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Welcoming New Employees



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A Guide for Managers

Canada

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So you have a new employee . . .

During job interviews, you tell potential employees about the exciting and challenging opportunities to expect from the position. Beginning with their orientation, you have to start meeting those expectations. But with myriad demands pulling you in countless directions, how do you start new employees out on the right path, let alone start fulfilling such promises?

You get prepared. You greet them with a smile. And you give them the best orientation you can. New employees have identified the need for improved orientation at Industry Canada — this guide is designed to help you provide that orientation.

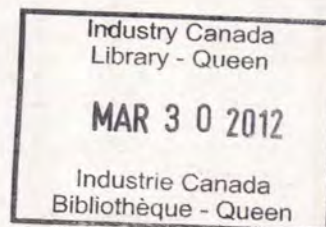
New employees mean so much more than paperwork and training. They bring fresh ideas, identify new opportunities and propose innovative approaches. They possess creativity, imagination and energy. This is why you hired them in the first place. And remember, if they're that good, you're probably not the only one who wants them on the job. So don't just get them here — keep them here! Give them the orientation they deserve, follow up attentively and show them why Industry Canada is an employer of choice.

What will you find in this guide?

Tools to help you with both the preparation and the orientation.

- The **step-by-step planning process** describes those matters that need attention before new employees arrive, and the key elements of a successful orientation.
- The **information sheet for new employees** is a handy list to give employees on their first day. Simply fill in the blanks on the sample included on page 7 or customize the on-line version (go to "Managers' Corner" at <http://icweb.ic.gc.ca/orientation>).

While much of the information in this guide is directed toward the orientation of individuals who are new to the Department and government, you are encouraged to customize its suggested approach to suit your needs.



Preparation

From the day your new employee arrives, you want him or her to begin building a positive working relationship with you and your team. For this to happen, you need to take care of some of the details ahead of time. Although every staffing situation is unique, the following items are an excellent reminder of the preparation that should take place before your new employee arrives.

Well in advance

- ☐ Contact the staffing officer to ensure all the paperwork gets done so that the new employee's pay and benefits are not delayed.
- ☐ Request an appropriate office location. If the new employee will be working closely with other team members, make sure he or she is situated nearby. Consider as well the location of shared office facilities such as printers and photocopiers.
- ☐ Consult with the new employee on any special requirements he or she may have, such as French or English desktop applications; specialized software, office or computer equipment; or wheelchair access.
- ☐ Contact your administrative officer to order equipment, furniture and specialty items; to arrange for these to be delivered and set up for the employee's first day of work; and to make arrangements with CIO to install the employee's computer and phone. Have the following information readily available:
 - employee's full name
 - status with the Department (new to the Department or transferring from another branch)
 - preferred office location
 - printer number and location
 - preferred language for software applications
 - software and ergonomic furniture needs
 - e-mail group memberships.

One week ahead

- ☐ Inform your staff and immediate superiors that a new team member is coming. Let your employees know what they can do to make the new person feel welcome and informed.
- ☐ Arrange a get-together for your team and the new employee for the day she or he will arrive. If appropriate, include your immediate superiors and members of other groups with whom you work closely.
- ☐ Follow up with your administrative officer to make sure your space and materiel requirements have been attended to. Make sure the designated work space is clean and the desk is stocked with supplies.
- ☐ Reread the work description and the employee's résumé so that you can start planning his or her assignments. Start formulating work objectives and expectations.
- ☐ Prepare an information sheet that the new employee can refer to during his or her first days on the job using the sample on page 7 or the on-line customizable version (go to "Managers' Corner" at <http://icweb.ic.gc.ca/orientation>).
- ☐ Call the new employee to confirm the time he or she should arrive and where you will meet.

Orientation

Who will handle the orientation?

This decision is key. Although you will be the first person to greet the new employee and introduce him or her to the other team members, many managers also like to appoint a team member to work closely with the new person as a partner or buddy during his or her first few weeks on the job.

Both approaches have their benefits. By handling a large part of the task yourself, you will show your employee that you are accessible. By hooking up the new person with another staff member, you will immediately start building a team relationship. The way you approach orientation depends entirely on your specific needs.

Once you have determined your approach, meet with any other team members involved in the orientation to discuss how to proceed, and to share the information outlined in this guide.

Even the best-laid plans can come undone. You may be called away to an urgent meeting or be sick the day the new employee arrives.

Ideally, you should contact the employee yourself and be there when the employee arrives.

If this is not possible, make an appointment to meet with the new employee as soon as possible to make sure things went well and to answer any questions he or she may have.

The day the employee arrives

- ☐ Be available — or ensure that someone else, such as a colleague or your administrative officer, is available.
- ☐ Introduce the new employee to your team, then either attend the arranged get-together or walk the employee around to make further introductions.
- ☐ Give the employee a tour. Show the employee to his or her office, and point out the director general's and directors' offices, any neighbouring organizations, the washrooms and connecting corridors, the locations of fax machines and photocopiers, the supplies area, the library and cafeteria, and the fridge and microwave, as applicable.
- ☐ Go over basic security issues (location of nearest exits, fire code, emergency numbers and procedures) and provide any available supporting documentation. If a pass is required to get in and out of the building, ensure someone will escort the new employee to the area where passes are assigned.
- ☐ Give the employee a current list of divisional phone numbers.
- ☐ Give the employee a quick tour of the Department's orientation site (<http://icweb.ic.gc.ca/orientation>), and point out the information available on the

Department, the federal government, policies and procedures, and the resources we all use to work effectively.

- ☐ Tell the employee about regular staff meetings he or she must attend, including where and when these occur.
- ☐ Ensure that the employee is provided with a copy of his or her collective agreement.
- ☐ Discuss the first assignments you have in mind for the new employee, stating your objectives and expectations, and being as specific as possible. If possible, provide him or her with a task list, work plan or copy of the division's business plan. This link between the day-to-day work he or she will soon begin and the "big picture" will help the employee better understand the results you want. You'll also want the employee to consider his or her training and development needs over the short and long terms.
- ☐ Give the new employee an overview of your expectations and procedures for hours of work, overtime and leave, as well as for any alternative work arrangements.
- ☐ Make sure the employee has another available contact if you're not going to be around for the rest of the day, or, if you've assigned a buddy or partner, that he or she is available to help.

Follow-up

You've started off on the right track by greeting the employee and offering initial guidance, but you must sustain these efforts by following up on the orientation effectively.

- ☐ Drop by the employee's desk informally from time to time and ask how things are going. A few gentle and skillfully worded questions can often tell you how a new employee is adapting and fitting in.
- ☐ Schedule regular meetings with new staff to discuss priorities.
- ☐ Schedule informal get-togethers for staff to meet.
- ☐ Take advantage of opportunities to recognize your employees' achievements. If you highlight the qualities you value in members of your organization, new employees will have a greater understanding of your expectations.

Information for the new employee

New employees have to learn all sorts of basic information that you may not even have to think about anymore. Giving your new employees a completed information sheet on their first day ensures that they have all those important details in one place.

On page 7 you will find a sample information sheet. Feel free to photocopy this sample and fill in the blanks, or customize it using the on-line version (go to "Managers' Corner" at <http://icweb.ic.gc.ca/orientation>).

Once introductions and tours are complete, and the new employee's e-mail account is activated, a message along the lines of the following could establish a time for follow up:

"(First name), Glad to have you up and running on the e-mail system. I've reserved some time at (time) on (date) to follow up with you on your orientation to our team. I'd like to hear how you are getting along in your new position, and discuss objectives, expectations, training and development, and any other issues that may need clarification during these early days.

If you confirm by replying to this message, I'll not only know that you can make it to the meeting, but that you have already begun to master the e-mail system."

Important information

Welcome to Industry Canada. Here is some important information you should know about working here, and some key people who can help you if you have questions.

Key people to assist you

Your administrative officer is a valuable information source (for example, if you need business cards or additional supplies).

Name: _____

Telephone number: _____

Room: _____

Your pay specialist can answer questions about your pay and benefits.

Name: _____

Telephone number: _____

Room: _____

Computer and network information

Your temporary password is: _____.

You will be asked to change it. Follow the instructions as they appear on your screen.

Never tell anyone your password and always log off when you are leaving your desk.

Your e-mail address is: _____.

Experiencing technical problems?

Contact _____ at _____.

This group will assist you over the phone or send a technician.

Staff meetings

We have a regular staff meeting every _____ in room _____. If you are unable to attend for any reason, please inform _____ before the meeting.

Orientation Web site

Once your computer is up and running, check out the Department's orientation Web site at <http://icweb.ic.gc.ca/orientation>

You'll find:

- an organizational chart
- departmental mandates and objectives
- how government works
- key Web resources
- special policies and procedures
- a list of acronyms
- a quiz to test your newly acquired knowledge.

Useful Web sites

Other sites you should visit include:

ICWeb (<http://icweb.ic.gc.ca>)

Human Resources

(http://icweb.ic.gc.ca/human_resources/hr_info_rh.nsf)

Strategis (<http://strategis.gc.ca>)

Additional Web sites that contain valuable resource material for your group's work include:

Telephone and fax numbers

Your telephone number is: _____.

To set up your voice mail, dial _____, and follow the instructions.

For local calls outside the federal government, you must dial "8" before the seven digits.

For long-distance calls, dial 1 + the area code + the number.

The fax machine nearest you is located in room _____. The number is _____.

To send a fax outside the federal government, but within your area code, you must dial "8" before the seven digits.

To send a long-distance fax, dial 1 + the area code + the number.

Mail and courier services

The mail room is in room _____. We work with a number of courier service suppliers. Our administrative officer can explain to you the procedures to follow when sending material this way. Please remember, however, that you can help save the taxpayer considerable money by using alternatives to couriers such as e-mail, fax and regular mail, whenever they are appropriate.

General enquiries

The Department's general enquiries number is _____. Direct any public enquiries to this number.

Photocopier

The one nearest you is located in room _____. Ask a colleague or your administrative officer to help if you are having problems.

Security, emergencies and evacuation

A building pass is required to circulate in this building. To obtain one, please register with Security Services in room _____. Ask a colleague or your administrative officer to escort you.

For access to conference rooms or restricted areas after regular hours of operation, call security at _____ to get doors unlocked.

The nurse's office/infirmary is located at _____.

In the event of an emergency, call security at _____.

Ask a colleague to show you where the nearest emergency exit is located. In the event of a fire or any other emergency situation requiring evacuation, listen for instructions on the loudspeaker.

Should you ever detect a fire or problem posing a potential threat to you and your colleagues, report it to security immediately.

Ask!

We recognize that the first few days for a new employee can be challenging. If you have any questions or run into any difficulties, don't hesitate to ask. We want to do everything we can to ensure that you are a comfortable, contributing member of our team.