

I have a vague idea about writing onboarding documentation.

Ask me up to 5 clarifying questions to fully understand my goal before proceeding.

Great—before I proceed, here are **five focused clarifying questions** to fully understand your onboarding documentation goal:

1. **Audience:** Who is this onboarding documentation for (e.g., new employees, developers, customers, partners), and what is their typical background or skill level?
2. **Context & Scope:** What is being onboarded (a company, product, internal tool, API, process), and how broad or deep should the documentation be?
3. **Primary Outcome:** After finishing the onboarding, what should a reader be able to *do* confidently?
4. **Format & Medium:** Where will this documentation live, and in what form (e.g., wiki pages, README, PDF, in-app guides, Notion, Confluence)?
5. **Constraints & Style:** Are there any constraints or preferences (tone, length, compliance requirements, existing templates, examples you like or dislike)?

Once you answer these, I can propose a clear structure, outline, and writing approach tailored to your goal.



The documentation is for new non-technical employees.  
It should explain company tools and basic workflows.  
The tone should be simple and friendly.  
It will be used as a written guide.

Great, that's clear enough to move forward 👍

Based on what you shared, here's a **practical way to turn your vague idea into clear onboarding documentation**, plus a ready-to-use structure.

## 1. Clarified Goal (Restated)

You want a **written onboarding guide** for **new, non-technical employees** that:

- Explains **company tools**
- Explains **basic day-to-day workflows**
- Uses a **simple, friendly, non-intimidating tone**
- Helps people feel confident quickly, not overwhelmed

This means the documentation should prioritize **clarity, reassurance, and usefulness over completeness**.

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## 2. Recommended Structure (High-Level)

### 1. Welcome & Orientation

Purpose: Reduce anxiety and set expectations.

- Welcome message
- What this guide is (and isn't)
- How to use the guide
- Who to ask for help

### 2. Big Picture: How Work Gets Done

Purpose: Give context before tools.

- How teams generally collaborate
- What a "normal" workday or week looks like
- How information flows (requests, approvals, updates)

### 3. Core Tools (One Section per Tool)

Purpose: Teach *just enough* to get started.

For each tool:

- What this tool is used for (in plain language)
- When they'll use it
- The 3–5 most common actions
- Common mistakes or tips

## 4. Key Workflows

Purpose: Connect tools to real work.

Examples:

- "How to request help or approval"
- "How to communicate updates"
- "How to find information"
- "How to complete a typical task from start to finish"

## 5. First-Week Checklist

Purpose: Give a sense of progress.

- Accounts to log into
- Things to read or watch
- People to meet
- Small "wins" they should complete

## 6. FAQ & Reassurance

Purpose: Normalize confusion.

- "What if I don't understand something?"
- "Who do I ask?"
- "What mistakes are normal?"

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## 3. Writing Style Guidelines (Very Important)

Use these rules consistently:

### Do

- Short sentences
- Everyday language
- Step-by-step lists
- Friendly reassurance

"Don't worry if this doesn't make sense yet—most people learn this over time."

### Avoid

- Jargon

- Acronyms without explanation
  - Long paragraphs
  - "You should already know..." language
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## 4. Example Tool Section (Template)

You can reuse this for every tool:

### What is this tool?

A short, plain-English explanation.

### When will I use it?

Concrete situations ("You'll use this when...")

### What do I need to know right now?

1. How to log in
2. The main thing you'll do
3. Where to go for help

### Good to know

- Tips
  - Common mistakes
  - Reassurance
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## 5. Next Steps (Optional)

If you want, I can:

- Turn this into a **full outline tailored to your company**
- Help you **write one complete tool section**
- Rewrite existing internal docs into **non-technical language**
- Create a **first-week checklist** specific to your workflows

Just tell me what you'd like to tackle next.



Break the goal of writing onboarding documentation for new non-technical employees into clear, step-by-step actions. Assume the reader is a beginner and avoid jargon.

Below is a **beginner-friendly, step-by-step action plan** for writing onboarding documentation for **new, non-technical employees**.

Each step is small, concrete, and written so you can follow it even if you've never done this before.

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## Step 1: Decide Who the Guide Is For

### Action

- Write one sentence describing your reader.

### Example

"This guide is for new employees who are not technical and are unfamiliar with our company tools and ways of working."

### Why this matters

- It keeps the language simple and prevents over-explaining the wrong things.
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## Step 2: List the Tools New Employees Must Use

### Action

- Write down every tool a new employee uses in their first month.
- Don't worry about explaining them yet.

### Examples

- Email
- Chat or messaging tool
- Calendar

- File storage
- Task or project tool

### Tip

- If a tool is rarely used, leave it out for now.
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## Step 3: List Common Daily Activities

### Action

- Write down what new employees actually *do* in a normal week.

### Examples

- Check messages
- Join meetings
- Share files
- Ask for help
- Update task status

### Why this matters

- Onboarding should explain **how work happens**, not just tools.
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## Step 4: Decide What “Success” Looks Like

### Action

- Answer this question in plain language:  
“After reading this guide, a new employee should be able to...”

### Examples

- Know where to find information
  - Communicate with teammates
  - Complete basic tasks without stress
  - Know who to ask for help
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## Step 5: Create a Simple Outline

## Action

- Write section titles only (no content yet).

## Example Outline

1. Welcome to the Company
2. How We Work Together
3. Tools You'll Use
4. Common Workflows
5. Your First Week Checklist
6. Where to Get Help

## Tip

- If the outline feels long, it's okay. You can shorten later.
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## Step 6: Write One Section at a Time

### Action

- Start with the easiest section (often the welcome or one tool).
- Do not try to write everything at once.

### Rule

- One section per writing session is enough.
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## Step 7: Explain Tools in Plain Language

For each tool, write answers to these questions:

1. What is this tool for?
2. When will I use it?
3. What do I need to do first?
4. What mistakes are normal?

## Example

"This tool is used to send quick messages to coworkers.  
You'll use it when you have a question or need a fast update."

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## Step 8: Explain Workflows Using Real Examples

### Action

- Describe common tasks step by step.

### Example

"How to ask for help"

1. Send a message in the team chat
2. Explain what you're working on
3. Ask a clear question
4. Wait for a response

### Tip

- Pretend you're explaining this to a friend on their first day.
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## Step 9: Add Reassurance Throughout

### Action

- Add short, friendly notes that reduce stress.

### Examples

- "It's okay if this feels confusing at first."
- "You don't need to remember everything right away."
- "Everyone asks questions here."

### Why this matters

- New employees often feel nervous, not confused.
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## Step 10: Create a First-Week Checklist

### Action

- List small, achievable tasks.

≡ ChatGPT 5.2 ▾

↑ 👤 ...

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- Log into all tools
  - Read this guide
  - Attend first team meeting



- Say hello in the team chat

## Result

- New employees feel progress instead of overwhelm.
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## Step 11: Review for Simplicity

### Action

- Read your writing and ask:
  - Can this be shorter?
  - Are there long sentences?
  - Are there words a beginner might not know?

### Rule

- If something can be simpler, make it simpler.
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## Step 12: Share and Improve

### Action

- Ask a recent hire or non-technical teammate to read it.
  - Note where they feel confused.
  - Fix only the biggest issues first.
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## Final Reminder

Good onboarding documentation is:

- Clear, not clever
- Friendly, not formal
- Helpful, not complete

If you want, I can next:

- Turn this into a **fill-in-the-blank template**
- Help you write **one full section**
- Rewrite an existing doc in beginner-friendly language



Write a short draft of onboarding documentation based on the steps above.

Here is a **short, beginner-friendly draft** of onboarding documentation written in a **simple and friendly tone**, based on the steps above.

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## Welcome to the Company 🙌

Welcome! We're glad you're here.

This guide is here to help you get comfortable during your first days at the company. You don't need to read or remember everything at once. Most people come back to this guide many times.

If anything feels confusing, that's completely normal. Help is always available.

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## How We Work Together

Most of our work happens through a few shared tools and simple routines.

In general:

- We communicate through messages and meetings
- We keep information in shared files
- We ask questions when we're unsure
- We help each other when someone is stuck

You are **never expected to figure things out alone**.

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## Tools You'll Use

Below are the main tools you'll use in your daily work. You only need to learn the basics to get started.

## Messaging Tool

### What it's for

This is where we send quick messages, ask questions, and share updates.

### When you'll use it

- Asking for help
- Saying hello to your team
- Sharing short updates

### Good to know

- It's okay to ask questions here
  - You don't need to reply instantly
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## Email

### What it's for

Email is used for longer messages and communication with people outside the company.

### When you'll use it

- Receiving important information
- Sending messages to external contacts

### Good to know

- Not every message needs an immediate reply
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## Calendar

### What it's for

The calendar shows meetings and important events.

### When you'll use it

- Joining meetings
- Checking your schedule

### Good to know

- Meetings usually include a link you can click to join
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## Common Workflows

### How to Ask for Help

1. Send a message in the team chat
2. Briefly explain what you're working on
3. Ask your question clearly
4. Wait for a response

Everyone asks questions—this is encouraged.

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### How to Share an Update

1. Write a short message
2. Say what you worked on
3. Mention if anything is blocked or needs help

Simple updates are perfectly fine.

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## Your First Week Checklist

You don't need to finish everything on day one.

- Log into all company tools
  - Read through this guide
  - Join your first team meeting
  - Say hello in the team chat
  - Ask at least one question
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## Where to Get Help

If you're unsure about anything:

- Ask your manager
- Ask a teammate

- Ask in the team chat

There are no bad questions here.

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## Final Note

You are not expected to know everything right away. Learning takes time, and that's okay. We're happy you're here, and we're here to help.

Welcome aboard 🎉



Review the following output for clarity, completeness, and potential issues.  
Provide specific feedback and improvement suggestions.

I'm happy to review it 👍

However, I don't see the **output you want reviewed** in your message.

Please **paste the onboarding documentation text** you'd like feedback on, and I'll review it for:

- **Clarity** (is it easy to understand for non-technical readers?)
- **Completeness** (are important basics missing?)
- **Tone** (is it friendly and reassuring?)
- **Potential issues** (confusion, assumptions, overload)
- **Concrete improvement suggestions** (what to change, add, remove, or rewrite)

Once you share the text, I'll give you **specific, actionable feedback**, not generic comments.



