GETTING YOUR DRIVER READY FOR DAY ONE

How to win over your new hire with a good induction – checklist

We collected some best practice advice from the lesson you have just completed. List activities under each heading that could support your new hire on their first day.

Best practice	Example activities	Your activities
Welcome and introduction	• Introduce new staff to the team before their first day • Find a buddy who can accompany them during onboarding (and longer if necessary) • Surprise them with a small gift on their first day	
Induction and coordination	• Prepare all forms for them • Attach the induction checklist to the forms so they can complete tasks at their own pace • Provide details on the company, management, team, and their role (e.g. clients and contracts, administrative tasks, daily routine) • Provide a list of buddies, other key personnel and emergency contacts • Ask for their feedback	
Skill assessment	Skills you may want to assess: • Driving • Communication • Customer service • Use of technology	
Goal setting	• Identify skill gaps based on previous skill assessment • Sign them up for any necessary training to develop their skills • Explain overall business goal • Work with them to set up their individual goals that help the company succeed using the OGSM framework in the	

	supporting documents section of the 'How to set up driver KPIs" module • Communicate measures of success • Document goals and get them signed by new staff	
Training	Training to complete: • Head office and site information • Compliance training – Health and Safety, Risk • Communication guidelines • Technology update • Introduction to fleet • Customer Service	
Measuring performance	• Schedule regular performance reviews with staff • Collect regular feedback from team, direct buddies, clients on the individual's performance • Go through documents you use to track and measure their performance (e.g. logbooks, timesheets, HR/Management records, training records, incident reports and infringement notices)	
Review	• Communicate feedback to your staff at least twice a year and advise on further actions to be taken as necessary • Proactively address any issues before they escalate too far; don't hesitate to have difficult conversations • Ask for their feedback	

Always remember, a good induction is one that:

- **conveys the company vision and culture;**
- **highlights the importance of client relationships and building the reputation of your business;**
- **complies with business and industry requirements;**
- **promotes the use of existing and emerging technology and helps people adapt;**
- **is set up so drivers can be productive as soon as possible.**