

First Month

Your first month on the job is critical! This is where your first impressions are made. A person who starts a new job and has a poor first month won't last much longer.

At Acme, we want to prepare you for success. To that end, we are committed to giving you comprehensive and well-thought-out training. This short handout will show you what to expect.

First Week

During your first week, you will be attending new hire training with _____. You may not be on a 9:00 am to 5:00 pm schedule but you will be this first week. The important objectives this week is to get familiar with the company, our culture and history and your fellow new hires.

This week, IT will also be working on your log-ons and access to the applications you will need to do your job.

Second Week

If you were hired to work another schedule, you will begin working that schedule this week. You will also be assigned a workstation and be assigned a laptop and any other equipment you need. You will also formally meet your manager and your mentor (who you will be spending a lot of time with). At the beginning of the week, you will log into the applications you need, should there be a problem, please alert your manager. Finally, you will begin completing your required online coursework.

Third Week

You will finish your required coursework. Last week, you started your job-specific training. You will continue that by reviewing job aids, product guides and reviews. If you are a customer service representative, you will also listen to some calls. You will also meet with your mentor who will determine what direction your training should take. They will review common errors as well as what makes someone successful.

Fourth Week

This week you will be on the phone with your mentor. At the beginning of the week will be listening to calls. Between calls, you and your mentor will discuss the call: what stood out, what went well, how you would have managed it, ... After several days of listening, you two will reverse roles and you will take calls while your mentor listens and gives you feedback after each call. By the end of this week, you should feel confident about taking calls on your own.

First Month Complete!

You accomplished a lot this month. You completed a week of new hire orientation. You got all of your IT needs taken care of and all of the required eLearning courses. After that was done, you spent time learning about procedures and our product mix. Then it was off to the phones where you listened to calls before you began taking them yourself. Decent job!