

New in the company



Introduction process

INTRODUCTION

(from conclusion of final interview , period of offer and acceptance, up to and including arrival)

INDUCTION

(from arrival to end of second month of employment)

INSTRUCTION

(from beginning of third month to end of first year)

Induction

Communicate for:

- ❑ Offer letter / confirmation
- ❑ Draft contract sent
- ❑ Handbook /rules information
- ❑ Reception
- ❑ Access / clock card
- ❑ Changing rooms
- ❑ Locker key
- ❑ Car-park pass
- ❑ Telephone
- ❑ Discount card
- ❑ Confidentiality undertaking

Induction - continued

- ❑ Sickness administration
- ❑ Safety matters
- ❑ Wage advance
- ❑ Department introduction
- ❑ Local facilities
- ❑ Person introduction
- ❑ Timekeeping and breaks
- ❑ Organisational rules
- ❑ Discipline and procedure
- ❑ Tour local departments
- ❑ Organisation chart
- ❑ Induction course
- ❑ Questions

Medium for transmitting instructions

- ❑ Video or videoconference
- ❑ Flyers
- ❑ Letter
- ❑ Handbook
- ❑ Presentation with handouts
- ❑ Public announcements
- ❑ Interdepartmental memo
- ❑ Newsletter
- ❑ Presentation with slides / transparencies

Dressing

- ❑ Create a powerful first impression on clients and colleagues
- ❑ Choose businesslike clothing. Avoid flashy or trendy clothes that attract or distract people
- ❑ Neutral colours are best (lighter colours are too casual)
- ❑ Wear suits to meetings
- ❑ Keep your shoes shined
- ❑ Take your clothing cues from the top officers in your company
- ❑ Make sure your clothing fits properly

Networking

CRUCIAL : make a positive first impression

- professional, confident, likeable

Meet new people **NETWORK**

Initiate contact + Maintain contact

Initiate contact

Find a way of meeting the person

- send a mail
- call up
- get introduced

Find common ground and areas of shared interest

Find a way to help them

Maintain contact

Keep record of names and addresses of contacts + other information

Keep in contact (invite to special events, send articles, congratulate)

Keep promises you make

Networking - continued

You need to know:

- Peer group
- Boss
- Boss's boss
- People of other departments
- HR representatives

!!! Don't underestimate the power of secretaries or technical support

Essential contacts

People: in support roles

who make things happen

who give you advice, support, feedback

who provide access to information

who provide introductions to others

who do or could help your cause

!!! Try to get a mentor at work

People to avoid

People : who talk too much

who are extremely competitive

who have a negative attitude about the company, job,
employees

who drag you down

you can't trust

who stress those around them

Problem people

- ✓ Aggressive
- ✓ Complainers
- ✓ Noddys
- ✓ Pessimists
- ✓ Superior beings
- ✓ Indecisives
- ✓ Challengers
- ✓ Sliders

Small talk

Always make your interlocutor feel important

(become interested in other people)

Try to find some common ground

(find a shared interest, focus on similarities between you)

Keep it appropriate

(approach appropriate topics, avoid inappropriate topics)

Keep it sincere

(light and pleasant conversation, look interested, avoid too much flattery)

Be a good listener

A good conversationalist = a good listener

Give the other person a chance to speak

Give your undivided attention

stay focused on what is being said

don't interrupt

schedule a time if no time to listen

Listen actively

listen with mind and eye

Listen with an open mind

Show that you are listening