

20 Questions Your New Hire Should Be Asking You...So Be Ready

You don't know what you don't know.

It's as simple as that. For a veteran manager, it's easy to take for granted the little things that just come with time. However, for a new employee walking in the front door on his first day, he/she just doesn't know are what those little things. HR naturally covers some items. However, these items will be discussed at a fairly high level since many times Orientation attendees make up a melting pot of roles, departments and needs. It's critical for the hiring manager to be a key stakeholder in the process.

Of course, in many cases, the hiring manager is the go-to person for coordinating much of the on-the-job training that will help the new employee get started in his role; whether the manager is delivering the training, or if he is delegating this to someone else on the team. To supplement that on-the-job training, communication is essential to build a relationship and provide context and understanding.

Hiring managers must be prepared to answer these basic, yet often overlooked, questions. If your new employee does not ask, chances are he would appreciate the answer. So tell him.

Can you answer these questions?

1. Is there someone on the team who could be my guide/mentor/buddy during my first few weeks?
2. Will I need to order business cards, stationery, etc? How is that done?
3. What conference rooms are nearby? Which ones do we typically use for meetings? How do I reserve a conference room?
4. Who is the "go-to" person in the organization when you really need something done?
5. How do I open an IT ticket if I have an issue?
6. Where can I ship packages? Does my mail get delivered to my desk or to a mailbox?
7. Who is responsible for ordering office supplies for our team? Are there any request guidelines?
8. What is the business travel and expense policy?
9. Where is our team's meeting place for emergency evacuations?
10. What is your vision for my role...in 3 months? 6 months? One year? Long-term?
11. What projects have highest priority right now? How can I help with those projects?
12. Who do I contact with IT issues? Is there a Help Desk or ticket system?
13. Which departments do we interact with frequently throughout the organization? How do we interact with them? Who will be my primary contacts in those departments?
14. How do you prefer to communicate – email, IM, text, phone, in-person?
15. Who should I add to my IM contact list from other departments?
16. What industry resources will help me learn more about our institution?
17. Where does the team like to go for lunch? What time does everyone normally go?
18. Where is the closest printer? How do I get that set up?
19. Do you have a preference for my work schedule/hours? Is there a work-from-home policy?
20. What is our department dress code?

There you go. 20 Questions that will be the gateway to faster productivity and open communication for the new employee and his manager. 20 Questions to start understanding the team dynamics. 20 Questions to learn some of the quirks and nuances every organization undeniably has. 20 Questions. Be ready to answer them.

