

GMTS and onboarding new trainees

Helping to connect when working and learning remotely





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Many of us find ourselves working remotely for at least part of the week. GMTS education is being delivered entirely remotely for the time being. This presents new starters on the scheme, and the teams and managers they are joining on placement, with some additional challenges in helping to settle in, build relationships and learn about the NHS.

We hope this list of tips and suggestions will help both trainees and their managers make a great start on this amazing development journey:

1. Technology and equipment are essential, so please try and provide this as quickly as possible.
2. Adjust your approach to onboarding - shorter meetings and experiences over a longer time frame are better suited to working remotely.
3. Trainees come from a range of educational and professional backgrounds. Some will have extensive work experience from a range of sectors, and so will be proficient in workplace practices. However, for others this may be their first paid job, and so they will need support in learning about diary management, communication styles, meeting etiquette, professional conduct etc. So, please get to know your trainee and check out their prior experience.
4. Our working relationships are the vehicles for learning and effective practice. These relationships need greater investment when working remotely. Please get to know your trainee and build in some time to enable them to get to know you and the team.
5. Share and discuss your team's and department's culture and values. Help your trainee get to know the structure of your team, your department, the organisation and the wider health and care system it sits within. Please help them connect with key colleagues and wider stakeholders.
6. Help your trainee link people to tasks, and the purpose of the task, as this will help the trainee learn how to understand and complete the work, and to communicate effectively about their work. Practical communication along the lines of 'here's what you need to do today, here's how to do it, and this is who you need to talk to' can really help in the early days of a placement.



7. When new to a situation, trainees can feel vulnerable. They might not be sure how to fit in with a team where everyone has known each other for some time. Please build in a little bit of time for informal conversation, such as a virtual coffee break. Nurture opportunities for trainees and team members to connect with one another.
8. Use breakout rooms, frequent check-ins, and upbeat facilitators to keep trainees engaged in meetings.
9. Consider allocating a designated 'buddy' in the team, who can provide some peer support and guidance on who's who and what's what. The buddy and trainee might meet for virtual coffee or lunch.
10. Please model continuous learning by asking for feedback and acting on it quickly.
11. Please also see other guidance on Geni that relates to onboarding, such as **Orientation Guidance** and wellbeing guides which can be found in the 'Scheme Wraparound and Support' folder.
12. And finally, if you or your trainee has any questions or concerns please contact your Trainee Support Manager.