KARLSTAD UNIVERSITY

INDUCTION PROGRAMME
FOR NEW STAFF

KAU.SE
INDUCTION PROGRAMME FOR NEW STAFF

It is very important to get off to a good start when starting a new job, and the induction process may have a bearing on new staff’s whole employment period. All new employees at Karlstad University should be introduced in a professional way.

A positive experience of induction can make new staff feel part of the university, which increases enjoyment and the quality of work performance. To achieve a good start, the university has developed an induction programme to be used when welcoming new employees to non-fixed term or long fixed term employment.

Parts of the programme can also serve as a guide to welcoming temporary employees. It is important to keep in mind that colleagues who are returning from a long leave of absence or who are relocating to a new department also need to be informed and introduced to people.

CONTENT

Instructions for the induction coordinator, contact persons and heads .............................................................................................................................3
Before the first day at work ..................................................................................................................................................................................3
The first days .................................................................................................................................................................................................3
Checklist .................................................................................................................................................................................................3
Follow-up ...............................................................................................................................................................................................3
Introduction day ......................................................................................................................................................................................3
Induction checklist ..................................................................................................................................................................................4
Guide to the follow-up evaluation of induction ............................................................................................................................................5
INSTRUCTIONS FOR THE INDUCTION COORDINATOR, CONTACT PERSONS AND HEADS

Section/departments heads have the main responsibility for the workplace induction but they have the right to delegate elements of the process to a contact person. It is important to delegate to a person who will work in the employee's proximity, a natural contact in the daily work. The contact person must have accepted the task and be willing to make sure that time is set aside to accommodate the employee in the first days. A good rule of thumb is to reflect on how they themselves would like to be introduced to a new workplace. The small details often make a big difference between a good and a poor process. Sharing a coffee or lunch, welcoming flowers on the desk, and a balanced mixture of information and time to work are examples of minor but important details.

BEFORE THE FIRST DAY AT WORK

The planning of the induction starts when the employment contract has been signed. Make an appointment with the new staff member for the first day, specifying time and place, and announce who will receive them, preferably the head or contact person. Find out if they have special wishes for the induction process. Before the employee arrives, the following preparations need to be made:

- Workplace arrangements: Switchboard informed, phone and computer connected.
- All staff informed about the arrival of a new co-worker in advance.
- An appointed contact person who is willing to partake in the induction programme. The contact person and the head must agree on the distribution of responsibilities. The check-list provides a means of specifying tasks and offers the opportunity to tick off the items when completed.
- Consider if the new employee should be introduced to anyone outside the department. Make appointments for introductions. Also plan how to introduce the new employee at the department in question.

THE FIRST DAYS

Planning the first day and the following weeks should include a careful consideration of the inductee's need of:

- feeling welcome
- finding their role in the work team
- getting acquainted with their duties
- being informed about expectations and demands
- satisfying their curiosity

The head must set aside time to welcome the new staff member and present the department. The member must also be introduced to colleagues and settled in an office. An appointment should be made with a salary consultant for information on terms of employment, salary payment routines etc. It is a good idea to alternate between work, introductions and information to make the first days varied. Remember to allow time for the employee's individual wishes and needs, and do not forget to mention informal details such as workplace routines for sharing responsibility for supplying coffee and cakes. Make sure that someone joins the new arrival for coffee and lunch, or, better still, treat them to lunch or coffee the first day.

CHECKLIST

As an aid to managing the workplace induction a checklist has been designed which can be modified to suit individual needs. The checklist is available at the HR Office homepage under the heading “Forms” or as an attachment to these guidelines.

FOLLOW-UP

Follow-ups provide opportunities for quick responses to any complaints the employee might have. Asking at regular intervals how things are going and if anything is needed is a simple way of following up. Such feedback is also in order during the introductory part of the process. When a suitable period has elapsed, it is advisable to coordinate experiences of the induction by considering the following aspects:

- Was the information given satisfactory?
- Does cooperation work with colleagues in the department?
- Has adequate support been provided?
- Inform the new employees how you as head or colleague think they are doing.
- What were the strengths and weaknesses of the induction?

This conversation cannot be carried out by any other than the responsible head. Attached is an evaluation form recommended for the follow-up meeting. Please send a copy to the HR Office to help us improve the programme.

INTRODUCTION DAY

Twice a year the HR Office provides a day of introduction to new staff in Swedish and English. Heads and directors give information about the university. Employees who have been employed for a longer or shorter period are also welcome to attend the day.
## Induction checklist

### Name  
Personal ID number

**Head in charge**

### Preparations before employment start date

<table>
<thead>
<tr>
<th>Preparations</th>
<th>Person responsible</th>
<th>Completed on</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inform all department staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment contract signed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appoint a contact person</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inform the switchboard</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prepare the office <em>(phone, door-plate, pigeon-hole, computer, e-mail etc.)</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT access is requested by the salary consultant when the contract has been signed.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sign up for the university introduction day.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### First day of work

<table>
<thead>
<tr>
<th>First day of work</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Greet the new employee, introduce colleagues and show the office/work station</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help the new employee settle in the office</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tour the premises, show commonplace rooms and facilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collect key and key cards</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Demonstrate the university homepage and intranet including the staff register and <strong>budbäraren (current events)</strong>. Check the employee’s contact information</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire alarm routines and evacuation routes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Routines and precautions for hazardous work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alternate between providing general information and introducing duties</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meeting with the faculty dean</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meeting with the HR Office for information on</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Distribution of work at the HR Office</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Working time agreement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Policy on side-line occupation and other documents</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Side-line occupations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Salary payment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Notification of vacation, leave of absence, travel, sick leave, sick leave deduction, sickness benefits.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Employment benefits</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Other appointments

- ...........................................................................................................
- ...........................................................................................................

### Follow-up

Follow-up carried out by
## Guide to the follow-up of the induction process

### How did the induction work?

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

### How can the induction be improved?

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

### Do you have any questions regarding your duties or terms of employment??

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

### What is your impression of Karlstad University as a workplace?

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

________________________________________________________

Please send a copy of the completed form to the HR Office to help us improve the induction programme. NB: The evaluation is anonymous - do not include personal details!