

YOUR INNER CIRCLE TEAM ONBOARDING SYSTEM



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We all know that your studio is an outstanding work environment, and the quality of your tuition and work environment places you in a prime position to attract exceptional team members in all areas of your business.

However, it's important to remember that finding and hiring great staff members is only the first of many steps in building a committed, thriving and long-term workforce. Your approach to onboarding team members needs to be next-level as you continue to grow into the CEO position of your studio so you can reap the benefits of high-level engagement and longevity.

WHAT IS 'ONBOARDING'?

Onboarding is your studio's process of welcoming, educating, connecting, and acculturating new teachers, admin staff, retail staff or contractors (for example, your marketing manager or graphic designer). It is a critical time where you have the opportunity to make a great and positive impact on your new team member which will help them understand your culture, clarify your expectations of them and introduce them to your processes. It should also aim to provide them with any resources they will need.

Your Inner Circle Onboarding System will:

1. Ensure your new team member feels respected, valued and immediately part of your team.
2. Provide clarity around expectations and the behaviours that are required to be a fantastic contributor.
3. Help your new team members contribute quickly to your studio.
4. Enhance the productivity of your new team member and your team as a whole.
5. Build relationships and networks within your studio quickly.
6. Transition your staff into their role/s, their new work environment, and your studio culture.
7. Maximize this 'once off' opportunity to make a positive imprint of the DNA of your studio.

THE STUDIO OWNER'S ROLE IN ONBOARDING.

The dance studio owner plays the most important role in your studio's onboarding process. The relationship between you and your new team member has a tremendous impact on how long they will stay with you, and your investment in this process will highlight your commitment to new employees, and help them quickly become engaged, committed, and successful members of your dream team.

Phase 1: 2 weeks before the new team member's 'start date'

During the time between you hiring a new team member and them starting in their new role, your aim is to show that your studio is a welcoming and organized environment with an engaged staff. You want them to feel 'at home' before they even begin.

Schedule and Tasks

- Send your team member's offer of employment and contract
- Set up their access to necessary software and resources (for example, email access, online calendar, dropbox, trello, slack, Azagi etc)
- Call your new team member to:
 - a) Confirm their start date, time, place, parking, dress code, etc.
 - b) Talk them through their access to software and find out if they have any questions around these.



“90 percent of employees decide whether or not to stay with an organization within the first six months.”

- Tell them who their ‘Team Buddy’ is, and a bit about them.
- Remind them to return their contract and acceptance of employment documents if they haven’t already done so.
- Add regularly scheduled meetings, events, retreats and class schedule to your new team member’s calendar.
- Set up their calendar in full for the first two weeks.
- Send your ‘welcome kit’ including: job description, welcome letter, recent studio newsletter and staff handbook.
- Order any equipment they may need (for example, uniform, keys, notebooks).
- Add your new team member to relevant email lists, Facebook groups etc.
- Set your new team member up for any relevant training or professional development.

Community and Culture

- Email your team to introduce them to your new staff member. Include their start date, role, and bio. Copy the new team member on this email.
- Select a ‘Team Buddy’ who will be your new team member’s “go-to” for any questions or processes they need help with when they get started.
- Set up a lunch meeting with yourself or their buddy for the first day
- Meet with the new team member’s buddy, and provide suggestions and tips for helping them during their first week (for example, how to use the sound system, class tips, local places that may interest them, etc)
- Set up a tour of the studio (either in person or virtual).

- Introduce your new team member to your dance families via email, newsletter and closed Facebook group. Tip: A video interview via Facebook live (or pre-recorded) is a fantastic way to do this introduction!

PHASE 2: THEIR FIRST DAY

On their first day of paid employment at the studio, you want your new team member to feel immediately welcome and well-prepared for their new role. They should be clear on what their role is in the studio, and your expectations around their performance.

Schedule, Tasks and Expectations

- Clarify their first week’s schedule, and confirm the details of any necessary or recommended training.

- Hold a meeting to review your new team member's job description, outline of duties, and expectations. You will also describe how their job fits in and contributes to the studio as a whole. Make time during this meeting to lead a session regarding the Vision / Mission / Statement of Purpose and share any current goals that the team is working towards.
- Review hours of work. Explain policies and procedures for instances such as absences, class cover, dealing with parents, etc. Explain any flexible work policies or procedures. Tip: All of these should already be outlined in your team handbook, so you can use this as the reference for your meeting - no need to reinvent the wheel!

Community and Culture

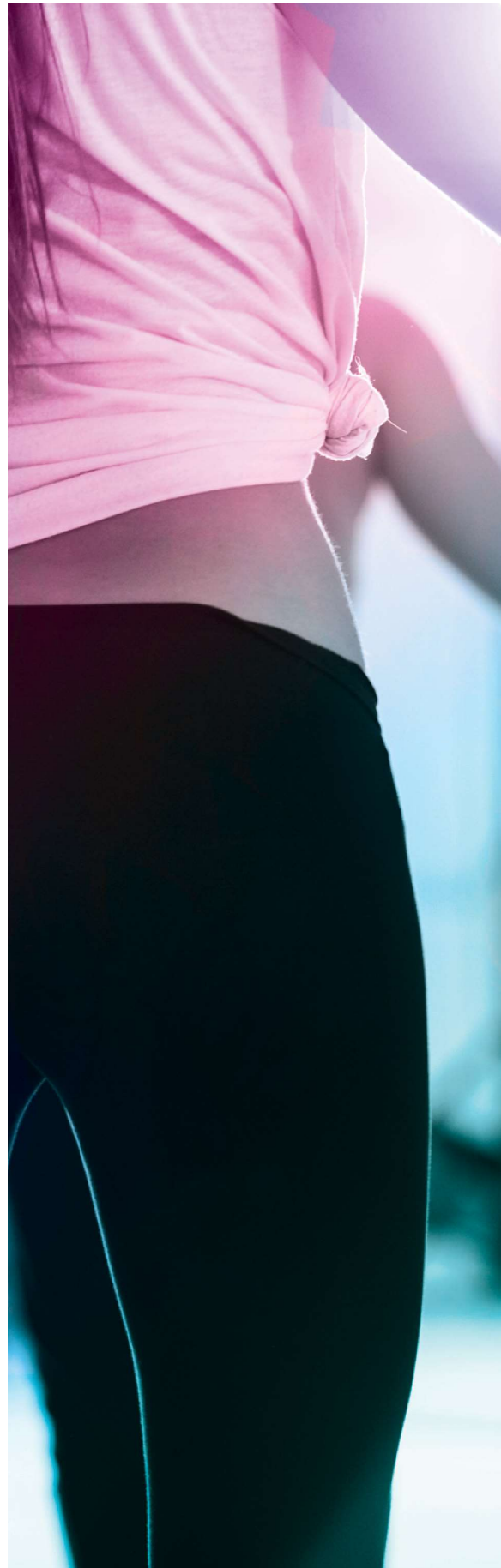
- Be available to greet the new team member in person on their first day.
- Introduce your new team member to other staff and their students in the studio.
- Introduce your new team member to their buddy.
- Take your new team member out to lunch - this is an ideal and non-threatening time to get to know them as a person. Ask them about their life outside work, and share with them a little about yours. This helps to build a trusting relationship from the beginning.
- Give your new team member their equipment (for example, keys, uniform, notebooks etc)
- Remind your new team member's buddy to chat about things like parking, studio access, where things are kept in the studio etc.
- Take your new team member on a quick 'refresher tour' of the studio.
- Show your new team member how to use the required software (for example, dropbox, Slack, Asana, Azagi etc)

PHASE 3: THEIR FIRST WEEK

Now your new team member should have a clear understanding of how your studio works and the systems that apply to their role. They should feel settled in.

Schedule, Tasks and Expectations

- Catch up with your new team member following their introductory meeting / training. See how they are finding things, what they are currently working on, and how you can support them.



- Explain your staff review processes and how this will relate to their trial period.

Community and Culture

- Send them a small welcome gift (flowers, wine, or chocolates)
- Ask their buddy to check-in that your new team member understands and correctly uses their software and is meeting expectations around your studio's systems

THEIR FIRST MONTH

By now your fantastic new team member understands their role and meets your expectations. They continue to develop and learn about the studio, build relationships with staff and students, and bring new ideas to the table.

Schedule, Tasks and Expectations

- Schedule and conduct regular one-on-one meetings.
- Continue to provide timely and useful "general feedback."
- Regularly ask for feedback from the team member and be available to answer questions.
- Discuss personal and professional goals.
- Plan professional development with your team member in an area that they are interested in, or would benefit from.

Community and Culture

- Continue introducing your new team member to key people (this may be students, parents, community members or influencers) and invite them to relevant events (for example, recitals, team retreats, awards nights, celebrations).
- Meet with employee and buddy to review their first month and answer questions.

THEIR FIRST 90 DAYS

At this point your new team member is more aware of his/her role and responsibilities, and confidently works independently. They feel welcome and accepted by other team members and studio families.

Schedule, Tasks and Expectations

- Continue having regular one-on-one meetings.
 - Meet for either a formal or informal three-month performance review.
 - Prepare questionnaire for the upcoming 6 month review to distribute to your team member before the meeting.
 - Start giving your team member new tasks or projects that are challenging yet doable.
 - Work together on creating written personal, performance and professional development goals.
- ### Community and Culture
- Have a check-in with the team member and buddy for the last time, as here is when the buddy will ease out of their official responsibility to this team member.
 - Take team member out to lunch or coffee, and have informal conversation about how things are going.
 - Provide information and ask for feedback on continued professional development opportunities that your team member has been involved in.
 - Seek feedback on your onboarding system. Do they have ways that could improve the experience?

“The cost of losing an employee in the first year is often at least three times their salary.”

THEIR FIRST SIX MONTHS

Your new team member is gaining confidence and momentum, and producing great work. They may start taking the lead on new projects, and is feeling engaged and supported.

Schedule, Tasks, and Expectations

- Join the team member for their six-month performance review *Tip - remember to send your questionnaire sheet to your team member at least 2 weeks prior to review so you are both well prepared.
- Review progress on personal, performance and professional development goals.

Community and Culture

- Create an opportunity for your team member to be involved in a project outside of their area of responsibility (for example, this could be costume planning, social media management or hosting a professional development)
- Invite team member to studio events (such as the recital/concert, community events, awards), and introduce them to others.
- Open a discussion about your 'buddy' system, and find out how things have been going or if further support has been needed.

THEIR FIRST YEAR

A year has passed, and your 'new' team member isn't so new anymore! They are 100% engaged in their role, and contribute to the studio's culture and goals. They are confident and autonomous in their role, and also know who and how to ask when they need support.

Schedule, Tasks, and Expectations

- Celebrate successes and recognition of your team member's contributions to the studio.
- Continue providing regular feedback.

- Provide feedback during the annual review process.
- Have a conversation with your team member about his/her experience at your studio with regards to:
 - Whether the set expectations have been realistic and met
 - Whether your team member's skills and knowledge are being best used, as well as what has/hasn't worked.
 - Where they need more support.
 - Plans for the year ahead.

Community and Culture

- Support and encourage your team member to apply for a promotion, change of role, or increased hours (where applicable)
- Ask for your team member's feedback and specific suggestions on ways to improve the studio's onboarding experience. Tip: you can do this one-on-one or with a small group of new team members.
- Discuss your team member's professional development goals and offer training opportunities.

