


ADP Canada Podcast #164

Onboarding September 2016

[Show Notes and Resources](#)



The information contained in this podcast is summary in nature and is intended to provide general guidance. It should not be viewed as a replacement for legal or professional advice.



Topics Covered in this Podcast

- 1. First Impressions Matter!**
- 2. First Day?**
- 3. Primary Considerations**
- 4. Recap**
- 5. Resources**

First Impressions Matter!

- First few weeks critical time and really make a difference
 - in how employees
 - view an organization
 - new employer
 - ensure employees know what is expected
 - policies, processes and legal landscape
- Get up to speed have bandwidth to understand key policies
- Learn about the organization
- First Impressions Matter - the time that you take at the outset to ensure there are no challenges later on

First Impressions Matter!

- Primary Things to Learn About?
- Review codes of conduct, policy manuals, specific policies
- Where is everything located?
 - on an internal portal
 - booklet/manual hand out
- Mission, vision, values –hopefully have done due diligence before employee joins join organization
- Don't forget about everyday things
 - Do you have Employee Social Insurance Number for pay
 - Benefits forms, when are they required?
- Make the experience a good one!

First Day?

- Last thing you want is everything to be overly complicated
- On first day what do you need?
 - Void cheque
 - Emergency contact form, etc.
 - Computer (tools, resources)
 - Security passes, get in and out (timeclocks, passcard)
- Who will deal with this depends on organization
 - Sometimes an HR professional
 - Smaller organization might be office manager, or supervisor/manager
- Checklist is a great idea! And lunch might be nice!

Primary Considerations

- Have a buddy assigned, or a mentor program
- Legal perspective/HR
 - Employees should read, understand, acknowledge and agree to abide by the key policies
 - Employee handbooks, expectations set out, for example attendance requirements, etc.
- Depends on nature of role – call centre or manufacturing as to what is applicable
- Minimum employment standards (see other podcasts)
 - What are break periods times?
 - In some jurisdictions after work for 5 hours, entitled to ½ hour unpaid break
- What are the Expectations?
 - Employee offer letter simply states 8 hours a day
 - Are there coffee breaks? Lunch breaks? Punch in/out? etc.

Primary Considerations

- Want an engaged and productive employee, best practices start contributing asap
- It is a balance – spend time with manager, HR, mentor
- Know basics of the job
- Have an agenda, Week 1, Week 2, Key Meetings/People
- Manager/supervisor – should spend a lot of time with employee first week
- Reading materials, key training, job specific (e.g. basics phone system for call centre operator)

Primary Considerations

- Reading materials, key training, job specific (e.g. basics phone system for call centre operator)
- Key HR policies -- anti-discrimination, anti-harassment
- What is culture like?
- Workplace training requirements?
- Example in Ontario - Customer standards Accessibility for Ontarians with Disabilities Act (AODA) – required, specific training on AODA ensure that you are meeting

There is a lot so don't overload!

- Checking in frequently is also a best practice
- Feeling welcome and knowing where to go for information
- Meeting senior executives if in same location
- Good leadership - every level of employee feels like they are valued, contributing and engaged
- Robust onboarding and employee orientation will set up an employee for success and inspire them!

Common Pitfalls – Withdrawal of Offer

- Job description doesn't go into offer letter, not meant to be included as candidate had one when applied for job
- Some things dealt with onboarding – expenses, passes, etc.
- Offers can be withdrawn/rescinded
- Important to put a caveat or one provision in the offer letter that it is subject to references, various checks, conditional upon this
- References, confirmation of education
- Some cases where fraudulent on resume or don't have degree or fail criminal reference check (financial institution)

Resources

- HR organizations across country – associations that will provide guidance
- Free internet resources but caution
- Ensure it is a reputable organization engaged in human capital management or HR advisory
- If you are downloading an e-Book ensure that the company is in the business
- Human Resources Professional Association, others across country

Recap – Six Key Areas to Focus On

1. Plan with clear goals
2. Focus on policies, no gaps or legal risks
3. Buddy/mentor program is a great thing to introduce early on
4. Legal/HR perspective – key policies (should be prior to start date at high level)
5. Checking in with them regularly
6. Properly set up, systems, tools




Final Thoughts

- Onboarding First Impressions Matter!
- Create Repeatable Best Practice Processes and Checklists
- Little details count
- Doing this will help you hang onto these employees for long term

Resources Round Up

Here are links to all of the resources mentioned in the podcast, plus some others you might find helpful

- Download our handy onboarding checklist
- ADP Tip Sheet: [How to Start New Employees Out on the Right Foot](#)
- ADP Tip Sheet: [How to Write a Winning Job Description](#)
- ADP Tip Sheet: [How to Show Them the Money](#)



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questions and ideas for future podcasts.**