

# Strategic Human Resources: Onboarding for Organizational Success

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## Outline

- When Does Onboarding Start
- Typical Activities of Basic Onboarding (advantages and pitfalls of such)
- Statement of Problem
- Strategic Opportunity
- Advantages
- Pre-Hire
- First Day
  - .. Week
  - .. Month
  - .. Quarter
  - .. Six Months
  - .. Year
- Program Evaluation



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## When does Onboarding Start?

- At the point of initial perception of the organization

Top Ten Engagement Factors	
Relationship with co-workers	77%
Opportunities to use skill/abilities	77%
Meaningfulness of the job	76%
The work itself	74%
Relationship with immediate supervisor	74%
Organization financial stability	72%
Contribution of work to organization's business goals	72%
Autonomy and independence	71%
Variety of work	69%
Overall corporate culture	69%

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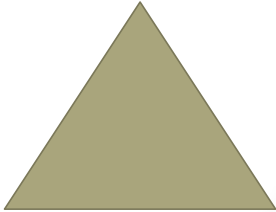
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## Typical Activities

- Interview/Selection
- Pre-employment Process
- New Hire Paperwork
- Orientation Program
- Initial Training
- Probationary Period
- Annual Review



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## Statement of Problem

- New Hire Frustration:
  - Poor training and inconsistent information
  - Actual fear/panic
  - Lack of resources
  - Lack of feedback
  - Lack of inclusion
  - Unrealistic job preview or expectations of position
  - Misunderstanding or no understanding of organizational culture

Non-existent onboarding leaves new workers with a poor impression of the organization

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## Strategic Opportunity

- A consistent roadmap or systematic process
- Appropriate use of technology
  - Does not replace the "human" touch
- Consistent and effective use of training
  - Use of technology in training is vital
- Applicable feedback
- The individual understanding how their role contributes to bottom-line of the organization
- Indoctrination into the culture of the organization
- Happy employee = improved customer service
- Improved HR related metrics

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## Pre-Hire

- [Initial impressions of organization](#)
- Career [portal/website](#)
- Actual recruitment process
- Interview and follow-up
  - Always ensure candidates are notified of selection status
- Job preview
- Realistic expectations of position
- Work "buddy" identified/assigned
- Pre-employment process/paperwork
- Day before call
- Training/learning plan already developed

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## First Day

- Human Resources
- [Actual location of orientation program](#)
  - Atmosphere
  - Paperwork prefilled
  - Overview of key policies and benefits
  - Meet/Greet (facility/virtual tour, executive welcome)
  - Intranet
  - Organizational goals well communicated (mission statement, etc)
- Department
- Equipment and supplies already provided, access to systems
  - Work buddy assigned and provided work area tour (food)
  - Started on HR policies/training (electronic training)
  - Received/ordered business cards, name plates, name tags (after first day)
  - Work hours, breaks, lunches defined

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## First Week

- Human Resources
- Follow-up (new employee and manager)
- Department
- Position goals and department vision communicated
  - Lines of authority defined
  - Department structure reviewed
  - Performance expectations established
  - Feedback of expectations from the employee of management
  - All required HR policies acknowledged
  - Daily debriefings

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## First Month

Human Resources

- Follow-up (new employee and manager)
- Organizational overview (virtual or live)
- Benefit appointment scheduled (if applicable)

Department

- Training feedback
- Informal performance review
- Adjust output/performance expectations (increase)
- Weekly debriefings (more if necessary)

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## First Quarter

Human Resources

- Follow-up (new employee and manager)
- Benefits/payroll check-in
- Quality control check (employee survey informal or formal)

Department

- Bi-weekly debriefings

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## First Six Months

Human Resources

- Follow-up (new employee and manager)

Department

- Formal six month review
- Monthly debriefings

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## First Year

Human Resources

- Follow-up (new employee and manager)

Department

- Completed annual review
- Regular informal feedback

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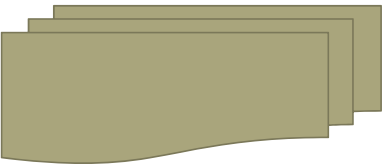
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## Evaluation of Onboarding Program

- Reduced turnover
- Employee survey
- Job performance
- Management feedback



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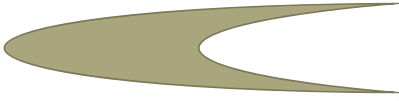
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## It's in the numbers...



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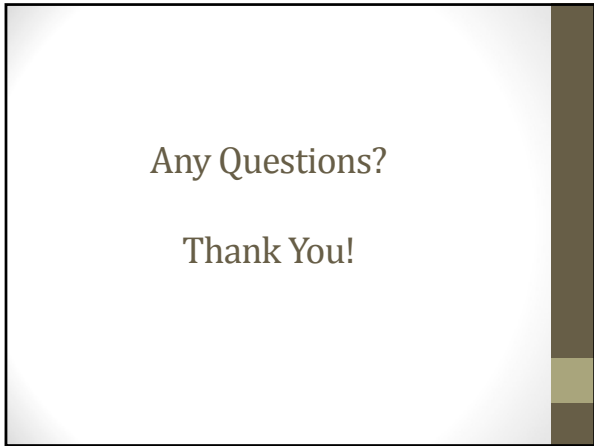
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