

INDUCTION TRAINING

Induction is the process by which new workers are introduced to a company or organisation.

PROSPECTIVE USERS:

Any factory that wishes to ensure that its new workers are well prepared for their new jobs by providing them with all the necessary information about the organisation. Typically, it is the Human Resources Department in co-operation with supervisors that implement this practice.

PROBLEM ADDRESSED

Induction training is vital for new workers in a factory. Good induction training ensures new starters are retained, and then settled in quickly and happily to a productive role.

PROCESS

Typically the process involves a walking tour with the new worker, an introduction to co-workers, supervisors and managers, and an induction package that includes a factory map, human resources policies and other useful information.

Steps in implementation

The following steps indicate briefly what managers should do to implement induction procedures for new workers in a factory:

1. Take a walking tour with the new worker. This is a good way to introduce them to the new environment.
 - Escort the worker around the workplace.
 - Point out workstations, lavatories, the employee canteen, suggestion boxes and dormitories.
 - Take the time to explain the enterprise and introduce the worker to other workers and supervisors.
 - While you may be anxious to get the worker started and producing, the short amount of time it takes to make him or her feel comfortable in the enterprise, will pay off in terms of productivity and longer retention as the worker will feel valued and part of the organization sooner than if left to his or her own devices from the beginning.
2. Provide an induction package that provides key information such as:
 - Map of the enterprise.
 - Non-discrimination policy.
 - Employee feedback mechanisms.
 - Quality policy.
 - Payment process.

3. Create an employee handbook that lists specific information on expectations of workers and various company policies. Topics can include:
 - Commitment to workers statement.
 - Expectations of workers.
 - Rules and regulations (based on local laws).
 - Work hours and minimum wages.
 - Pay slip explanations.
 - National labour standards.
 - Grievance procedures (if applicable).
4. A final step in an effective induction process is a follow-up meeting with the new worker. After the new worker's first week, the team leader or supervisor in charge of the worker's induction should arrange a meeting to discuss any questions they have.

RESOURCES REQUIRED

Just a little effort on the part of the manager is required in order to make the enterprise seem better than any other organisation the worker has worked for before. As a manager for new employees it's his/her responsibility to ensure that induction training is properly planned. Therefore adequate management time and planning efforts must be allocated to the induction training efforts.

POSITIVE IMPACT

A good induction programme can create a lasting first impression, which can serve to keep workers motivated even when faced with the inevitable frustrations that are likely to occur while on the job. The benefits of include the following:

- Familiarises the workers with company policies and procedures.
- Ensures the workers have all the information/tools they need to start work.
- Helps with early productivity.
- Develops long-term commitment.
- Provides early opportunity to establish good workplace relations.

INDICATORS FOR MONITORING

A simple way to monitor the implementation of an induction programme with each new worker is the use of a checklist of the different steps that must be covered in the induction process. Each step that has been processed should be ticked as completed and any comments on the steps provided by the relevant worker or manager.

You can also assess the effectiveness of the induction training during the follow-up meeting with the new worker following his/her first week at work.

Further Information Available:

FIP References:

Module 5 - Human Resources

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