



## Starting a new job is exciting, but it can also be nerve-wracking. Where's the photocopier? What's the dress code? How on earth will I remember everyone's name?

The first few days can make or break an employee's experience of their new workplace. A quality onboarding process, backed by seriously smart tech to streamline paperwork, integrate systems and track individual and team performance, has a big influence on whether new hires stick around and their impact on the bottom line. In fact, research shows that companies investing in an effective onboarding system will see a 50% increase in new employee retention, 54% boost in new hire productivity and enjoy 2.5 times the revenue growth of organisations with lacklustre programmes.[1][2]

Traditionally, inductions were designed to give each new employee an introduction to the company's purpose, policies, procedures, paperwork and cover practicalities, arming them with a security pass and working computer. It was a one-size fits all, formal approach lasting just a few days at most. Thankfully, times are changing and the world's most forward-thinking organisations use onboarding to support new hires understanding of their role, establish performance expectations and navigate the social and cultural nuances that will guide motivation and advocacy for years to come.

90% of employees make the decision to stay with a company within the first year, so it's vital to ensure onboarding is effective to reinforce engagement from day one.[3]

A new employee welcome letter is a key element of quality onboarding, helping companies make a great first impression and minimising first day nerves, as new hires feel more valued, committed and enthusiastic about their role.

To build a successful relationship from the get-go, the welcome letter should come from the new hires' manager and cover the following:

- Make the new employee feel welcome, valued and informed
- Confirm start date, time, dress code and other practicalities to avoid simple mix-ups
- Outline activities and expectations for the first few days
- · Reaffirm your enthusiasm and commitment to your hiring decision
- HR may also wish to include the employee handbook and new starter paperwork to save time on day one

## We've created the sample letter below to help you get started.

<sup>1.</sup> https://www.urbanbound.com/blog/onboarding-infographic-statistics

<sup>2.</sup> https://www.bcgperspectives.com/content/articles/people\_management\_human\_resources\_leadership\_from\_capability\_to\_profitability/?chapter=2

<sup>3.</sup> http://www.cognology.com.au/right-wrong-science-onboarding



Dear [new recruit],

I am delighted that you've accepted the role at [company name]. You will be reporting to me, but I would like to welcome you to the [name of department] on behalf of the whole team. We know your experience and skills will be a great asset to the entire company.

We understand there will be a lot to wrap your head around in the first few days.

In addition to understanding [company name]'s vision, mission and strategy, as well as your position and how it plays a vital role in the success of our team and organisation, I want you to get a chance to meet key people, spend time with the team outside the office and explore the best lunch spots.

On [start date] please arrive at 9am for orientation. Our dress code is [dress code]. Your first day will include some formal training, setting performance goals with me and we will get you set up with all the necessary security passes and technology, so you can hit the ground running.

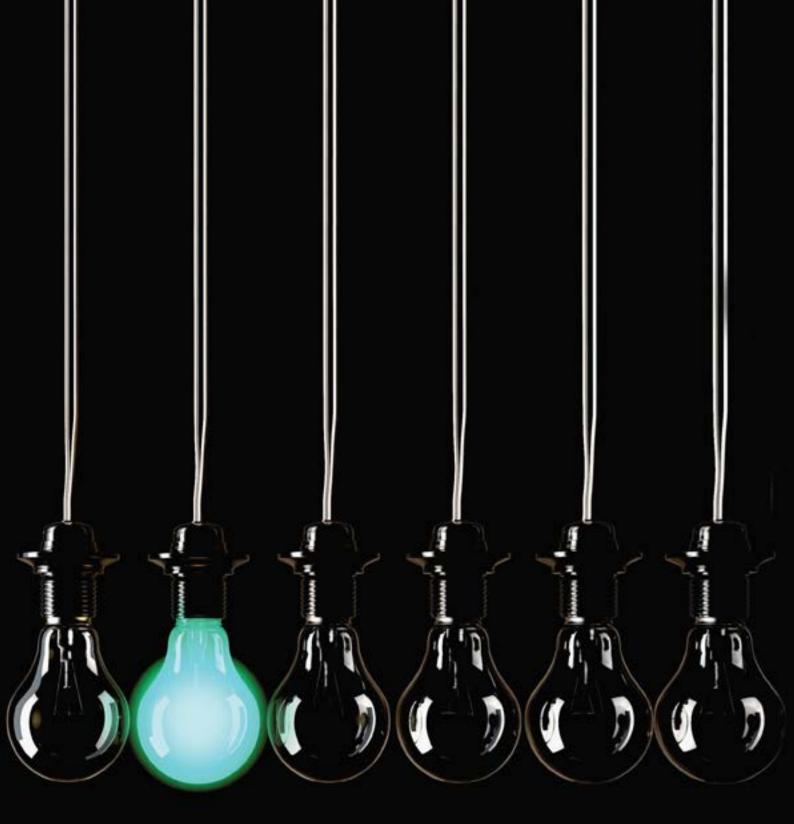
[buddy name], [buddy job title], will be your buddy for the first few weeks. When you arrive at reception, please ask for [buddy name] and they will show you around the department, introduce you to the team and make sure you have everything you need. [buddy name] has also organised a team lunch to make sure you meet everyone you will be working with.

The HR team will be in touch separately to ensure all paperwork is completed before your first day.

We are all looking forward to welcoming you and please do not hesitate to call or email me if you have any questions.

Kind regards, [manager name]





## create a top class onboarding experience

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