

# STEP UP

**Grow your business  
with new cultures**

"It's about making them  
feel comfortable and  
understand how  
things work"

**Kath Basilewsky**

Manager Community Dental Services  
Bendigo Health

## Onboarding



### Use multiple methods of training and induction.

Use a range of induction activities – hands-on, videos, pictures, train-the-trainer, or pair up new employees to learn the tools of the trade.



### Outline workplace expectations.

New employees may have different understandings of time. Be clear about expectations – this may mean reiterating messages a variety of ways: over the phone, email, in-person, using videos and pictures or via other staff support and mentoring.



### Provide manager details.

Ensure to provide the relevant manager's contact details, title, and name in a variety of ways. Pass on a manager's contact details with cards, on a screen or board and verbally.



### Reiterate important messages.

If there are particular key messages you need to get across to new employees, asking if they understand may not be enough. Utilise other forms of communication and follow up with your new employees. Provide active and positive support to ensure your new staff are engaged.

**Employers**

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