

The Importance of Induction Training

Induction Training is a very important part of the welcoming process into your organisation for new employees as it gives you the opportunity to deliver the company message and standards before they hit the shop floor.

There are many options in delivering Induction Training to new starters and there might be many people involved in the delivery. Human Resources, Line Manager, Trainers and Guest Speakers may all be involved. Who delivers it needs to be thought of carefully as ineffective induction training can undo all the good PR work you did during the interview process. If the people delivering the training are not experienced enough or knowledgeable enough in the field of training then the induction process will do more harm than good.

If Trainers are left to deliver induction training you can be sure that it is delivered effectively. That doesn't mean that HR or Line Managers take no part in the induction. All need to be involved, HR as they will be sending out the joining instructions for the first day and the Line Manager to do their departmental or function induction.

It is, in my view, good practice to have your induction training to be 'cross functional' - that is you have new entrants from different departments being trained together. By doing this you improve team working and shared understanding of the different functions of the organisation.

There are several topics that you must include in your induction training

- Health and Safety - this is a legal requirement and is the same (with some additions depending on the type of work being carried out) across the organisation
- Fire Evacuation procedures - this is a legal requirement. Additional training would be given by the Line Manager in relation to fire exits and location of rally/meeting point
- Security - this is important as it lays down the security issues around the business you do. It can cover confidentiality, Data Protection, cash handling, vehicles, locking up and receiving of goods

In addition other subjects it should cover are

- Who your customers are and how they should be treated
- The policies that are in place
- Product awareness
- The markets in which you operate and are aiming to operate in
- The Mission, Vision and Goals of the organisation
- If you are a Plc. Company, your obligation to your shareholders

How long your induction is depends on your organisation. One rule is though - don't rush it! It is pointless spending time and money to get the right people into your organisation and then not spending time with them to do good induction training.

Good induction training will ensure employee engagement by showing that you care and have policies in place to safeguard them and your organisation. Do your induction half heartedly and you will have disengaged employees and if what you say in induction is not true in their work place high turnover which does nothing for your organisation's image.

Induction training does not stop at the end of the induction training. It should continue right through the new entrant's trial period and beyond. The induction process should involve the department or function manager so that the new entrant knows who their Manager is and that the Manager welcomes them and explains their roles and duties to them. During their trial period the Manager should hold meetings with the new entrant

- Two weeks after the induction training
- Three months after the induction training

Then depending how long their trial period is

- Six months after the induction training
- At the end of their trial period

The meetings are to discuss how they are doing in their new role and if there is anything else they need to be trained on. At the end of the trial period and if all has gone well they are signed off their trial period. If there are concerns about performance or absenteeism then the trial period might need to be extended.

The whole process should all tie in with the recruitment process and form an ongoing commitment to training and development. In some organisations induction training is carried out if employees change department or region in the company. This is entirely up to the company and depends on how different their new region or role is from their original one.

Induction Training can be an expensive task but, it is the difference between new employees who enter the workplace knowing what it is about and how they fit and contribute to the organisation to new employees who do not. Employees who have received induction training will be engaged and to a point loyal. They will feel welcomed and equipped to carry out their role. Combine induction training with a trial period with regular reviews and a solid Appraisal system and your employees will serve you well and more importantly serve your customers well.

AiTraining Consultancy provides in-house training solutions to organisations of all sizes. From consultancy on the full training cycle to delivering Short Courses and providing Self Study Workbooks we can advise and design an Induction Programme to suit you. Visit www.aitraining.net or call +44(0) 20 328 65165 for more information.