



Preparing for your first day

 **BARCLAYS** | LifeSkills



Module overview

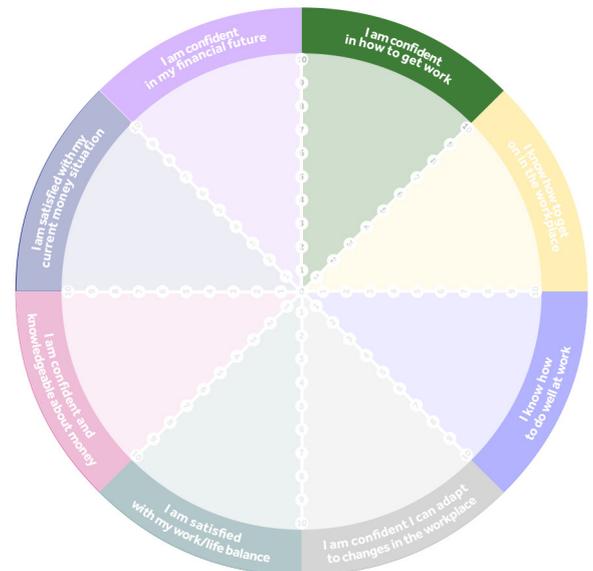
This module will help learners to increase their confidence when preparing for their first day in a new job. The module will help learners to get into the right mindset to start work with a new organisation and guide them through a timeline of tips.

| Time | Key learning outcomes | Which will lead to |
|---------|--|---|
| 40 mins | <p>By the end of the module, learners will be able to:</p> <ul style="list-style-type: none"> Check for information and find clues about what it might be like to work in their new job Scope out their journey and minimise the stress of arriving at work on their first day Recognise how to present themselves to make the best first impression Know what they are going to wear and take with them on their first day Be prepared with small talk prompts to help them get to know their new colleagues | <ul style="list-style-type: none"> Improved confidence and reduced stress on the first day of starting a new job |

Important

Introduce the activity and theme and remind your learner of the coaching-based approach. Agree the desired outcome of the session with your learner.

Throughout the activity, we have included **'do now'**, **'do soon'** and **'do later'** actions which may help your learner to think about the next steps they could take. Alternatively, you could use the **'do now'**, **'do soon'** and **'do later'** headings to help your learner come up with their own actions.



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Core activity one

Preparing for the first day at work

| Time | Educator guidance | Expected outcome |
|------------|---|---|
| ⌚ 2-3 mins | <p>Refer back to your learner's LifeSkills wheel and discuss how they scored themselves in relation to this module.</p> <p>Discuss what they need to know/do to be able to increase how they rate their satisfaction with this area.</p> | <ul style="list-style-type: none"> Learners are reminded of where they are now and what they need to do to reach a higher satisfaction score in this area |
| ⌚ 5-7 mins | <p>Encourage your learner to think about what their first day at work might be like and how they might prepare.</p> <p>For example you could ask:</p> <div style="background-color: #e0f2f1; padding: 10px; margin: 10px 0;"> <p>How do you think you might feel on your first day?</p> <p>Do you have any concerns about starting your new job?</p> <p>How might you be able to prepare for your first day to help you settle in quickly?</p> </div> <p>Provide tips to help your learner get into a positive frame of mind and settle quickly into their new role and team.</p> <ol style="list-style-type: none"> Ask your learner to tell you about a task they did particularly well in their last role, or share a previous experience of a first day and provide them with positive reinforcement Encourage your learner to transform any negative thoughts into positive ones. If they feel they are outside of their comfort zone, remind them that with practice, training and time, they will become more confident and push themselves to achieve new skills If your learner is joining a very small team or will be working in a customer facing role (e.g. retail or hospitality) with limited interaction with colleagues, encourage them to set up introductory meetings with other people in the team or organisation to understand what the priorities are for the role and hear other people's experiences If your learner is joining a large organisation or will be working in a big team, encourage them to find out about useful internal communication channels such as intranets or newsletters so they can familiarise themselves with how the company communicates | <ul style="list-style-type: none"> Learners will discuss their worries about starting a new job and start to think of solutions to help them feel more confident and to integrate with their teams |

Core activity two

Using the timeline checklist

| Time | Educator guidance | Expected outcome |
|-------------|--|---|
| 🕒 7-10 mins | <p>Guide your learner through the Timeline checklist to help them prepare for the first day at work, discussing each point in turn.</p> <p>Ask your learner to identify anything from the list that they may find more challenging, and discuss or role play how to approach it.</p> <p>Do now: Consider the first suggestion on the timeline. How can you complete this one straight away?</p> <p>Do soon: Set aside time in your diary to further research the company and people you'll be working with. Aim to stick to this commitment</p> <p>Do later: Decide which day you'll do a trial run of your new commute</p> <p>Ask your learner what activities they think they are likely to carry out on their first day and any challenges they might face. Discuss what it might be like to meet their new boss or manager and colleagues.</p> | <ul style="list-style-type: none"> Learners will gain confidence in preparing for their first day in a new role and will be able to identify and overcome any roadblocks that could be presented Learners will be able to visualise what it might be like to start working at a new company |

Core activity three

Practical steps to feel prepared

| Time | Educator guidance | Expected outcome |
|--------------|--|--|
| 🕒 10-12 mins | <p>Discuss with your learner some practical steps they can take to feel as prepared as possible for their first day at the new job, and to set them up for long term success in the role.</p> <p>Be prepared</p> <ol style="list-style-type: none"> Show up 10-15 minutes early on your first day and take a deep breath to help you relax before entering the building Take any requested official documents such as passport, proof of your address or driving license Take a bottle of water with you and remember to take note of where the toilets are Bring a notepad and make a list of things you might need to ask or could talk about to break the ice – stay away from challenging subjects such as politics or religion | <ul style="list-style-type: none"> Learners will feel more comfortable participating in small talk and feel more relaxed about starting their new job |

Core activity three

Practical steps to feel prepared (cont'd)

| Time | Educator guidance | Expected outcome |
|------|---|--|
| | <p>Introduce yourself</p> <ol style="list-style-type: none"> Smile when you meet someone new and offer a friendly gesture, such as a handshake Introduce yourself to as many people as you can. It will help to avoid any uncomfortable silences with people wondering who you are Set up meetings with a range of people to find out about their role and how it might link with yours Accept a lunch or coffee invitation, or ask someone if they would like to join you or show you where people usually take breaks <p>Take the initiative</p> <ol style="list-style-type: none"> If you're not sure about something, ask questions. It's better to ask at the beginning and make sure you understand what is required of you before you start Make sure you know when tasks need to be completed by. If you finish them early, put yourself forward to help someone else or start the next task Think about ways that you can go above what is required to show your commitment and enthusiasm for the role Try to contribute at least one question or comment in your first few meetings – this shows you are engaged and ready to learn <p>Understand the culture</p> <ol style="list-style-type: none"> Find out how people communicate – this will vary depending on the size of the organisation. There might be newsletters, an instant messaging tool, intranet, noticeboard or morning meeting Research what the values and vision of the organisation are. These might be on their website, or displayed around your place of work Listen and observe how colleagues interact with each other and with customers/clients. Is there a particular way they answer the phone, or a phrase used to sign off emails? Find out if there are opportunities to socialise and get to know people outside of a work context, whether this is on breaks, at lunch time, or after work <p>Hand your learner the Small talk prompts that they can use as icebreakers to make connections with any new colleagues on their first day.</p> | <ul style="list-style-type: none"> Learners will feel more comfortable participating in small talk and feel more relaxed about starting their new job |

Wrap up

| Time | Educator guidance | Expected outcome |
|------------|---|---|
| 🕒 2-3 mins | <p>Ask your learner:</p> <p>Thinking about what you have covered in this session, what steps can you take next to move forward in this area?</p> <p>Agree an action or next step that your learner can take to consolidate what has been covered in the session.</p> <p>Discuss any concerns your learner may have about starting their job and agree how these might be addressed.</p> <p>Refer your learner back to the LifeSkills wheel and check if they are closer to achieving their desired score.</p> | <ul style="list-style-type: none"> Learners are able to identify an action or next step to move forward in this area Learners will have the opportunity to discuss any concerns they may have |

Optional extension

| Time | Educator guidance | Expected outcome |
|--------------|---|---|
| 🕒 10-20 mins | <p>If there is time, role play with your learner how to introduce themselves to their new boss, manager or colleagues and practice small talk so they don't get stuck for things to say.</p> <p>Then, discuss what your learner's first month in the new role might look like and create an action plan to set them up for success.</p> | <ul style="list-style-type: none"> Learners should be able to set out a simple action plan for what they'd like to achieve within their first month in their new job |

Preparing for your first day

Timeline checklist: preparing for your first day at work

| Timeline | Activity |
|-------------------------------|--|
| As soon as possible | Ensure that child/elder/pet care is arranged along with any other personal commitments that could hinder you when you start your new job. |
| About two weeks before | <p>Learn more about the organisation you will be joining – visit their website and social media channels as well as online review sites. Set an alert on your internet browser to get news stories sent through about the organisation. This will give you an indication of the culture within the organisation and a chance to learn more about what you might be doing there and what customers think about it.</p> <p>If you have a LinkedIn profile, turn your LinkedIn viewing settings to private browsing mode and look up some of the most significant people in the organisation – the directors, anyone in HR and colleagues that may work in your new department.</p> |
| About five days before | <p>Check you have a clean, appropriate work outfit to wear. This should be aligned with the dress code of the organisation you'll be working for, and appropriate to your role. If you're unsure about the dress code, call your interviewer/recruiter and ask for clarification.</p> <p>If you are missing anything or it's not clean, this gives you time to wash or purchase what you need. You may even wish to get a haircut or other grooming routine if this makes you feel more confident.</p> |
| Four days before | Double check the organisation's social media timelines for any important information or forthcoming events that may affect your new role. You can also use the organisation's latest social media activity or the Small talk prompts to make conversation on your first day. |
| Three days before | Do a trial run of the journey at the same time and using the same transport you will be using to travel to work. Become familiar with the route. |
| The day before | Run through your job description and offer letter to remind yourself what you'll be doing and where you're expected to report to on your first day. |
| The night before | Make a good packed lunch and pack your bag with items such as a notepad, spare pens and your phone charger. Get a good night's sleep. |

Preparing for your first day

Small talk prompts

Use this list of open questions as small talk prompts to make conversation with colleagues on your first day.

You can also learn about the organisation and its processes by listening and observing how people interact and complete their required tasks.

Job-related questions

- What sort of work do you do here?
 - What projects are you working on right now?
 - What are the customers/clients like to work with?
 - What does your job involve?
 - How does my job link to yours?
 - How can we best work together?
 - Are there other members of the team who I can speak with to understand how their role links with my own?
 - How long have you worked here?
 - What do you enjoy most about your job?
 - What did you do before you worked here?
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Ongoing conversation questions to build relationships

- How do you spend your spare time outside of work?
 - Have you seen the recent news about _____? (steer away from politics or religion)
 - Do you live locally?
 - What did you get up to at the weekend/on your days off?
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