

Kim Malone & Associates

(a division of KM Recruitment Pty Ltd)

ABN 58 104 081 316

PO Box 13069 George Street Brisbane Qld 4003

t 61 7 3298 6677 f 61 7 3298 5003

m 0411 107 757 (7 days)

e info@kmalone-recruitment.com.au

w www.kmalone-recruitment.com.au



Best Practice – Importance of a Successful Induction / Orientation process

Being able to manage the integration of new personnel into your work environment is probably one of the major investments your firm will make each year. So to that end you will need to train your new employees well to realise that investment. You will find that your staff turnover is most likely to be with your new recruits, which becomes particularly more costly as your new employees are normally not working to their full capacity within their initial probation period. Therefore the relevance and importance of a thorough and well prepared Induction process is paramount.

Generally the Induction method is designed to provide details to new employees of your firm and office policies. In the past a well planned and thorough Induction process would start with general office basics, but now it needs to be so much more. We would recommend that you also revisit the job description, advise of all current office policies and practices including evacuation procedures where required, use a chain of command within your firm to allow your new staff member to discuss any difficulties or problems which may arise. In addition you need to inform the inductee of your office discrimination policies and of all applicable procedures that need to be followed.

Following the initial induction to the firm, we suggest you make available a basic computer and Word familiarity training program, as well as provide guidance on how to use and get the best results from your own Accounts software program.

It is suggested that you offer a mentoring program and nominate a suitable member of your firm who can provide ongoing advice and direction to the new employee. The person should be someone who the new employee will feel comfortable conversing with and can go to for general advice, ask any questions and be made to feel as part of the team.

Induction should be an important part of your OH&S policy for your firm, and first and foremost be a happy welcome to all your new employees. Try to make the induction process as personal and individual as possible.

A high level Induction process within your firm will assist in the areas of Quality Assurance; Risk Management etc. and can be seen as a value to employees. A new employee will value the process, as it will give them an understanding of their rights and obligations, current business structure, management policies and best practices.

Part of the overall Induction process should include the provision of an Office Manual to each new employee or at the very least a written summary of your office policies and operations. The initial Induction process can be easily provided as part of a PowerPoint presentation, which is not only easy to prepare and use but is professional and effective. By using an electronic presentation such as PowerPoint you are able to personalise and provide the new employee with their own copy to revisit in their own time.

The new recruit will be looking to receive as much information as possible to learn general office procedures, complete a basic training course and receive a clear understanding of your key compliance issues such as health and safety, accessibility, IT knowledge, data protection, discrimination and diversity.

It is often the little things that indicate organisation, interest and a pleasant receptive environment including having business cards printed where necessary, office or work station clean, tidy and well stocked with stationery, as well as a current plan of the office and seating arrangements, and best of all a welcome morning tea to break the ice.

We understand that your resources are normally stretched to the limit however it is recommended where possible to offer a refresher orientation to new and existing employees alike at appropriate times.

In conclusion we recommend that your Induction program includes details of policies and records that establish a structure from which your firm operates, training your staff in accordance with your policies, and regular maintenance and review of your policies and procedures.