
- Get it done early in the process
- Information on perks
- Personal, not one size fits all
- Tour
- Introductions



- Comfort
- A smile
- Feeling safe to ask questions
- Opportunity to share experience and skills
- Open to ideas
- Accessibility requirements
- Other new starters joining at the same time
- Relaxed atmosphere
- EAP wellbeing/help
- Speedy face to face contact
- Shortcuts
- Basis housekeeping
- Who they are working with
- Relevant to their role in the organisation
- Where everything is
- Feel welcome and settled
- Meeting the team
- Relevant access to equipment
- People focused/personal touch
- Programme of what your 1st day, week, month looks like
- Info on culture and dress code.
- Basic housekeeping
- Equipment i.e. laptop
- Who you can turn to for help (not necessarily manager, a buddy)
- Lived experience speakers
- Catering – special occasion

Organisational Wants

- New starters ask questions
- Prevent silos
- Engaged in the family/culture
- To be safe/compliant
- Inquisitive
- To stay if good
- Confidence
- Understand the values/behaviours
- Getting you up and running
- Build relationship
- Sweet spot – not too overwhelmed
- To understand the person's needs
- Understand our mission, vision, values, culture
- Hit the ground running or build-up
- Need them compliant in GDPR, H&S etc
- Right first impression, so they stay
- Fast learner (understand policies, connections)



- Connect (proactive and curious and ask!)
- Share their ideas and experience
- Face to face induction event (talk to peers, talk from 'heads of')
- Blended inductions (f2f and online)
- New starter to be punctual and turn up
- Good work ethic
- Professional
- IT literate
- Enthusiastic
- Feedback (to improve)
- Ambassador
- Committed
- Compliant
- Build confidence
- To fit into the team
- To understand the organisation
- The right impression
- Feel welcome
- Them to engage
- Feel values
- Understand their role
- To plan ahead
- Start on day one
- To put some effort in and engage
- To share our values
- To be self-driven and self-motivated
- Have they met their peers, managers yet?
- Have digital skills
- Comfortable and integrated
- Fresh ideas
- New energy/challenging/new ideas
- Happy staff
- Adaptable
- To say that people are compliant
- Trained and skilled staff
- To make money
- Hit ground running - be able to do the job!
- Low staff turnover
- Willingness
- Colleagues' stories - insight
- Team lunch
- In-depth
- Different department presentations on what they do and their role in the organisation
- Join in! Feel they belong #networks
- Share what a great place to work
- A fresh pair of eyes and reflections and list to them



- To do the work
- Values and behaviours expected
- Contribute to the organisation
- Instil confidence to find out things
- Recruitment is expensive, don't leave quickly
- Buy in and want to be convinced to stay
- Speed to confidence/competence
- Customise ideas
- Engagement
- Proactive
- Buying into the culture/ethos of org