

Onboarding Checklist.

How to engage your frontline workforce with a fun and interactive onboarding experience

While the advantages of a good onboarding process are clear, it is often hard to organize it in a fun and interactive way. Frontline workers do not sit behind a computer, do not have a business email address, and often work across multiple locations.

This checklist includes a step-by-step plan to engage your new employees before, during, and after their first day at work.

Before the first working day



1. Make sure your new employee can start right away

This means all practical matters must be in order: the right size work clothes, a list of colleagues and their responsibilities, login codes of apps and programs, and cards and keys must be ready and available.

Furthermore, it's helpful if your team already knows a new face before their first working day. This helps your team make the new employee feel at home. Ask your new colleague to write a bit about themselves (work experience, fun facts, hobbies, etc.) and share this with the team.



2. Prepare an information pack for new employees

Make sure that this package contains at least the following practical information: general company information, internal phone list, house rules, sickness procedures, and pension scheme. You may want to include the following: the mission, goals, and vision; a virtual tour of the company; a short video in which colleagues explain why it is fun to work at your company.



4. Send a special invitation for a quiz, drinks, or lunch

By inviting your future employees for lunch, games, or drinks, everyone can get to know each other in an informal setting. This will make new employees feel at home more quickly.



3. Create a quiz for the first day at work

Allow new employees to get to know your organization in an interactive way by using gamification. This can be done through a quiz that your employee can complete before their first working day. It is best if this is done virtually. An employee app for onboarding would be ideal for this.



5. Give your new employee a gift

Make sure your new employee feels a part of your organization from day 1. Give flowers, a branded mug, a card, or any other nice swag that shows you're happy with the new addition to the team. A nice side effect: there's a good chance that your employee will post a positive message on social media. This helps the employer branding of your organization.



6. Share the personalized onboarding program

Share the onboarding planning and what is expected from the employee. This should include: how long an onboarding period takes, which tasks this employee will perform, and which colleagues will help them during the onboarding process.

On the first day



8. Have lunch with your new employee on the first day of work

Lunch can be a bit lonely and awkward. Especially if employees work in different shifts and do not have a break at the same time, which is often the case with frontline workers. Make sure that your employees have that first lunch with their manager or some colleagues. This is a good opportunity for colleagues to talk to each other and get to know each other.



7. Introduce your employee to his/her buddy

A buddy will be the go-to person for the new employee. This buddy will be available for answering any questions the new employee might have, but it can also be useful for your new employee to shadow their buddy for a while to get acquainted with all the standard procedures of the job.



The onboarding process does not end after the first working day. Make sure to still pay attention to the well-being of your employees down the line.



9. Make sure to check-in regularly with the new employee

It's good to check-in regularly to hear how the new employee experiences their time at your organization. Organize 30-, 60-, 90-day meetings to talk about how the newcomer adjusts over time.

During the first 3 months



11. Provide the opportunity to continue learning

A large proportion of the non-desk employees are Gen Z or Millennial. This younger generation of employees highly values experiences that help them develop themselves, such as following good onboarding and having on-the-job training possibilities. Make sure to provide valuable e-learning to facilitate the development of your team.



10. Ask for feedback so you can improve your onboarding process

Various studies show that employees like to share feedback. This will give your employee a voice and make them feel heard. You can ask them to give feedback one on one, but the most effective way to do this is by conducting a poll. Using the survey feature in an Employee Experience Platform is a good way to do this.



End Result

If you've checked all these boxes you will improve the onboarding experience of your frontline employees and make them feel more connected and engaged with your organization.



Connect, train, and engage your frontline workforce

Learn more about Oneteam's Employee Experience Platform at oneteam.io

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