

英汉对照管理袖珍手册

新员工培训

本书中的
各种技巧和工
具能帮您更好
的激励新员工并使其
产生归属感

Ruth Sangale 著
雷秀云 译

上海交通大学出版社



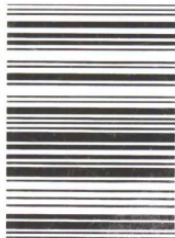
“这是一本周详而简明的行动指南，书中有很多供管理者使用的很有用的核对表。”

——斯蒂温·艾弗里，英国工业联合会商业服务主管

“这是管理者向新雇员传达正确信息时必备的工具。对雇主来说，新员工培训的重要性不可低估。”

——丽莎·黑利·琼斯，毕马威国际会计公司公关经理

ISBN 7-313-03032-0



9 787313 030320 >

ISBN7-313-03032-0/F·409

定价:8.00 元

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图书在版编目(CIP)数据

英汉对照管理袖珍手册:新员工培训/(英)桑盖尔(Sangale, R.)著;雷秀云译. —上海:上海交通大学出版社, 2002

ISBN 7-313-03032-0

I. 英... II. ①桑... ②雷... III. ①企业管理—手册—英、汉 ②企业管理—职工培训—手册—英、汉 IV. F270-62

中国版本图书馆 CIP 数据核字(2002)第 016541 号

责任编辑:杨 鹏

英汉对照管理袖珍手册:新员工培训

雷秀云 译

上海交通大学出版社出版发行

(上海市番禺路 877 号 邮政编码 200030)

电话:64071208 出版人:张天蔚

立信会计常熟市印刷联营厂印刷 全国新华书店经销

开本:890mm×1240mm 1/64 印张:3.875 字数:153 千字

2002 年 6 月第 1 版 2002 年 6 月第 1 次印刷

印数:1-5050

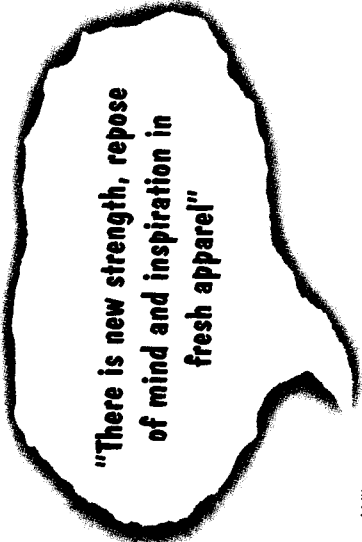
ISBN7-313-03032-0/F·409 定价:8.00 元

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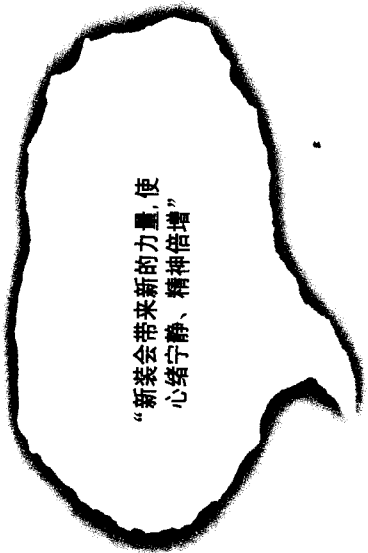
This translation of The Induction Pocketbook first published in 2002 is published by arrangement with Management Pocketbooks Limited.

版权合同登记号:图字:09—2001—428



**"There is new strength, repose
of mind and inspiration in
fresh apparel"**

Elia Wheeler Wilcox



“新装会带来新的力量，使
心绪宁静、精神倍增”

艾拉·韦勒·韦尔考克丝

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The main points of the book, together with useful mnemonics, summarised under seven headings.



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High staff turnover prompted publishing company LBC to review its recruitment policy, resulting in the introduction of a modular induction programme. This case study follows the process that led up to the programme's adoption and looks at what it achieved.



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Use these checklists when designing and implementing your induction programme. There's a checklist for each stage.



INTRODUCTION

前言

INTRODUCTION

FIRST IMPRESSIONS



Catherine Brown arrived at her new job as an Accounts Manager in a medium-sized advertising agency with great expectations and enthusiasm. After a long recruitment process, she was sure this was the perfect job for her.

This was her experience:

- Arrived at 9.00 a.m. on Monday as informed; receptionist did not know who she was
- Waited 30 minutes for her new manager to come and get her
- 10 minutes into her meeting with him, he was called away and Catherine was left with his colleague, who was not prepared for this
- Colleague quickly showed Catherine around and then left her with documents to read
- An hour and a half and six cups of coffee later, Catherine was taken by her boss to a rushed lunch
- The afternoon was much the same as the morning and, finally, Catherine was allowed to go home early

Many of you may have had a similar experience. How did you feel?



凯瑟琳·布朗满怀期待和热情到一家中型广告机构担任账目经理这一新职。漫长的招聘过程结束后，她确信自己找到了一份美差。

下面是她的经历：

- 按照通知星期一9点钟到达；接待员不知她是谁
- 等了30分钟后，她的新经理来接她
- 两人谈了10分钟后，他叫走，凯瑟琳被交给他的同事，此人对此毫无准备
- 该人带凯瑟琳很快地转了一圈，然后把她丢在一边，让她读文件
- 过了一个半小时，喝了6杯咖啡后，老板带凯瑟琳匆匆吃了中饭
- 下午跟上午差不多，最后，凯瑟琳被准许早点回家

多数人有类似的经验。你感觉如何？

INTRODUCTION

STRESSES OF A NEW JOB



Think back to the first day of your current job and the kinds of questions you asked yourself? Some of them may have been:

*What
will I be expected
to do?*

Who will I be working with?

*What
procedures will I
have to follow?*

*Where
will I be situated?*

Will I fit in?

A good induction will help relieve some of the stress by answering these questions.

前言

新工作的压力



回忆一下你第一天来做眼下这个工作的情景及那时你问自己的问题。其中一些可能

想让我做什么？

我会和谁一起工作？

我得遵守什么
规章制度？

我会被安置在哪里？

我能称职吗？

好的上岗培训能够通过回答这些问题使压力有所减轻。

INTRODUCTION

NEW BEGINNINGS



Facing a new job makes anyone feel anxious, some people more than others. The way in which you welcome, inform and integrate your new staff will have an effect on the rest of their stay in your company. Therefore, the better the introduction the easier it is for newcomers to settle in and identify the appropriate behaviour for success.

A good induction should **WIN** over your newcomers by:

Welcoming them to their new job, company and colleagues

Integrating them into the culture of the company

Navigating them around the company in both physical and strategic terms

This book will guide you to do this by looking at the why, who, what, how, when and where of induction and also by providing you with practical tips and examples of good practice.



面对新工作,任何人都紧张,有些人要比其他人更紧张些。你欢迎、介绍及接纳新员工的方式会影响他们今后在公司的日子。所以,介绍做得越好,员工越容易进入角色并确定取得成功的适当行为方式。

一个好的上岗培训应该通过以下方法**赢得(WIN)**新员工:

欢迎(W)他们来做新工作、进入新公司、接触新同事
让他们融入(I)公司的文化氛围
从实物和理念两种意义上引导(N)他们熟悉公司

本书通过介绍进行上岗培训的原因、人员、内容、方式及时间地点,通过提供实用的技巧和优秀的培训实例,来指导你完成上述各项任务。

INTRODUCTION

YOUR GAME PLAN



Whenever you are going to introduce a new procedure or process to an organisation, there are four things to think about in the planning stage:

Goal

What is the objective for this new process? Is it to inform, sell or persuade? What is the desired outcome?

Audience

Who are your audience? What are their needs, previous experience, etc?

Media

What is the most appropriate method of communicating this process - talks, staff packs, training?

Expression

Once a decision has been made about the media, consider the best way of expressing the message - formal/informal, use of graphics, visual aids, etc.