
JBL
**ONBOARDING
FACTSHEETS**

Designed by managers for managers



Onboarding—*Moments that matter*



FIRST PHONE CONNECTION

Before they start.



Why?

Connecting with a new team member before they start will increase the chances they turn up and make them more likely to stay.

A phone call soon after they've formally accepted a job offer starts to build your relationship so they feel part of the team before they've even started.

How?

Give your new starter a call a week or two before they start and stay connected regularly. The call should be enough to start building a relationship.

Who?

This Moment should be conducted by the Hiring Manager but as part of the call they could let the new team member know their line leader will also be in touch to talk through the first day, if the line manager is different from the hiring manager.

Tips to help make your moment a success:

Before the call ...

- Be prepared. This is your chance to make a great first impression.
- Text them to find a good time for a call.
- Make sure you are somewhere you can talk without distraction.
- Put a placeholder in your calendar and stick to it.

During the call

- Be friendly, not too formal—remember we want them to feel connected. Ask them what they prefer to be called.
- Tell them why you're excited for them to join the team.
- Find out if there's anything they are unsure of or nervous about, and resolve it.
- Confirm what day and time they should start. You don't have to start your new team member first thing on a Monday morning if

there's a better time.

- Avoid using acronyms.
- Ask how they plan on getting to work. Help them with transport or parking tips, including site-specific information if required. For example PPE or what to wear.
- Explain what they can expect on their first day—who will meet them and where.
- Let them know they are welcome to get in touch with you if they have more questions.

After the call ...

- Send them a Google map pin of where they should meet on day one. [Click for instructions.](#)
- And on the last working day before they start, send a text—letting them know any last minute details or wishing them luck.

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WEEK ONE CONNECT

At end of week one

Why?

The first week check-in is a great way to establish a connection with your new team member. It shows that you care about their success right from the start of their onboarding with us.

This moment can also validate their decision to join and become part of our company culture.

It's also an opportunity to confirm their connection with fellow team members and their integration into the team.

Encouraging them to build strong relationships with colleagues can make all the difference to their experience.

How?

For this 1:1 connection, prioritise about half an hour for a face-to-face conversation. Video conversations are a reasonable alternative. Be ready to act on action items that come up during your chat, and use the conversation starter over the page to help frame your questions.

Who?

This Moment should be conducted by the Manager.

Tips to help make your moment a success:

- Build connections remember something from the first phone call that you talked about.
- Set aside time and avoid distractions or having to rush off somewhere else, making the employee feel valued.
- Prepare beforehand by reviewing the team member's progress and work quality with their supervisor or team leader.
- Use previous discussions around personal interests or career goals to initiate conversation.
- Create a friendly and open atmosphere for discussion.
- If possible, hold the meeting off-site over a coffee or refreshment to keep things relaxed.
- Listen attentively, take notes, and avoid interruptions or assumptions.
- Provide specific and helpful feedback using a feedback guide.
- Address and resolve any issues or concerns raised by the employee.
- Explain expectations going forward and provide support where necessary.



Moments that matter **Week One Connect** —conversation starter

Approx time 30-45 minutes • Use these questions as examples to help build connections and **don't be afraid to dig deeper.**

- Keep notes of anything you need to take care of—ensure they get done.
- Make sure you keep things light and friendly.

Question	Notes
<input type="checkbox"/> How are you settling in?	
<input type="checkbox"/> How is your role induction going?	
<input type="checkbox"/> Who have you enjoyed working with most so far?	
<input type="checkbox"/> Who else have you met?	
<input type="checkbox"/> How have things been going with your buddy?	
<input type="checkbox"/> Is there anything you feel you are missing or need more of?	
<input type="checkbox"/> What are you looking forward to about next week?	
<input type="checkbox"/> Is there anything you're nervous about next week?	
<input type="checkbox"/> When would be a good date for our next catchup? Let's organise it.	

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1:1 CONNECTIONS

After a couple of weeks



Why?

Your new starter's performance and wellbeing is significantly impacted by the relationship you create and maintain.

For most of us, the key element of this relationship is a 1:1 meeting of some sort. Regular meetings with new team members should go beyond their onboarding process and form part of your work cycle with them.

We understand the challenges of balancing operational demands with supporting and developing your team. Making time for 1:1s is not only essential for the success of your team members, but also for your own effectiveness as a leader.

How?

Once your new team member finds their feet, sit down and agree how regularly you will hold 1:1 meetings. How often depends on a number of factors but ideally every 2-4 weeks for 15-30 minutes.

1:1 meetings are not to replace performance reviews - they are about demonstrating that you care and want to connect with that member of your team.

Sometimes you might need to have a 1:1 which has a specific focus on a topic - career development, behavioural expectations or something else. Aim to ensure you connect and communicate effectively when you do meet.

Tips to help make your moment a success:

- Plan your 1:1s in advance and block off time in your calendar.
- Keep to the agreed schedule so your team member feels valued.
- Be clear on the purpose of each meeting and use the questions and conversation to help you. It's about having the right conversation, the right way and at the right time.
- Show your team member that you are committed to their success.
- During connections asked open ended questions to get a real sense on how things are going?
- Give your team member your full attention during connections and don't allow your phone, emails or other people to interrupt.

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BUILDING CONNECTIONS

As required



Why?

Your involvement in helping your new team member connect, greatly impacts their success within the company. As well as the overall success of your team and organisation.

Connection is an ongoing activity which starts before day one and continues through their entire time in your team.

By supporting your new team member to initially connect with their team, you can speed up their learning and help them settle in.

Helping them to connect builds a sense of safety and wellbeing. It helps them feel a sense of belonging in their team and better understand our culture; meaning they are likely to be happy, and stay.

How?

Revisit this moment during your new starter's onboarding journey to identify some activities which will help you help them create connections. Think about how you can extend these connections with the wider team, through the organisation or even externally. Have a look at some of the ideas over the page select a couple and put them into action.

Tips to help make your moment a success:

- Actively help your new team member's to build connections.
- Use the suggestions to assist your new team member to meet new people.
- Ask your new team member about their unique skills and what they are most proud of achieving. Use this to introduce them as a 'person first' using something unique or impressive about them. For example "This is Johnny. He is an ex-Junior All Black and keen chef."
- Consider cultural options as part of the welcome process.
- Help new team members to see the value they bring to the team and help the team see the value of the new team member. Consider the impact a new team member will have on the team dynamic.
- Help them understand who they are meeting and why—especially when it's for the first time.
- Ensure that junior employees also get to meet more senior leaders too.
- Don't forget to keep creating connections for all of your team. Soon your new team member will be an experienced head but everyone needs support to build connections.

Moments that matter **Building Connections**—ideas for connecting

These suggestions have been identified to help you get started. They are proven to help new team members to connect. Aim to build them into your team processes wherever possible.

	First month	First 3 months	Day 90 onwards
Everyone	<ul style="list-style-type: none"> • Ensure they meet their teammates as soon as possible after they start. • Attend the first few minutes of their early meetings. Introduce them and help them feel at ease. • Set them up with a buddy who can support them (see Buddy Grab and Go). • Help them meet other new starters so they can build a network of people like them • Communicate company events, such as team building activities, social outings or activities (i.e. sports team, quiz nights). • Provide or draw them an org chart which shows your team structure so they know who else is working with them and what they do (photos help too). 	<ul style="list-style-type: none"> • Connect them with opportunities to develop new skills and meet more people through training and development programmes. • Host a team-building activity or social event outside of work hours to help new hires bond with their colleagues in a more relaxed setting. • Encourage teams to work and solve problems together—even at project level. 	<ul style="list-style-type: none"> • Offer opportunities for cross-training or job shadowing to expose them to different areas of the business • Encourage them to attend industry conferences or networking events to expand their professional network beyond the company. • Host regular 'BYO' lunches where everyone can share ideas and experiences over a casual meal together.
White collar roles	<ul style="list-style-type: none"> • Get them out onto a project site they can visualise the scale of the work we do. • Connect them to similar roles within other BU's to help them build there own internal connections. 	<ul style="list-style-type: none"> • Host learning sessions where employees can share their expertise on topics related to the construction industry. • Employee resource groups can provide a platform to connect with like-minded colleagues and build relationships based on shared interests or backgrounds 	<ul style="list-style-type: none"> • Encourage them to identify a mentor they can learn from. • Help them identify opportunities to work with colleagues outside their immediate department or team where appropriate.
Blue collar roles	<ul style="list-style-type: none"> • Show them where the lunch room is and where the team might purchase lunch. • Set up time to bring them into the office to meet key people F2F i.e. payroll, HR. • Show them areas where NOT to go—plant rooms, confined spaces, live machines zones. 	<ul style="list-style-type: none"> • Give them the opportunity to visit a different site to meet new connections and experience a different project, this might even be within a different BU. • Find out what sports they are interested in and invite them along. 	<ul style="list-style-type: none"> • Encourage team member to think about additional technical skills they need to learn or want to learn and who they connect with to gain these.

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FIRST MONTH CONNECT

At end of first month

Why?

The end-of-first-month connect is a great way to continue building a strong relationship with your new team member.

Ensure they are settling into the team personally and professionally.

This check-in reinforces your new team member's decision to join the team and your commitment to their success.

By showing that you care, you increase their chances of staying and growing in the team.

How?

This 1:1 needs to be a face-to-face conversation. Use the conversation guide to help you structure the meeting.

Who?

The first month connect should be completed by the Manager may want to input into this but does not need to be involved in the meeting.

Tips to help make your moment a success:

- Consider chatting to their buddy before the meeting to provide a second perspective on how things have been going.
- Make sure you allow enough time for the meeting and plan your other meetings around this.
- Choose somewhere free from distractions or interruptions, and where you can both speak freely.
- Be friendly, listen and offer guidance and support as needed. Remember this is a two way conversation.
- If there is anything you need them to share or tell, now is the time.
- There is a space over the page if something comes up.
- Explain what you are going to do and then follow through.

Moments that matter **First Month Connect**—conversation starter



Approx time 30-45 minutes • These questions are to help you get started.

- Take notes and capture actions.
- Offer them some feedback using the feedback guide

Question	Notes	Actions (what, who, by when)
<p>Offer them some feedback using the feedback guide</p> <ul style="list-style-type: none"><input type="checkbox"/> How have things been going?<input type="checkbox"/> Which parts of your role are you enjoying most?<input type="checkbox"/> Which parts are you finding harder?<input type="checkbox"/> Can you tell me how your job fits into our team in your own words?<input type="checkbox"/> What training have you done?<input type="checkbox"/> Is there anything else you think you need?<input type="checkbox"/> Who have you built your strongest connections with so far?<input type="checkbox"/> Who else do we need to arrange for you to meet?<input type="checkbox"/> How do you think you have changed since you have started? (for the better)<input type="checkbox"/> When is a good date for our next catch up? Let's organise it.		

Moments that matter

First Month Connect—feedback guide



- During your preparation phase—gather feedback and note it down here.
Provide feedback using the 'Good, Better, Best' method to keep things positively framed.

What is something good they have been doing really well during their first month?

Examples:

- I've been really impressed with the way you have brought your experience and applied it in this new role. Especially your skills with the X tool.
- Your positive attitude and willingness to help out wherever needed has really made an impact on the team.

What is one thing they could do even better that will help them?

Examples:

- I think it would really help you if you if you can take your lunch when the team do so you can chat with them in a more casual environment.
- Think about how you can delegate tasks to others to help lighten the workload for you and the team.

What is one best practice piece of feedback that you can share which will help them?

Examples:

- Remember that we always need to put on our PPE before we come on site.
- It would be helpful to check in with your supervisor each day regarding prioritising your tasks, to ensure that deadlines are met and nothing falls through the cracks.