

## Warm Welcome Preboarding Communication

**Purpose:** The leader warm welcome communication to their soon to be new employee/rehire/transfer/promotion will support the foundation of engagement, creation of trust, supporting retention goals for NKC.

### Process:

- Upon a verbal acceptance of an offer, TA Support will email one of the New Employee Profile Templates (below) to the hiring manager within 1 business day, and CC their one-up leader. This template will include:
  - Offer letter (signed or unsigned)
  - Candidate/Employee Name:
  - Position Hired for:
  - FTE:
  - Rate of Pay:
  - Start Date:
  - Personal Phone:
  - Personal Email:
  - Additional notes, if any:
- TA Support will include a New Hire Checklist to best set themselves and their new hire for a strong start

## Communication Expectations

- **#1 Communication –**
  - Within 1-business day of learning your candidate has accepted the offer
  - Your candidate has accepted! Please contact (phone is recommended) them to congratulate the employee for accepting the role within one business day of their offer acceptance. Please ensure that all their questions are answered. Having you reach out to them so quickly after verbally accepting will support their engagement!
- **#2 Communication**
  - One week before the new hires start date
  - Send them information on their schedules and clinic, etc. Share their onboarding/training schedule. They may need to make some personal arrangements to accommodate the hours of a new position (daycare, medical appts, etc.). The more advanced notice they have, the better. They will appreciate your thoughtfulness around this.
- **#3 Communication**

- The day before the employee starts
- Text candidate with address, parking instructions, and with who will meet them at the start of their shift. That employee will be able to show the new employee their locker and take an additional tour of the facility. Introduce the new employee to staff at huddle and via email.

Starting in a new clinic/department, even in the same role, can be a stressor. Regular communication will go a long way with your new employee in building trust.