

# TIP SHEET



## Onboarding: What Happens Before Day 1?

Your relationship with a new youth hire should start before their first day, with touchpoints beginning after they are formally hired. Early communication can establish connections, manage expectations, and alleviate stress, as well as help them feel confident, inspired and fully prepared to contribute from day one. Below are a few points to consider.

- 1 > Include information about the dress code and what they need to bring on the first day (including documents for HR/payroll) in their welcome package/when you send the offer letter.
- 2 > Manager training:
  - Share any information with the manager about the youth's specific capabilities, potential areas for growth and necessary accommodations. If you've hired through a community agency, you can gather these insights from them.
  - Discuss with the manager their role in supporting the development of a new employee, how to support the youth's needs and the best ways to manage anticipated challenges (i.e. change the start time or pace of work, set up frequent check-in conversations, etc.).
  - Emphasize the need to focus on training youth for good work habits, including when to ask for help, how to solicit feedback and how to work efficiently.
- 3 > Prepare an agenda of orientation activities along with goals and expected accomplishments for the first week.
- 4 > Personalize their first day—before they arrive, ask them to complete a “Favourite Things” list. Pick up a couple of items to provide a special welcome when they arrive on their first day. You ought to also consider including questions like, “how do you like to be recognized?” and “how do you like to celebrate successes?”
- 5 > Make lunch plans for the employee's first day with their team and let them know it's your treat (optional). This will help to build important relationships from the get-go.
- 6 > If needed, ensure that building and systems access is set up before they arrive.
- 7 > Identify mentors:
  - Find an employee with similar responsibilities and/or someone more senior to act as the new employee's coach/mentor.
  - Ensure mentors understand their responsibilities ahead of time.