

>> TECHNICAL ONBOARDING CHECKLIST

Below is TeamUP Staffing's technical onboarding checklist for the first 30 days. Review it and ask yourself what you can implement today to make a real impact on your technical onboarding process and for your technical consultants.



- Outline Job Responsibilities:** It can be really helpful to walk technical contractors through their responsibilities on the first day. On the first day, schedule time for a day or two later to have a more in-depth discussion regarding their day-to-day, who they'll be working closely with, the tools and systems they will be using, and to review key milestones and deliverables.
- Have Established Expectations, Milestones & Goals:** For technical contractors, it's important that milestones, goals and expectations are clear and measurable. This will help ensure the contractor ramps up quickly. Establish these as early as possible for tech contractors in order to maximize their time.
- Schedule Job-specific Training:** Even before a contractor starts, be sure to work with IT to get them set up on all the systems they will need to do their job. Preparing in advance will prevent delays. From there, schedule any and all job-specific training for the first week or two (and beyond).
- Schedule Multiple Check-ins:** Communication is key for any team and company, and even more so when teams are remote. Schedule regular check-ins and coaching sessions. Aim for over clarifying with more check-ins. These meetings needn't be long, but the frequency and access to information and updates is what's important. Below are a few questions you can ask in the check-ins:
 - Do you have everything you need to get your job done?
 - Are you having any system access issues?
 - Do you know who to go to for support of X, Y & Z?
 - Do you have any questions or concerns about the project?
 - Is there anything else I can do to support you at this time?
- Assess Your Team's Micro Culture:** Coming in to a new team is challenging at best. Every department in a company has its own team culture (or what TeamUP Staffing calls a team's "micro culture") which contributes to the larger team culture. Micro culture stems from the ability of managers to identify and pair professionals with complementary skill sets, personalities and collaborative styles into high functioning teams. This level is just below that of the team and it's what managers need to master for team and project success.
- Assign a Buddy & Mentor:** Consider assigning a colleague to help the new hire get acclimated. Whether serving as a sounding board for quick questions or helping to make introductions with other teammates, technical managers, and various stakeholders (whether in the office or working remotely) can provide much-needed org structure visibility and access. Different than a buddy, a mentor is an employee with more applied experience, whom they can trust for professional guidance and work-related questions.
- Schedule a Reverse Onboarding Session:** This is a different take on onboarding where the tables are turned. The tech contractor uses this session to ask any all questions—where the only dumb question is the one not asked! This approach can make it less intimidating for a contractor on a project to ask questions they feel they should already know. This session can be scheduled 2-3 weeks out.