



Employee Induction

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From the minute a new employee receives a letter of offer to start a job in your company, you will create a relationship that they will remember.

A WELL DESIGNED INDUCTION PROGRAM SHOULD BE about creating an impression, providing information and giving a real insight into the company. New employees are entering a different environment and culture so it is important that they are made to feel welcome and experience a smooth transition into a stable environment.

New recruits are obviously going to have a lot of questions, so why not allocate an hour with a number of representatives from all areas of the company for them to get to know each other one on one and gain a comprehensive understanding of that person's role in the company. This will hopefully act to put both existing employees and new employees at ease and dispel any "us" and "them" mentalities.

You no doubt have various policies relating to all aspects of the company. The following list may act as a good prompt as to items that may be covered in your induction process:-

Welcome - organisational structure, meeting other employees, social programs, facilities tour

Logistics - access, keys, after hours, phones, email, mail, breaks, overtime, expected start and finish, cab charge, car parking

Administration - pay day, bank details, annual, sick, bereavement and parental leave, leave without pay, emergency contact, superannuation, public holidays, family friendly policies

Legal Requirements - relevant legislation, equal opportunity, safety, harassment, confidentiality, termination, incident and accident reporting

Supervisor meeting - expectations, budgets, targets, performance incentives, career prospects, role defined, relationships defined, communication channels, evaluation and assessment

Training - desirable skills, external and internal opportunities, costs and rewards, mentoring programs

Questions - opportunity to ask questions of anyone in the company

It's a good idea to develop all of these items into a hard copy manual that can easily be accessed by anyone. This will not only reinforce policies for you but will ensure a uniform approach for new employees as well as a point of reference for existing employees.



Given the MICE industry consists of predominantly small to medium sized businesses, it is likely that you will often have only one employee starting at a time. We suggest you still undertake a comprehensive induction with them - the time taken to do this will be well worth it as they will be fast tracked through all company procedures rather than having to be thrown in the deep end and learn them as they go.

Induction programs ideally should be developed specifically to meet the needs of each new staff member after taking into consideration their relevant work experience and background and new position description. Perhaps when a number of employees have been recruited within a given period of time, you can run a more comprehensive refresher course. If this is a new process then ask for feedback on your induction program from initiates, some three - six months after their induction.

The induction process really starts from the time you make the offer to the employee until the time they feel completely comfortable within the company. The investment in time and attention to induction and orientation assists new employees to fit in and feel comfortable both in the immediate and the longer term. This will undoubtedly result in increased efficiency and workplace satisfaction and a significant gain in staff retention rates, employee commitment and team spirit.

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