

🔑 Onboarding: Best Practice Cheat Sheet

- Provide in advance detailed information packs, that include:
 - **Access information** about the place they will be working
 - Instructions about workplaces processes, including who they should report to, chain of command, procedures for communicating issues, and how to call in sick

- Be sure to also include information about the 'unspoken' rules and expectations of the workplace, including:
 - **Dress code** (with clear examples, not vague 'smart casual' guidance)
 - Typical **work hours and patterns** (and any flexibility around this)
 - **Conventional times for breaks**, and **length**
 - **Typical communication channels**, and **expectations of use**
 - **Social events**, and **expectation** around attendance
 - Etiquette around social 'norms' like making tea, birthdays, etc

- Establish that they have a **travel plan** to get to and from work

- Make sure they have all the **tools**, **contacts**, and **training** necessary to be able to successfully do their job

- Offer **alternative methods** for any necessary training (e.g. self-paced tutorials, where they can process information at their own speed)

- Give a **tour of the office**, including key facilities like toilets, fire exits, and quiet spaces

- **Avoid**, where possible, **group 'icebreaker' activities** – which can be anxiety-inducing for individuals with social communication challenges. In certain cases, you may want to provide a more **tailored, one-to-one experience for employees**, giving them the opportunity to meet colleagues individually or in small groups

- Provide opportunities for employees to **acclimate themselves** to the workforce and workplace before starting their job

- If remote working: make sure that **lines of communication** are clearly established

- Offer a peer-to-peer '**buddy**' **scheme** who they can clarify information with, help navigate the social norms of the workplace, and gain insight on processes

- Be clear that you are **open to questions**, or point to who they can follow up with (e.g. their Line Manager or Head of Department)

- **Ask all new starters their access requirements**, by encouraging them to provide an Access Passport or Rider or providing a questionnaire or meeting in which to share any adjustments that may be helpful (making sure that these are reviewed regularly)