

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

- Monday:** 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); as 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

