**Employee onboarding**

Check-list for managers

The following check-list assists managers in establishing a successful onboarding process for new employees.

1. Preparation

Before a new employee shows up for their first day of work, the following aspects should be prepared and ready:

Workwear and/or information on appropriate dress code

Work station

Equipment / computer / phone where applicable

Building access, access to IT resources and provision of e-mail

The employment contract should be signed and the new employee should have received a job description.

Information on the rules of the workplace

Fill out an education- and training plan for the employee (training plan template available on haefni.is)

Annouce the new hire to other staff members – Name, job title and department

*Tell other staff members about the new employee prior to their first day at work and encourage them to give the new employee a warm welcome.*

Choose a buddy (mentor) who assists the new employee during their first days

*Choose one or more staff members to train the new employee and to help them integrate with co-workers. The mentor should have a positive attitude, be knowledgeable of the company and the workplace, have good social skills and be interested in mentoring others. It is important to ensure that the mentor is able to fulfill his duties as a mentor and that they receive a check-list for the onboarding process.*

Keep the new employee informed via e-mail or phone, for example about the schedule for their first day at work.

1. First day at work

Prepare the first day of a new employee well and make sure that they receive a good introduction to the workplace. Here are suggestions for what the first day could look like:

Have a chat with the new employee

* Welcome the new employee and give them the schedule for the day.
* Inform them about the company policy, values and service standards – sharing marketing content can be helpful.
* Inform them about the company‘s training process – show the training plan.
* Go over information concerning work hours, salary, rest periods, holiday pay and who the employee should inform if they are sick.
* Give them the chance to ask any questions they might have.
* Ensure that the new employee has access to educational material and that they are given time to review it.

*Education material refers to material that is used for training (both for internal and external training), staff handsbooks as well as content on haefni.is*

* + - [Fræðslugátt](https://haefni.is/en/fraedslutorg/fraedslugatt/) (Educational portal) – here you can find an overview of various practical courses related to tourism

Introduce the new employee to their mentor.

* Ensure that the new employee feels as if they are a part of the team.

Introduce the new employee to their workplace.

* Introduce them to their colleagues.
* Show them their work station, as well as the bathroom(s), kitchen, changing facilities etc.
* Give them the necessary documents, equipment and workwear.
* Ensure they get the required tech support, for example for setting up staff accounts and log-ins.
* Inform them about access to the building
* Ensure they are familiar with important safety protocols and that they know where to find escape routes, fire extinguishers, fire blankets and first-aid kits.

1. Onboarding and training

The new employee is trained and/or goes to courses within the first two weeks.

Promote a supportive learning environment within the workplace.

Send an application for vocational training grants, see more information [here](https://haefni.is/en/fraedslutorg/fjarmognun/).

*All managers as well as experienced staff are encouraged to participate in the preparation and implementation of training with the aim of maintaining training practices by offering support and feedback. By doing so training creates long-term benefits.*

1. Follow-up

Have a chat with the employee about the training process. Follow up on the main aspects of the education material, courses and training.

* What is the most important aspect you gained from the training?
* How will you use your aquired knowledge/skills in the workplace?
* Was the training useful? If so, what was particularly useful?

Ensure continuous training and education for new employees so that they are able to further develop their skills.

* Relate the main aspects of the educational program and courses to the company‘s service and operations.
* Ask the mentor to simulate situations mirroring the work environment which the new employee must solve and provide them with constructive feedback on their performance.
* The mentor can reflect together with the new employee on how they responded in particular work situations by asking them what they considered to have gone well, what could have gone better and what they can keep in mind if they again find themselves in a similar situation.

1. Attention and feedback

Pay attention to the new employee and offer them a conversation or regular performance reviews.

* How is it going? How do you feel in your new position? What do you think about your tasks?
* Provide them with attention, feedback and show an interest in them.

Learn from the experience – how did the onboarding process go?

* Encourage the new employee to share comments and ideas about the workplace. What were they surprised by?
* Use the experience to adjust and improve the process.