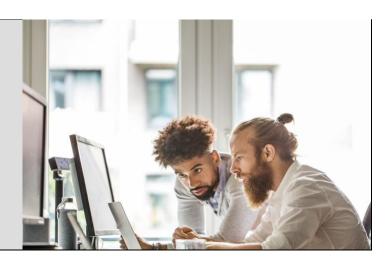
New Hire Boot Camp

New Hire Coach Guide



Onboarding Objectives:

- Increase employee engagement and retention
- Decrease the on-ramp time
- Build a stronger We-Over-Me culture
- Increase self-determination (and motivation) in New Hires

Resource Links:

- New Hire Coach Detail
- New Hire Schedule (Weeks 1-4)
- New Hire Critical Behaviors
- New Hire Onboarding Course Detail & Assignments Please encourage to take advantage of this focused learning time and as needed, assist your New Hire in getting assignments done.

The New Hire Coaching Goals

For the Coach: Make Your Thinking Visible, Encourage Self-Determination

New Hire Coach Detail (above)

For the New Hire: Develop Critical Behaviors + Develop Skills >>> Growth toward Expertise

Review Services Critical Behaviors (above)

The New Hire Coach Checklist:

Week 1

<u>Monday:</u> Meet new hire (in-person or virtually) for lunch—establish rapport, explain your role, discuss
your availability

☐ Throughout the week:

- As needed, assist new hire in acclimating to company, encourage social learning (be a resource for assignments: Top-performer Research, Growth Mindset challenge, Your Place on the Org chart)
- With self-paced training, some will finish earlier than others. Be prepared with some optional activities to stay engaged (learning about other team members, credentials for tools, etc.)

☐ Friday:

- Review the NH self-eval and goal setting email prior to meeting at EOD. You should receive this before lunch by email
- Meet EOD to review
 - NH goals
 - Onboarding experience
 - Introduce team training (starting the next business day)

Weeks 2-4 (and beyond, if possible)

Debrief NH when training is self-paced (SPT should not be a completely independent experience); a
needed, suggest additional resources (people, tools, documents)

☐ Shadow:

- NH Shadows Coach: Coach provides expert example shows how but also says why (teaches thought processes and decision-making)
- Coach Shadows New Hire: Coach observes NH on mock and initial customer interactions (audio, video, in-person, email) gives specific feedback, encourages NH to set their own goals
- ☐ **Promote Kaizen:** regular self-eval & eval of NH + give feedback on NH self-eval, facilitate goal-setting
- ☐ Foster self-determination in NH (give choice when possible, provide structure & guidance that fades w/NH development, promote a sense of belonging and connection)
- □ Coaching Check-ins (next page) meet daily (or 3-4 times) per week for short 15-20 minutes























Daily Coaching Check-ins: (15-20 min., weeks 2-4+)

Prior to meeting:

☐ New Hire Reflect & Share: Slack the 3 C's

1. Celebration: What went well with training?

- 2. Confusion/Curiosity: Was anything confusing to you today? What are you curious about?
- 3. Confidence: How confident do you feel moving forward into tomorrow? What goals can you set to develop your confidence?

Coaching Check-in Meeting

- ☐ **New Hire: Review** *the 3 C's* from Slack, 1 minute on each
- ☐ Coach: Debrief using the 4 C's 1-2 minute each
 - 1. **Celebration:** Celebrate/relate with what went well.
 - 2. Confusion/Curiosity: Clarify + commit to more time/resources as needed
 - 3. **Confidence:** Discuss confidence—check/set goals here—reaffirm or re-direct as needed
 - 4. **Connections**: As needed, make connections for them. Options:
 - Connect ideas together (maybe part of clarifying what is confusing)
 - Connect them with resources—documents, videos, people...
 - Connect what they are doing to Critical Behaviors to show relevance/evaluate progress
 - Revisit the "Celebration" piece and encourage them in the Connections they made on their own, in their learning or with people or processes























