

<b>Induction schedule for new employees</b>
Module 2
Exercise 2.2

**Step 1**      **Reception on the first day**

The first day is the most important day both for the new employee and for you. This is when you can make a good impression on the employee and, of course, when he/she can make a good impression on you. If the first day goes well and he/she feels at ease and welcome in the company, there is an excellent chance that the rest of the job or the work placement will also go well. It is therefore important to put the employee at ease and to make him/her feel welcome in the company. But how do you do that? Well, you can do it just by going through the following steps on the first day.

**Step 1.1**      **Information about the company**

During the preparatory phase, you will have prepared a short description of the company. You can repeat this to the employee on the first day. That will give him/her a good idea of the company where he/she is going to be doing his/her work placement. It will also increase his/her sense of commitment to the company.

**Step 1.2**      **Information about the house rules**

The company has house rules that everybody observes. Tell the employee about these rules. You can also include a copy of the house rules in the folder so that the employee can always look over them if he/she needs to.

**Step 1.3**      **Guided tour of the company**

Show the employee around the company so that he/she knows more or less where he/she can find things. Do not expect him/her to remember everything straight away (and also let him/her know that it is not necessary). Make sure he/she feels free to ask questions about where to find things.

**Step 1.4**      **Introduction to immediate colleagues**

Make sure the employee is introduced to his/her immediate colleagues on the first day. If not all of his/her colleagues are present, you can decide to do this on the second or third day, but do try to do it as soon as possible. It is important that the new employee is introduced to his/her immediate colleagues so that if you are not around he/she can turn to them for help and that they will know who he/she is.

**Step 1.5**      **The new employee's task**

Show the new employee the work he/she will be doing during his/her work placement. Tell him/her that he/she does not have to remember everything right away and he/she will receive training first. But at least give him/her an idea of what he/she will be doing during his/her time at the company.

### **Step 1.6 Holding an interview**

On the first day, you will interview the employee (and his/her coach). You will have already gone through this interview by yourself during the preparatory phase, so you will know which questions you want to ask and in which sequence you want to ask them. You can follow the sequence displayed below.

### **Step 1.7 Creating a personality profile**

During the first interview, you will create a personality profile of the employee to give yourself a clear idea of who is sitting in front of you. You create this profile by asking various questions that the employee will answer (together with his/her coach). You will have already prepared the necessary questions, so you will just need to have them close at hand. You will require the following documents:

- General questionnaire (already filled in during the job interview)
- Competency profile

### **Step 1.8 Making agreements**

It is important to end the interview by making agreements about how the work or the work placement will be structured. This might include agreements about the following:

- Time
  - o At what time does the employee start work?
  - o How many hours does the employee work every day?
  - o How many days a week?
- Transport
  - o How does the employee get to work?
  - o What does the employee need from us to get to work?
- Requisite documents
  - o Which documents do we need from the employee?
  - o When should the employee take these documents with him/her?
- Work clothes
  - o Explain how the work clothes must be worn
  - o Should the employee change clothes at home or at work?

### **Step 1.9 Questions**

To conclude, you can ask if the employee has any questions or if he/she has something to say. Make sure to leave enough time for this. Conclude by saying that the employee should always feel free to ask questions and that you are the person to whom he/she can turn to if there are any problems.

## **Step 2 Drawing up a coaching plan**

You will draw up a coaching plan on the basis of the personality profile. It is important to coach the employee properly. The type of coaching that a person needs is determined by his/her particular disorder. Below, you can read about the different requirements for physical and mental disabilities.

- **Physically disabled**

These employees often do not need a great deal of coaching about how to do their work. However, they often do require physical support and the understanding of their colleagues for their disability and its consequences.

- **Intellectually disabled**

It is useful to put an employee with a mental disability together with a particular colleague. That colleague can then fulfil a mentor function. That will be you in this case. To do this, you do need to show consideration for the employee's disability. And you also need to be very patient, of course, because sometimes you may have to explain things more than once. This type of coaching helps the employee to feel that that the work is structured and that there is a particular person to whom he/she can turn if there is any tension or conflict.

### **Step 3 Supervising the socialisation process and the introductions**

It is important that the prospective employee immediately gains a good impression of the company and his/her mentor. A good introduction is a very important part of this. The following are some of the points that you should focus upon here:

- ☐ Appropriate introduction: follow the normal procedures as much as possible
- ☐ Decide to whom you will introduce the employee: it is in any case important that he/she gets to meet his/her immediate colleagues. It is also important that you are open about his/her occupational disability but do not overemphasise it.
- ☐ Avoid isolation: make sure the employee can take part in social activities at the company. Involve him/her in the communal lunch and make sure that he/she can join in.
- ☐ Reserve enough time: at the start, it is important that you reserve some time every day for the employee. At those times, discuss how things are going, compliment him/her and also mention possible points for improvement.
- ☐ Apply structure: it is not always easy for people with a disability to cope with sudden changes. You should therefore change the work timetable as little as possible. This also applies to the colleagues with whom he/she is working.

### Functional checklist

- **Functional requirements:**

- Physical performance
- Is the employee not supposed to get tired too easily?
- How mobile must he/she be?
- Is the company sufficiently physically accessible?
- Which disabilities pose a risk to safety on the work floor?

- **Intellectual performance**

- Roughly which intellectual level must the employee have?
- Which minimum written and verbal language level must he/she have?
- Which minimum working pace must he/she be able to cope with?

- **Social and employee skills**

- Does he/she have to work together with colleagues?
- Must he/she be immune to stress?
- How inventive must he/she be?
- Are there positions for which the requirements are less strict?