

Introduction

Onboarding covers a high volume of information - from computer setup to completing all required training and getting to know the team.

After the necessary details are out of the way, many new employees can still be left wondering:

What is this place all about?

- How do I fit in?
- How can I make a difference here?

These are the types of questions that a well-planned, strategic onboarding should answer.



On the next page are **five key conversations** that leaders should have with their new employees as they meet with them throughout the six-month onboarding journey.

Engaging in these conversations with your new employee will help them fully embrace their new role and set them up for success.

5 Key Conversations for You and Your New Employees

Below are five key conversations that leaders can have with their new employees as they meet with them throughout the 6-month onboarding journey.

1 What is their role? When to have this conversation: Day 1/Week 1

“What is expected of me?” is a simple question. In a successful onboarding, the leader offers very clear and constructive guidance around job expectations. They must help employees understand their job expectations beyond what is listed in the job description.

2 How does their work connect to that of their team, their department, and the organization? When to have this conversation : Week 1

Helping a new employee see the link between their work and that of their peers helps them visualize how they contribute to the larger picture of what the department and organization is trying to achieve. Furthermore, the sense of being connected to others is a core psychological need of individuals and is linked to increased employee engagement and belonging

3 How will performance be measured? When to have this conversation : Week 2 - 3

Introduce metrics, milestones, and any KPIs relevant to the employee’s work. Provide context for how these measurements were set.

Goal setting is also an important mechanism for providing ongoing and year-end feedback. By establishing and monitoring targets, you can give your employees real-time input on their performance while motivating them to achieve more. Visit [SoCalGas University](#) for goals setting and performance touchpoints resources and information.

4 What are their strengths? When to have this conversation : Within the first 30 Days

People enjoy doing what they are good at. They also like to be known for what makes them special. Investing time and resources into discovering an employee’s strengths is a great way to build relationships and show that you, as their leader, care about them as an individual.

Employees who strongly agree they can apply their strengths every day at work are more engaged and productive at work. [Click here for more information on strengths.](#)

5 What does the future look like? When to have this conversation : Within the first 6 Months

New employees arrive at the office filled with high expectations. It’s a fresh start. To continue building that momentum, begin to explore developmental opportunities for the new employee, and find out what skills they may be interested in building.

Visit [SoCalGas University](#) for career management resources.