New Employee Onboarding Training Manual

TechCorp Industries

Employee Success Department

Version: 4.2

Last Updated: February 2025

Welcome to TechCorp!

Congratulations on joining TechCorp Industries! This manual will guide you through your first 90 days and help you become a productive, engaged team member. We're excited to have you on board.

Table of Contents

Week 1: Getting Started

Day 1: Orientation

Morning (9:00 AM - 12:00 PM)

9:00 AM - Welcome and Check-in

- Arrive at reception 15 minutes early
- Bring: Photo ID, signed offer letter, completed I-9 form, direct deposit form
- Receive: Employee badge, welcome packet, laptop
- Meet your onboarding buddy (assigned by HR)

10:00 AM - IT Setup Location: IT Department, 3rd Floor

- Laptop configuration and software installation
- Email account setup (firstname.lastname@techcorp.com)
- Password creation for company systems
- VPN setup for remote work
- Mobile device enrollment (if applicable)

Critical Systems to Install:

1. **Slack** - Primary communication tool
2. **Google Workspace** - Email, calendar, docs
3. **Asana** - Project management
4. **Zoom** - Video conferencing
5. **1Password** - Password manager
6. **GitHub** - Code repository (for technical roles)

11:00 AM - Office Tour Your buddy will show you:

- Your desk/workstation
- Kitchen and break rooms (free coffee, tea, snacks available)
- Conference rooms and booking system
- Quiet zones for focused work
- Wellness room
- Parking and bike storage

Afternoon (1:00 PM - 5:00 PM)

1:00 PM - HR Orientation Conference Room B Topics covered:

- Benefits enrollment (you have 30 days to complete)
- Payroll schedule (bi-weekly, every other Friday)
- Time-off policies (15 vacation days, 10 sick days, 11 holidays)
- Company organizational structure
- Emergency procedures and safety protocols

2:30 PM - Meeting Your Team Your manager will introduce you to:

- Direct team members
- Cross-functional partners
- Key stakeholders in your role

3:30 PM - First Day Assignments Complete by end of day:

- ☐ Read and sign Employee Handbook acknowledgment
- ☐ Complete information security training (online, 45 minutes)
- ☐ Set up Slack profile with photo and role
- ☐ Schedule 1:1 meetings with team members for week 1

- ☐ Review department wiki page

4:30 PM - End of Day Check-in Brief meeting with your manager:

- Questions about your first day
- Overview of week 1 schedule
- Clarify any immediate concerns

Days 2-5: Immersion

Daily Schedule Template:

- **9:00 AM** - Team standup (15 minutes)
- **9:30 AM - 12:00 PM** - Training modules and shadowing
- **12:00 PM - 1:00 PM** - Lunch (often team lunches this week)
- **1:00 PM - 4:30 PM** - Hands-on learning and small tasks
- **4:30 PM - 5:00 PM** - Daily reflection and notes

Required Training Modules (Complete by Friday):

1. **Compliance and Ethics** (2 hours)

   - Code of conduct
   - Anti-harassment policy
   - Confidentiality and data protection
   - Conflict of interest guidelines

2. **Information Security** (1.5 hours)

   - Password best practices
   - Phishing awareness
   - Data classification
   - Incident reporting

3. **Product Overview** (3 hours)

   - Company products and services
   - Target customers and markets
   - Competitive landscape
   - Value proposition

4. **Department-Specific Training** Varies by role - your manager will assign

Week 1 Shadowing Schedule:

- **Day 2:** Shadow team member on typical daily tasks (4 hours)
- **Day 3:** Attend customer meeting or product demo (2 hours)
- **Day 4:** Shadow different role in department (3 hours)

- **Day 5:** Observe cross-functional meeting (1 hour)

First Week Deliverables:

- ☐ Complete all required training modules
- ☐ Submit benefits enrollment (if applicable)
- ☐ Set up workspace and equipment
- ☐ Meet all immediate team members
- ☐ Create 30-60-90 day plan with manager
- ☐ Complete Week 1 feedback survey

Week 2-4: Learning Our Systems

Week 2: Deep Dive into Tools

Primary Tools Training

Slack - Communication Hub

- **Channels to join immediately:**
  - #general - Company-wide announcements
  - #your-department - Department discussions
  - #your-team - Team-specific channel
  - #random - Casual conversation
  - #celebrations - Wins and milestones
  - #it-helpdesk - Technical support
  - #new-employees - Connect with other new hires

Slack Best Practices:

- Use threads to keep conversations organized
- @mention specific people for direct questions
- @channel only for urgent, everyone-needs-to-know info
- Set status when away, in meeting, or focusing
- Use Do Not Disturb outside work hours
- React with emojis to acknowledge messages

Asana - Project Management

Your First Week in Asana:

1. Complete "Asana Basics" training (30 minutes)
2. Join your team's projects
3. Set up My Tasks view
4. Learn to create tasks, assign due dates, add descriptions

5. Practice using tags and custom fields
6. Set up email notifications preferences

Task Management Best Practices:

- Check My Tasks daily (start of each day)
- Update task status regularly
- Add comments for progress updates
- Attach relevant files and links
- Use @mentions to loop in teammates
- Complete tasks on time or communicate delays
- Set realistic due dates

Google Workspace

Calendar Management:

- Keep calendar updated and accurate
- Block focus time for deep work
- Accept/decline meetings promptly
- Add video links to all virtual meetings
- Include agendas in meeting descriptions
- Set working hours in calendar settings

Email Best Practices:

- Check email 2-3 times daily (not constantly)
- Respond within 24 hours (sooner if urgent)
- Use clear subject lines
- Keep messages concise and action-oriented
- CC only when necessary
- Use BCC for large distribution lists

Google Drive:

- Save all work documents to shared team drive
- Never store sensitive data on personal drive
- Use clear, consistent file naming
- Organize files in appropriate folders
- Share documents with appropriate permissions
- Enable notifications for important docs

Week 3: Process and Workflows

Standard Operating Procedures (SOPs)

Daily Workflow:

1. **Start of Day (15 minutes)**

    - Review calendar for today
    - Check Slack for urgent messages
    - Review My Tasks in Asana
    - Prioritize top 3 tasks for the day

2. **During Day**

    - Attend scheduled meetings
    - Work on prioritized tasks
    - Respond to messages within 2 hours during work hours
    - Update task statuses
    - Take regular breaks (recommended: 5 min every hour)

3. **End of Day (10 minutes)**

    - Complete time tracking (if applicable)
    - Update task progress
    - Review tomorrow's calendar
    - Send any end-of-day updates to team
    - Shut down and disconnect

Meeting Protocols:

Before Meetings:

- Review agenda and materials in advance
- Test audio/video if virtual
- Join 2 minutes early
- Have notebook/note-taking app ready

During Meetings:

- Be present and engaged
- Take notes on key decisions and action items
- Ask questions for clarification
- Mute when not speaking (virtual meetings)
- Avoid multitasking

After Meetings:

- Complete assigned action items
- Share notes if you're designated note-taker
- Follow up on commitments
- Add action items to Asana

Request and Approval Workflows:

Time Off Requests:

1. Check team calendar for conflicts
2. Discuss with manager informally
3. Submit request in BambooHR (at least 2 weeks advance notice)
4. Manager approves within 48 hours
5. Block time on calendar
6. Set Slack status and email auto-reply

Expense Reimbursements:

1. Make approved purchase with personal card or company card
2. Keep itemized receipt
3. Submit expense report in Expensify within 7 days
4. Attach receipt photo
5. Add business purpose and project code
6. Manager approval required for >$100
7. Reimbursement processed in next pay cycle

Purchase Requests:

- Software/subscriptions: Submit to IT with business justification
- Hardware: Discuss with manager, submit to IT
- Office supplies: Order via OfficeMax portal (auto-approved <$50)
- Training/conferences: Requires manager approval, submit 30 days advance

Week 4: Department-Specific Training

Your manager will provide:

- Role-specific procedures and workflows
- Access to specialized tools
- Industry or product knowledge resources
- Customer interaction guidelines (if applicable)
- Quality standards and metrics
- Escalation procedures

Week 4 Checkpoint:

- 30-day review meeting with manager
- Discuss progress on 30-60-90 plan
- Address any challenges or roadblocks
- Clarify expectations and goals
- Adjust onboarding plan if needed

Month 2: Building Expertise

Goals for Month 2

Knowledge Development:

- Deep understanding of your core responsibilities
- Familiarity with common challenges and solutions
- Growing independence on routine tasks
- Beginning to contribute to team projects

Relationship Building:

- Regular collaboration with team members
- Building rapport with cross-functional partners
- Understanding who to go to for specific questions
- Starting to establish your professional reputation

Skill Application:

- Applying training to real work scenarios
- Taking on more complex assignments
- Seeking feedback proactively
- Identifying areas for additional learning

Month 2 Activities

Week 5-6: Increasing Ownership

- Lead smaller tasks or projects independently
- Present work in team meetings
- Contribute ideas during brainstorming sessions
- Help newer team members if possible
- Begin building your area of expertise

Week 7-8: Expanding Impact

- Take on larger project responsibilities
- Collaborate across departments
- Propose process improvements
- Document learnings and create resources
- Participate in department initiatives

Recommended Month 2 Milestones:

- ☐ Complete first independent project

- ☐ Present to team or stakeholders
- ☐ Contribute to team documentation
- ☐ Mentor a new hire or intern (if applicable)
- ☐ Attend relevant company training or workshop
- ☐ Network with colleagues in other departments
- ☐ Schedule informational interviews with senior leaders

60-Day Review:

- Comprehensive performance discussion
- Review progress against goals
- Feedback from manager and peers
- Identify development opportunities
- Update goals for final 30 days

Month 3: Full Integration

Goals for Month 3

Performance:

- Meeting or exceeding performance expectations
- Working independently with minimal supervision
- Producing high-quality work consistently
- Managing time and priorities effectively

Integration:

- Full team member, not "the new person"
- Contributing to team culture and success
- Helping onboard newer employees
- Participating in company initiatives

Growth:

- Identified areas for professional development
- Creating long-term career plan
- Building expertise in specific areas
- Taking initiative on projects and improvements

Month 3 Activities

Week 9-10: Full Productivity

- Own significant projects or workstreams

- Demonstrate expertise in core responsibilities
- Provide input on team strategy and planning
- Support teammates proactively

Week 11-12: Looking Ahead

- Complete 90-day goals
- Plan for next quarter
- Identify stretch assignments
- Formalize development plan
- Prepare for end-of-probation review

90-Day Review:

- Formal performance evaluation
- Confirmation of permanent employment
- Discussion of career trajectory
- Setting goals for next 6-12 months
- Salary and benefits review (if applicable)

End of Probation Deliverables:

- ☐ All 90-day goals achieved
- ☐ Positive performance review
- ☐ Demonstrated culture fit
- ☐ Built strong team relationships
- ☐ Identified growth opportunities
- ☐ Ready for ongoing success

Essential Tools and Systems

Core Technology Stack

Communication:

- **Slack:** Team messaging and collaboration
- **Zoom:** Video conferencing
- **Gmail:** Email
- **Google Calendar:** Scheduling

Productivity:

- **Asana:** Project and task management
- **Google Drive:** Document storage and collaboration
- **Notion:** Team wiki and documentation

- **Miro:** Virtual whiteboarding

HR and Admin:

- **BambooHR:** HRIS, time off, org chart
- **Expensify:** Expense reporting
- **ADP:** Payroll and benefits
- **1Password:** Password management

Development (Technical Roles):

- **GitHub:** Code repository
- **Jira:** Engineering project management
- **Figma:** Design collaboration
- **Postman:** API testing

Getting Help

IT Support:

- **Slack:** #it-helpdesk
- **Email:** itsupport@techcorp.com
- **Phone:** Ext. 5500
- **Self-Service:** helpdesk.techcorp.com
- **Response Time:** < 4 hours for standard requests

HR Support:

- **Slack:** #ask-hr
- **Email:** hr@techcorp.com
- **Phone:** Ext. 7200
- **Office Hours:** Monday-Friday, 9 AM - 5 PM
- **Response Time:** < 24 hours

Facilities:

- **Slack:** #facilities
- **Email:** facilities@techcorp.com
- **Response Time:** < 48 hours (< 4 hours for urgent)

Company Culture and Values

Our Core Values

1. Customer Obsession

- Put customers first in every decision
- Seek to understand and exceed expectations
- Take ownership of customer success

2. Innovation

- Embrace change and new ideas
- Experiment and learn from failures
- Challenge the status quo constructively

3. Collaboration

- Work together across teams and functions
- Share knowledge and support each other
- Celebrate team wins

4. Integrity

- Be honest and transparent
- Do the right thing, even when difficult
- Take responsibility for mistakes

5. Excellence

- Strive for high-quality work
- Continuously improve
- Hold ourselves and each other accountable

Culture Norms

Work-Life Balance:

- Core hours: 10 AM - 3 PM (be available)
- Flexible start/end times
- Encouraged to take lunch breaks
- Disconnect after work hours
- Use your PTO - it's not a badge of honor to skip it

Feedback Culture:

- Regular 1:1s with manager (at least bi-weekly)
- Annual performance reviews
- Real-time feedback encouraged
- Assume positive intent
- Be direct but kind

Learning and Development:

- $1,500 annual learning budget

- Dedicated learning time (4 hours/month)
- Internal training programs
- Conference attendance encouraged
- Mentorship program available

Diversity and Inclusion:

- Respect all backgrounds and perspectives
- Speak up against discrimination
- Employee Resource Groups (ERGs) available
- Inclusive language in all communications
- Accommodate different working styles

Communication Guidelines

Written Communication

Slack Messages:

- **Urgent:** Direct message with clear subject
- **Team Questions:** Relevant channel, not DMs
- **Updates:** Use threads
- **Acknowledgment:** React with emoji
- **Tone:** Professional but friendly

Emails:

- **Subject:** Clear and specific
- **Greeting:** "Hi [Name]," or "Team,"
- **Body:** Brief, actionable, organized
- **Closing:** "Thanks," or "Best,"
- **Signature:** Use company email signature

Documentation:

- **Format:** Google Docs or Notion
- **Structure:** Clear headers and organization
- **Tone:** Professional, concise, clear
- **Accuracy:** Double-check facts and data
- **Updates:** Keep documents current

Verbal Communication

In-Person Conversations:

- Be respectful of others' focus time
- Use conference rooms for longer discussions
- Keep voice levels appropriate for open office
- Schedule time for complex topics

Video Calls:

- Camera on when possible
- Mute when not speaking
- Be mindful of background
- Pay attention (no multitasking)
- Dress appropriately

Phone Calls:

- Use for urgent matters or when detailed discussion needed
- Send agenda in advance if possible
- Summarize action items after call
- Follow up with written confirmation

Performance Expectations

First 30 Days

Expected Outcomes:

- Complete all required training
- Understand team structure and roles
- Familiar with core tools and systems
- Begin contributing to small tasks
- Ask questions and seek help when needed

Success Indicators:

- Engaged and curious
- Proactive about learning
- Building relationships
- Following processes
- Meeting deadlines

First 60 Days

Expected Outcomes:

- Working independently on routine tasks

- Understanding of role and responsibilities
- Contributing to team projects
- Demonstrating company values
- Effective communication with team

Success Indicators:

- Consistent quality of work
- Growing confidence and capability
- Positive team collaboration
- Seeking feedback
- Meeting commitments

First 90 Days

Expected Outcomes:

- Full productivity in core responsibilities
- Integrated team member
- Demonstrating initiative
- Contributing to team success
- Continuous improvement mindset

Success Indicators:

- Meets or exceeds goals
- Positive peer feedback
- Self-sufficient on most tasks
- Strong culture fit
- Ready for ongoing success

Ongoing Expectations

All Employees:

- Maintain professional conduct
- Deliver quality work on time
- Communicate effectively
- Collaborate with team
- Embody company values
- Continuously learn and grow
- Support inclusive culture
- Take ownership and accountability

Red Flags:

- Consistent tardiness or absence

- Poor quality work
- Lack of communication
- Negative attitude
- Resistance to feedback
- Not meeting commitments
- Cultural misalignment

If Struggling:

- Talk to your manager immediately
- Be honest about challenges
- Ask for help and resources
- Create improvement plan
- Follow through on commitments
- Request additional training if needed

Appendix: Quick Reference

First Week Checklist

- ☐ Complete IT setup
- ☐ All required training modules
- ☐ Meet team members
- ☐ Benefits enrollment
- ☐ Set up workspace
- ☐ Review Employee Handbook
- ☐ Join Slack channels
- ☐ Create 30-60-90 plan
- ☐ First 1:1 with manager
- ☐ Week 1 survey

Important Contacts

- **Your Manager:** [Name, email, extension]
- **HR Business Partner:** [Name, email, extension]
- **IT Helpdesk:** itsupport@techcorp.com, Ext. 5500
- **Facilities:** facilities@techcorp.com
- **Security:** Ext. 9999 (emergencies)

Key Dates

- **Payday:** Every other Friday
- **Benefits Enrollment Deadline:** 30 days from start

- **30-Day Review:** [Schedule with manager]
- **60-Day Review:** [Schedule with manager]
- **90-Day Review:** [Schedule with manager]

Helpful Resources

- **Employee Handbook:** drive.google.com/techcorp/handbook
- **Company Wiki:** notion.com/techcorp
- **Learning Portal:** learning.techcorp.com
- **IT Self-Service:** helpdesk.techcorp.com
- **Office Directory:** directory.techcorp.com

Questions or Feedback:

If you have suggestions for improving this training manual, please contact:

- **Employee Success Team:** employeesuccess@techcorp.com
- **Your Manager or HR Business Partner**

Welcome aboard, and here's to your success at TechCorp!