*Equipment, supplies, and information to provide:*

* Keys to the building/office
* Telephone, cell phone (if applicable)
	+ Access to online and phone directory and other useful contacts
	+ Voicemail set up and instructions
* Computer and monitor
* Tablet (if applicable)
* Printer access (codes if required)
* Photocopier (maintenance, supplies and codes if required)
* Scanner and fax machine (codes if required)
* General office supplies (stapler, tape dispenser, pens, scissors, paper)
* How to request equipment, repairs, and supplies
* Organizational charts
* **Provide** glossary of acronyms or buzzwords they will hear
* LHD directory
* Business cards (if applicable)
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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**Sample email announcing new employee**

To:             [Staff in new employee’s work area/department]

From:         [Employee’s manager or Department Head]

Date:         [One week before new employee’s start date]

Subject:     Welcoming [New employee]

I am very pleased to announce that [new employee] will be joining us as [job title] on [start date]. [New employee] will be responsible for [insert information about what he/she will be doing].

[New employee] has recently joined us from [information about recent relevant employment background].

(Optional) Please come to [location of welcome gathering] on [date] to meet [new employee] and welcome [him/her] to our team!

You can reach [new employee] at:

[Work address/office location]
[Phone number]
[Email address]

Best regards,

[Name of Manager]

**Sample First Day for New Employee**

Some first-day activities may be influenced by the job itself, so consider what is most important for the new employee to know. When planning the first day, be sure to schedule some down time as well as time to explore the office and LHD. Other considerations could include the following:

**Morning**

 Greet the employee, introduce him/her to the workspace, including where personal items are kept.

 Provide facilities access information, security information, and keys.

 Answer any immediate questions the employee may have.

 Introduce employee to co-workers (and buddy, if assigned).

 Meet with HR representative to complete any required paperwork.

 Provide a tour of the immediate facilities (give personally, or assign a buddy).

 Give employee some time to be acquainted with his or her workspace.

**Lunch**

 Pre-arrange plans for lunch with you, buddy and/or others, if possible.

**Afternoon**

 Schedule time for employee to become familiar with computer systems.

 Arrange for employee to receive any instructions and codes for photocopier, fax, and other equipment or machinery he/she will use.

 Go over any pertinent office policies and procedures (office hours, lunches and break times, phone coverage, etc.).

 Allow time for the employee to settle in and review all of the information provided to him/her throughout the day.

 Meet with the employee to debrief the day, answer any pending questions, and provide and explain the schedule and activities for the next several days.

**Successful Communication**

Regular, effective communication between a manager and employee creates an environment of mutual trust and respect while optimizing productivity. To this point, the early establishment of a positive communication pattern begins before the employee’s first day on the job. Discussing each other’s preferences can add clarity to both formal and informal exchanges from the earliest days in the manager-employee relationship.

**Determine the preferred means of communication (e.g., in-person, phone, email, other).**

 Do you generally prefer to talk in order to understand, read in order to understand, or do you have another preference? How does this preference influence how and when you choose to receive information?

**Set the expectation for communication with the employee.**

 Will you have one-on-one meetings? How often will they occur? Who will schedule them? What is the format and how are topics selected. Individual meetings can improve morale by helping a new employee realize he/she is heard and valued. High morale generates a positive work environment. Use one-on-one sessions to inquire about the new employee’s goals, skills, and interests.

 Do you have an open-door policy in your department? This communication style works well when the manager is truly able to accommodate “drop-in” interruptions and is willing to give the employee his/her full attention.

 When the employee has an issue that he/she would like to discuss, how would you like to handle it?

 If the new employee has an idea for changing or improving something, what is the most effective manner for him/her to introduce the idea to you? Would you prefer an initial question, an emerging idea, or a well thought-out plan?

**Clarify any LHD-specific language frequently used in the workplace.**

What are the commonly used acronyms and abbreviations the employee should be aware of? Direct the new employee to the Acronym Guide as one way to ease into LHD’s ABCs.

**A Successful First Assignment**

The first assignment is significant for several reasons. When all goes well, it can serve to build confidence in the new role, positions the employee for a successful start, and helps to establish productive interaction between the employee and his/her manager and co-workers.

To ensure that the first assignments is successful, consider the following to help set expectations and outcomes:

**Explain the expected outcome(s) of the assignment.**

 What will be the result of the assignment? Will it be newly created or updated?

 What will the desired outcome look like? (Provide examples, if possible.)

 How will success be measured?

Clarify the importance of the outcome(s).

This will help the employee connect the assignment to the overall organization.

 Where do the results fit in the larger organizational picture? (Consider missions, goals, and priorities). This will help the employee understand the impact the job has on the organization.

 Who will benefit from the results (community, patients, staff, external stakeholders, others)?

**Describe the key features of the assignment.**

 What actions or steps are required?

 What resources or resource limitations may apply?

 What are the deadlines? Will there be milestones to meet prior to the final deadline?

 What is the priority of the assignment for the employee?

 How will progress be monitored?

**Define the level of authority the employee will exercise throughout the assignment.**

 Should the employee carry out exact instructions?

 Should the employee bring recommendations to be decided by the manager to them?

 What recommendations should the manager and new hire decide together?

 If the new employee has the authority to make decisions, should he/she inform management before acting?

 Will the new employee have the authority to make decisions, act, and then inform management of the outcome?

**Let the employee know who else will be involved in the assignment.**

 Who can influence success?

 Whom will the employee need to consult with? (Ensure that the employee knows how to contact any relevant individuals.)

 Whom will the employee need to get resources from, if needed?

 Identify potential issues, and determine how they will be addressed.

 What could possibly interrupt or stand in the way of success in this assignment?

 How should any potential issues be resolved?

In moving through this process, continue to check with the employee to ensure clear expectations are established and understood. Encourage questions and clarify what management will do to support the employee’s success.

Following completion of the assignment, it is recommended that the manager debrief with the new employee to gain his/her perspective on what went well, and what may have been challenging. The conversation should also include the assignment’s outcomes, as well as how his/her interaction with other employees went and what may have been done differently.

**Working Location Tour**

Among the tasks for the employee’s first day, a full tour of the new workspace can help to establish a level of comfort and ease while also serving as an opportunity to meet co-workers.

**Important areas to cover include:**

* Restrooms
* Break/lunch rooms
* Kitchen, including any department procedures/norms
* Local lunch options and locations
* Supply room, including any department procedures/norms
* Emergency and first aid supplies
* Photocopy, fax machine, and scanner (including instructions on use)
* Mail procedures (if applicable)
* Emergency exits and procedures (and evacuation plans)
* Location of relevant offices at the LHD
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