

TIP SHEET 2: Creating a Welcoming Workplace

To create a welcoming and inclusive workplace and successfully integrate new employees – including refugees – who can then contribute to your productivity, employers need to take a planned approach that follows practical steps.

1

Effective onboarding leads to retention, and there are a few important components of any new employee's first weeks or months on the job:

- Orientation
- Setting Expectations
- Onsite Support
- Training and Development

SEE: [Go2 HR New Hire Orientation Checklist](#)

2

Regardless of skills level, occupation or previous experience, refugees will have some differences that require an adjustment.

- Recognize examples of cultural differences and cover them in orientation.
- Facilitate introductions with peers to help your new employees start on the right foot.
- Be sure to address the norms of behaviour, communication and dress, as well as the breaks, social conversation or meeting etiquette.
- Train all employees in cultural competencies and ways to communicate in a culturally diverse workplace.

Onboarding Matters to Small Business

- It boosts productivity;
- It helps you retain more employees;
- It builds culture

SEE: [Onboarding Syrian Refugees: A Toolkit for Employers](#)

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3

This is a new country with different currency, financial aid, medical and insurance coverage differences, and your new employees might need help.

- Offer lunch-and-learns on financial literacy.
- Provide assistance to read a pay advice - all employees may benefit from this refresher.
- Make sure that they are aware of other non-wage benefits like RRSPs.

4

Level the playing field for a group that is coming in disadvantaged and create a family-friendly workplace by taking an extra step and extending a hand:

- Implement team building activities for new employees, including setting them up with a buddy.
- Take the buddy approach further: offer an opportunity for an existing staff member to host the new family for dinner, with the company picking up the expenses.
- The experience of larger companies building their business through expatriate assignments could be relevant.

SEE: [The Right Way to Manage Expats](#), The Harvard Business Review, MARCH-APRIL 1999 ISSUE [J. Stewart Black](#); [Hal Gregersen](#)

Coming Up:

Tip Sheet 3: Physical and Emotional Safety

Tip Sheet 4: Reasonable Accommodation