

Onboarding

What is Onboarding?

Onboarding is how we bring people into our organisation, and into new roles. There are some key things we all need to enable us to do good and meaningful work. Paying attention to each of these is essential when we start our new role at Here and they can help guide our development, and support us to do great work together.

Seeing it in action

You can find colleagues in SMSKP L&D or Practice Unbound who do this well

Contact them to arrange a chat

Training in the practice

You can access introductory and refresher training.

Contact the Circus team to discuss training

Learning resources

This document and related worksheets offer an introduction and learning reference for 'Onboarding' practices.

See overleaf to read more

How we do things 'round Here

At Here we have some key practices and ways of working that support us to realise our purpose to create more possibilities for care in every moment.

They are a set of practices for developing our work together, sharing information, supporting ourselves and others and making good decisions.

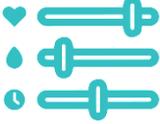
They are the gathered experience and expertise from across the organisation and are practical resources and training for:

- Recruiting
- Onboarding
- One to ones
- Meetings
- Courageous conversations
- Making good decisions and acting wisely
- Creating impact together

Speak to the Circus team to find out more

How we onboard at Here

If you are new to Here or a role, or you are welcoming someone to our organization or team, then you share a responsibility about what is important to pay attention to from the beginning. This is what the person being onboarded has a right to expect.

	First day	First week	First month	First quarter
	I know the purpose of my service and of my role within it	I can put purpose into context within things I'm doing and how I go about them	I know about the Here beliefs, purpose and commitments and can see them in myself and others	I have been part of a Here Purpose Immersion Session
	I have a workstation, email and systems logins, as well as a door pass and local knowledge	I know where to get stationery and how to use and troubleshoot the equipment the team uses	I know what I need and who to ask	I'm pretty much self sufficient and am able to help and advise others
	I have a training plan and know who will be overseeing my training. I have read key policies	I have started training had a 1:1 to check in on my progress. I have read further policies	I am signed off on some training and working independently, with an understanding of standards	I am fully competent and confident. I know what I don't know and where to ask for help
	I have a team buddy to help me arrive and I have met the rest of my team. I have a People Bingo card!	I am connected with someone in a similar or related role to mine	I have a wider group of people I can ask for help and support	I know people in different teams, have a friend at work and have maxed out that bingo card
	I know who I have 1:1s with. They care	I understand the 1:1 process and know when they are happening	I am aware of development offers and opportunities	I am feeling ready to explore development opportunities, like my Pirate Dave

Onboarding where you are

These more detailed hints and tips can help you onboarding well where you are.

Welcoming someone in

Own your roles

Good onboarding happens when those involved take responsibility for their contribution. The initiative begins with you as an established member of the team and organisation. The onboarding materials set out clearly what your new starter can expect from you on behalf of the team and Here. They also encourage new starters to take the initiative on progressing their own onboarding journey. Use check-ins to help track progress and hold each other to account. Supporting someone to act and learn independently from the beginning to help them lead themselves in the future.

Encourage interactions

Joining a large team and organisation can be intimidating and the thought of understanding it all overwhelming. People integrate one conversation at a time and there are things you can do to support someone to get going. Pairing a new starter with a team buddy, getting them started with People Bingo and making them aware of groups and activities they can join are all great ways to help someone new get to know the people around them.

Make it meaningful

People's understanding is often helped by a meaningful context to what they are presented with, rather than 'just because'. Even working through the items on the onboarding checklist offers the chance to talk about how particular tools, training are relevant and meaningful to the work they will be doing.

Arriving Somewhere new

What to expect

Things move fast at Here. The way we work is fluid, dynamic, hard work, challenging, fun and fulfilling. Change is constant and change is a big part of what we do. All of us are learning all of the time and everyone here is a leader of something, with expertise to share.

Helpful understanding

It is helpful to recognise that we all play a part in the dynamics in which we work and that we all have good intentions (no one sets out to do a bad job). We find that learning, and therefore growth, happens best when we are curious about what we don't know and patient with ourselves and others as we figure things out.

Feeling stuck

Living and learning can be tricky at times. If things seem they're not working as well as they could:

Pause - take a perch somewhere, frolic in the meadow or in the park (change the scenery)

Presence - listen for what feels most important (trust yourself, you're the expert of you)

Proceed - focus on what's needed, asking for any help and advice you need (we all do this)

It's okay to not know - there's no such thing as a stupid question - and it is kind to ask for help. In fact it's great, it means there is an opportunity for something to be learned.