

Benefits of Induction

Induction (otherwise known as orientation) is simply the process of making new staff familiar with the workplace, other staff and management and the business processes.

This is an important step in the recruitment process as the research suggests that new employees decide within the first few days whether their decision was a good one. Whilst a thorough induction can be time consuming, consider it an investment not a cost or burden.

A large percentage of staff turnover occurs within the first 90 days so ensuring new employees have a positive experience can contribute to reduced turnover.

Induction is generally aimed at new employees; it can give existing employees the information they need if they have worked for the business for some time or if they are changing roles or departments.

The key benefits of providing a good induction are:

Reduction in staff turnover

- Provided you have undertaken a robust recruitment practice and been realistic in what the job involves a good induction informs the new employee about the workplace and makes them feel comfortable and welcome
- Example: *Mary started working at Smith Store, when she first started work, she was shown around the business and where everything was as well as being introduced to her colleagues. A buddy was appointed to be Mary's point of contact if she needed anything. Mary felt welcome and supported in her new role by having the information and support she needed to understand and meet the expectations of her new employer.*

Increased productivity

- By having a structured induction process that includes a plan for how the new employee will learn the tasks they need to complete will ensure they have the information they need, when they need it. This includes feedback on performance and coaching the new employee to meet the required standards.
- Example: *Jim started work at Bob's Builders and was given a plan for what tasks he would be shown and when. Jim was also provided with a mentor in the workplace who he could go to if he needed anything. The plan allowed Jim to understand what he needed to learn, why and when. Jim quickly developed competence in his tasks and became a valued member of the team.*

Safer workplace

- A good induction will include a focus on workplace health and safety from both a physical and psychological point of view. Identifying the areas of risk within your business and providing information on how to stay safe will ensure that the new employee does not pose a safety risk to themselves or others. Never assume people have knowledge and/or understanding of what can cause harm in the workplace.
- Example: *George started working at Dawn's Dry-cleaning, before he started work, he was shown where all the chemicals were stored as well as the safety information regarding how to use the chemicals safely and effectively. George was also shown the Dry-cleaning equipment and provided with training on how to use the equipment safely and according to the manufacturers' instructions. George was able to work safely as he had the information he needed about the hazards and controls in place.*

Common Mistakes

- **Providing too much information too soon** – *new employees are usually nervous, anxious, excited or a combination of all three. This makes it difficult to take in lots of information let alone remember it all. Structure the induction over several days or even weeks depending on the complexity of the workplace and role.*
- **Not providing enough information** – *many employers as a result of lack of time – will provide only basic information to new employees with the expectation they will work the rest out themselves. This can lead to the new employee taking longer to become competent, not performing in a way that meets employer expectations, poor quality or inefficient outcomes.*
- **Not having a plan** – *having a plan outlining key tasks and responsibilities ensures that the probation or minimum employment period is used to its full potential. Without a plan there is a chance that the new employee will not be exposed to all the tasks required in the role. This can sometimes result in employees underperforming or finding out employees cannot do the whole job to standard after the probation period has passed. The impact of this is that the employee has been allowed to perform a certain way for an extended period meaning there needs to be considerable support and assistance provided to improve performance. This can negatively affect the employee's experience as they probably thought they were doing a good job as no one had provided them with any feedback on their performance.*