

Tips for Welcoming Your Working Learner

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Welcoming Your Working Learner

Whether it is a working learner's first job or they have previously worked in other positions, starting a new job can be intimidating for many. Working learners must receive a proper welcome to feel supported and comfortable in their new role. A proper welcome helps them acclimate to the workplace and sets the tone for a successful work experience. The document below guides supervisors on how they can welcome working learners to a new job, emphasizing the importance of a proper welcome for their comfort and success.

PREPARATION

The following are suggestions on what should be included while preparing for your working learner's first day!

1. Setting up their working space
 - a. Make sure your working learner's workstation has everything they need
 - i. Technology
 1. Physical technology such as computers, webcams, etc., and access to certain software/programs your department uses (Zoom, Slack, Dropbox/Google Drives, etc.)
 - ii. Notebook and writing utensils
2. Gifts
 - a. Welcoming working learners with a note or gift is a great way to make them feel appreciated! Be sure to double-check the ASU HR gift policies: [Financial Services Manual, Policy 420-04](#)
 - i. Employee non-monetary awards not exceeding \$100 per person. For example, departments, non-sponsored, non-state agencies, or organizations may purchase plaques, pens, and clothing by departments without VP approval and notifying HR.
 - ii. Employee non-monetary awards exceeding \$100 per person require pre-approval by the vice president and the department must notify HR for taxation.
 - iii. Employee monetary awards, including cash equivalents such as gift certificates and gift cards above \$25, must be processed through the payroll system as additional employee compensation.
 - b. Give your working learner a note saying "Welcome to the team!" and express your excitement about working with them. Words of encouragement will help your working learner feel less intimidated on their first day. To make the note even more special, personalize it for the working learner.
 - i. Welcome Note Examples:
 1. "A very warm welcome from [Department Name]! We want you to know we believe in you and cannot wait to see all you'll do!"

2. Welcome to [Department Name]! I know starting a job can be intimidating, so I wanted to let you know I am here to help you in any way I can! We are so excited to have you!”
 3. Welcome and congratulations on becoming a part of [Department Name]! We look forward to working with you!
- c. A small gift is another excellent way to welcome a working learner. You can even add a gift with a note!
- i. Gift Ideas:
 1. Department swag
 2. ASU swag
3. Alerting others in your department/office space so they know there will be a new working learner starting
- a. Alerting other professional staff members in your department about the hiring of a new working learner is essential for fostering a supportive and welcoming environment. This also allows colleagues to prepare for the new team member and integrate the working learner into the department’s workflow. Additionally, this promotes collaboration and communication among team members.

FIRST DAY

The following are suggestions on what should be included on your working learner’s first day working with your unit!

1. Welcome your new working learner
 - a. Verbally express your enthusiasm for hiring the new employee and review the day’s agenda with them.
 - b. Review workplace expectations and rules, including proper attire, attendance, lunches/breaks, and other guidelines. This ensures there is no confusion about what is expected of them.
 - c. Outline what the next few weeks will look like for your working learner. This ensures your working learner knows what to expect and can alleviate stress for them.
 - d. Check in with your working learner! During the first few days of your working learner’s onboarding, make sure to check on them more frequently than you usually would. They will likely have more questions and require additional assistance than usual.
2. Office tour
 - a. Show them around the workplace including break areas, restrooms, supply closets, and offices of staff members they might be working with.
3. Introduction to others
 - a. Introduce your working learner to everyone they will be working with and others in your office area. These introductions will make them feel more comfortable and provide them with a network of people to approach with questions or concerns.

4. Core values

- a. In addition to going over ASU's Charter and Mission, you should also communicate your department's core values, purpose, and goals.
- b. By going over your department's core values with your new working learner they will be able to better align their work with your department's missions and goals, fostering a sense of belonging and purpose. This also provides clarity on expectations and behaviors, guiding their actions and decisions in their role, and promoting a positive organizational culture.

5. Begin onboarding

- a. For a deeper guide on what to cover in your working learner's onboarding use this [First-day Checklist!](#)

ONGOING

The following are tips on the ongoing check-ins and conversations to have with your working learners.

1. Schedule regular meetings with your working learner – this can be weekly, bi-weekly, or monthly check-ins. Having regular meetings is essential for providing guidance, feedback, and support, fostering your working learner's professional development and success. These meetings will also create a platform for open communication, allowing for the discussion of goals, challenges, and progress, strengthening the supervisor-working learner relationship.
2. Be approachable and encourage open communication, creating a safe space for your working learners to share their thoughts and concerns. This fosters trust, enhances teamwork, and facilitates problem-solving, ultimately leading to improved performance and satisfaction.
3. Provide constructive feedback and recognition for their accomplishments, reinforcing positive behaviors and addressing areas for improvement. Providing constructive feedback and recognition further fosters a positive working and learning environment, motivating them to continue their efforts and improve their performance. It also strengthens the supervisor-working learner relationship, enhancing communication and trust within the team.
4. Use active listening techniques to understand their perspectives and experiences, and be sure to show your working learners empathy and support. Using active listening techniques as a supervisor allows you to truly understand the perspectives and experiences of your working learners. It creates a supportive environment where working learners feel valued, leading to improved communication and collaboration.
5. Collaborate on setting objectives and action plans, empowering your working learners to take ownership of their development and success. Collaborating on objectives and action plans will empower your working learner to take ownership of their development while aligning their goals with organizational objectives, fostering purpose and motivation. This collaborative approach enhances productivity and satisfaction, driving personal and professional success.