



Early Childhood Induction Toolkit

Factsheet 4

Inductor

Building Relationships and Trust with a New Team Member

What is this for?

This factsheet is part of a suite of 18 resources to support the induction of new team members when they join a new ECEC service. You can learn more about this in the Course Introduction of the accompanying eLearning module.

Who is this for?

This is for those leading the induction — leaders and managers, or anyone identified as a mentor or buddy.

How do I use it?

Use this factsheet to support you with implementing strategies for building positive relationships with a new team member.

Use this together with these resources:

- Preparing for your New Starter Guide
- Importance of Induction Factsheet
- Setting up a Buddy System Factsheet

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When I first started, I was amazed at how open and welcoming everyone was. Instantly I found that I was welcome in all the rooms, so it let me get to know everyone very easily and build those connections early on.”

Chelsea, Gowrie Broadmeadows Valley

Positive workplace cultures are about relationships. How people feel about work is linked to job satisfaction and retention, so building positive relationships with new team members is an essential element of induction. Trust forms the foundation of good relationships, fostering collaboration, communication, and mutual support. This promotes a positive workplace culture for all employees.

Here are some key elements and strategies for cultivating trust in relationships during induction.

1. Communication

→ Openness:

Communicate openly and honestly. Transparency fosters a sense of interpersonal safety and trust.

→ Active listening:

Pay attention to your new team member, make time to hear their perspective, and show care.

→ Clarity:

Clearly articulate your expectations and intentions to avoid misunderstandings.



2. Reliability

- **Consistency:**
Follow through with all induction commitments and demonstrate consistency.
- **Accountability:**
Be responsible for ensuring the induction activities for the new team member are completed to set them up well.
- **Dependability:**
Be reliable and dependable in all situations.

3. Respect

- **Empathy:**
Understand and respect the feelings and perspectives of your new team member, particularly as they begin their new role.
- **Appreciation:**
Acknowledge your new team member's contributions and strengths, past experiences and insights from their cultural background.
- **Boundaries:**
Respect personal and professional boundaries to foster a healthy dynamic.

4. Integrity

- **Honesty:**
Be truthful and ethical in your interactions and decision-making.
- **Authenticity:**
Be genuine and true to yourself and your organisational values.
- **Consistency:**
Align your actions with your own and your service's values consistently.

5. Empowerment

- **Allocation:**
Allocate reasonable responsibilities aligned with their position description and level, demonstrating your trust in them.
- **Encouragement:**
Offer support and encouragement to help your new team member grow and succeed.
- **Feedback:**
Provide positive feedback to acknowledge quality practice and learning-based feedback to facilitate improvement.

6. Connection

- **Teams:**
Foster collaboration and support team members to connect, share information and support each other.
- **Collaboration:**
Seek feedback from the new team member to help you tailor your support as well as learn new perspectives that may benefit the service.
- **Conflict:**
Address any interpersonal challenges or conflicts early so that teams have an opportunity to rebuild trust and realign their efforts.

Cultivating positive, trusting relationships requires ongoing effort, patience, and genuine care for others. By incorporating these principles into your interactions, you can strengthen bonds, foster collaboration, and create a supportive environment for your new team member that will carry on past their probationary period.