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Employee Onboarding

By

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LEVERAGING PEOPLE FOR TOMORROW...

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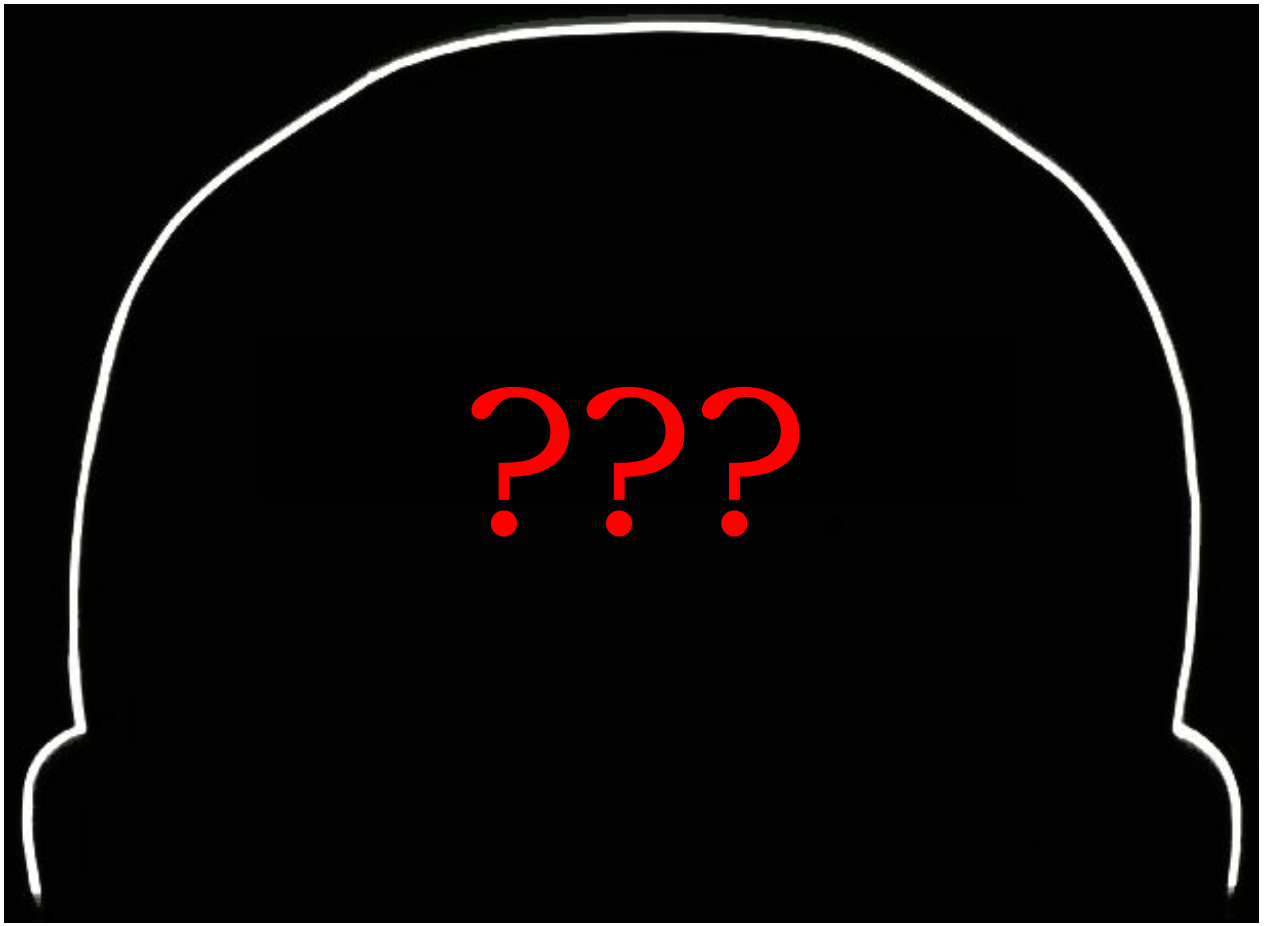
Employee Onboarding





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Employee Onboarding
What comes to your mind



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Opening Remarks

Providing true early career support stands today as the single most important thing organizations can do to energize new hire and gain their long – term loyalty and enthusiasm



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Introduction to Onboarding

Onboarding is very critical & important, but hard to get right

We spend lot of money in hiring an employees only to leave employees hard & dry when they start work. Successful onboarding new employees with a structured plan, helps them to be more productive & engaged

58% of people think their company's onboarding process could be improved

69% of employees are more likely to stay with the company for 3 years plus , if they experience a great onboarding program

20% of employee turnover happens in the first 45 days

60% of companies fails to set proper goals for new hires

37% Companies extends onboarding program beyond first month

22% Companies don't have formal onboarding program

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Employee Onboarding

Onboarding is process of organizational socialization, refers to the mechanism through which new employees acquire the necessary knowledge, skills & behaviors to become effective organization members & insiders

It is a process of integrating a new employee into the organization & its culture, as well as getting a new hire the tool & information needed to become a productive member of the team

Onboarding new hires at an organization should be a strategic process that last at least one year as it helps & ensure high engagement & retention

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Employee Onboarding

Onboarding is often confused with orientation. While orientation might be necessary –paper work & other routine tasks must be completed – on barding is a comprehensive process involving the management & other employees that can last up to 12 months..

When an employee first joins the organization , they are nervous, so it is up to you to calm those anxieties & fears

Within the first month, begin to identify the knowledge/skills that are ideally needed to be successful & bridge the gaps

What is Induction & Orientation

- Planned introduction of employees to their jobs, co workers & the organization
- The process of receiving & welcoming an employee when he first joins a company & give him the basic information he needs to settle down quickly & happily & start work

By Michael Armstrong

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Stakeholders for Onboarding

- HR
- Line Manager
- Senior Manager
- Safety officer
- Section supervisors
- Mentor/Buddy
- Trade Union Representative
- Training officer

Employee Onboarding

Some Important question to respond… before we initiate onboarding …

1. When onboarding to start?
2. How long will it last?
3. What impression do you want new hires to walk away with the end of the first day?
4. What do new employee need to know about the culture & work environment?
5. What role will HR play in the process..? What about Director? Managers? Co Workers?
6. What kind of goals do you want to set for the new employees?
7. How will you gather feedback on the program & measure its success?

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Employee Onboarding (Purpose)



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Analytics: answers " how do we….."

- 4 Important Questions:

- Improve new hire engagement & retention?
- Shorten time to performance?
- Provide knowledge & skills more effectively?
- Improve Quality of Hires?

?

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For most new hires, it's this!

Onboarding Statistics

- 22% of new employee turnover occurs in the first 45 days of employment 70% in first 6 months (The Why Hurst Group)
- 4% never returns after the first day on the job (SHRM)
- In the first 6 months, new employees make their decision weather or not to stay(Monster.com Survey)
- The cost of losing an employee in the first year is 2-3 times their annual salary

ON – Boarding framework

Employees who experience an on boarding program are 58% more likely to be with the organization after 3 years.

- Why?
  - Facilitates: Strengthen the work place culture
  - Greater Job Satisfaction
  - Better Job Performance
  - Workplace Stress reduction

Common Statistics on Retention

18 months	most vulnerable period to leave
1/3	managers will fail at their new job/role
8 - 12 weeks	average time to full productivity for clerical staff
18 - 22 weeks	average time to full productivity for professional staff
24 - 28 weeks	average time to full productivity for executives
50%	of the workforce want change jobs every 3-5 years

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Employee Onboarding (Mistakes)

Onboarding is the most important part of employee life cycle. You can get one chance to make a first impression, so you want to make sure that the onboarding is done right …

Types of mistakes happens….



- Not setting the clear expectation
- Not giving Onboarding enough time
- Having too much of a process
- Not Collecting Feedback
- Not doing anything before an employee start
- Not having a process – Plan, Goals, Check in & Checklist

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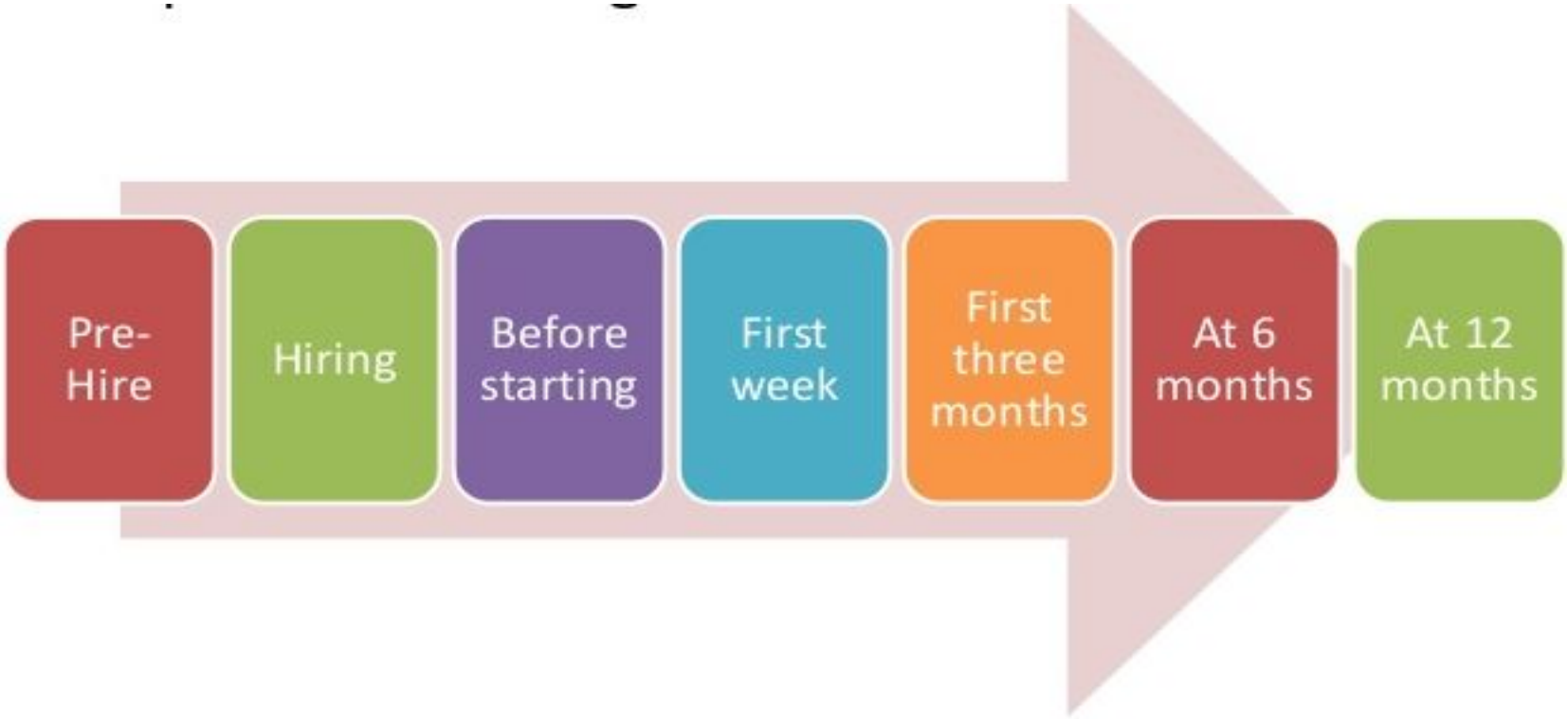
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Employee Onboarding (Best Practices)

Sourcing & hiring right candidate is the most difficult task. Make sure that the first few months new employee gets the best of experience

- Take your time
- Make first week amazing by giving personal attention
- Establish Clear Goals for the first three months & than for a year
- Set up a Mentor/Buddy for support
- Check in Frequently – feedback, reviews, recap …

Onboarding process starts much before someone is hired



Models available for Onboarding

- Gamification ..
- 4 C Model - Compliance, Clarification, Culture & Connection
- LinkedIn Group of professional Model
- Networking Meets
- NMA (Network Meta Analysis) Model- affirming, beginning & connecting
- Proactive On Boarding
- Short term/long term On Boarding
- Research based model of On Boarding

Onboarding Process – Pre Hire

- Help new employee to understand organization core Value/Vision/Business Goals/Strategies
- Introduce to Organization Culture & Policies through gaming process
- Small pep talk by Managers to make new employee feel positive & enthusiastic
- Brief Tea/Coffee meet about work & also expectation setting
- Sharing of organization Print Media Material to enable new employee to get connected with the organization
- Prepare new employee to undertake few important tests such as medical tests/background verification check etc.


Welcome
Get to Work!

Onboarding Process - 1st Day

Induction & Orientation

- Completing employment forms
- Pass code/security code
- HR issues- Position Description, Hours of work, Dress Code, Onboarding Schedule
- System Access
- Business Accessories
- Who, What & Where
- Company Review – Website/Vision/Mission/Strategies/Values/Ethics/Beliefs/Culture

Onboarding Process - 1st Day

- Work area Prepared
- Desk & equipment in place
- Introduced & greeted in department
- Beginning of Role clarity – Job Description
- Buddy assigned

Onboarding Process: 1st three weeks

- Telling organization's Story
- Engage in "Fast Start Process with Direct Reports
- Understanding the Individual
- Understand the Roles
- Priorities & Issues
- Relationship building
- Mutual Expectations
- Transparency & Integrity

Onboarding Process: 1st Month

- Establish direction & clarify expectation within your team by holding a formal “assimilation” meeting to accelerate relationship building & lay the foundation for effective team work..

- Position training in full swing

- Self efficacy

Onboarding Process: 4th – 7th Month

Immersion….

- Fine tuned, exploratory learning
- Managing the business

Tasks…

- Develop a deeper understanding/acceptance
- Re - assess priorities
- Settle questions & problems – work out differences
- Re-shaping actions, major change in strategy or organization or both

Onboarding Process: 8th – 10th Month

Results

- Little change, but important learning
- Knowledge of organization/functional/department needs

Reshaping

- Intervention and action oriented, a very busy time, acting on revised concept

Tasks

- Reconfigure organization/function/department based on new understandings.
- Deal with underlying causes of residual problems
- Open to unanticipated problems that emerge as a result of former changes

Employee Onboarding (Benefits)

Benefits

- Strategic
- Enhances Performance
- Improves Morale
- Employee Retention

Liability

- Sink or Swim

Leaders stand out by being different. They question assumption & suspicious tradition. The seek out the truth & make decision based on facts, nor prejudice. They have preference for innovation

Employee Onboarding (Best Practices)

Twitter

“ We reserve tables in lunch area & each new hire has lunch with their new team (no “who do I sit with in the cafeteria” anxiety). Afternoon is spent in “Company ramp up session, where we spend hours getting the new hires up to speed on team, projects, company history, inside & outside views, Internal tools etc.”

Employee Onboarding (Best Practices)

Facebook

"By centralizing the mentoring & onboarding responsibilities, we have greatly decreased the costs hiring has on the rest on the organization in terms of time spent showing people the ropes & keeping our standards consistent"

Employee Onboarding (Best Practices)

IBM

“IBM Two year Onboarding program ensures that their employees have enough time to learn everything they need to know, slowly & comfortably.

The process come with a ton of technology to make things simpler for the employee, like internal social networks to meet coworkers, career plans, mentoring & training”

Employee Onboarding (Best Practices)

Hub Spot

“Hub Spot is well known for its amazing culture, is that they make each new employee responsible for improving the Onboarding process for the next employee that joins.. This ensures that the process is always improving, and gives employees autonomy to change an organization process”

They welcome fresh set of eyes that are perfect to tell .. what’s wrong.. with the organizational processes

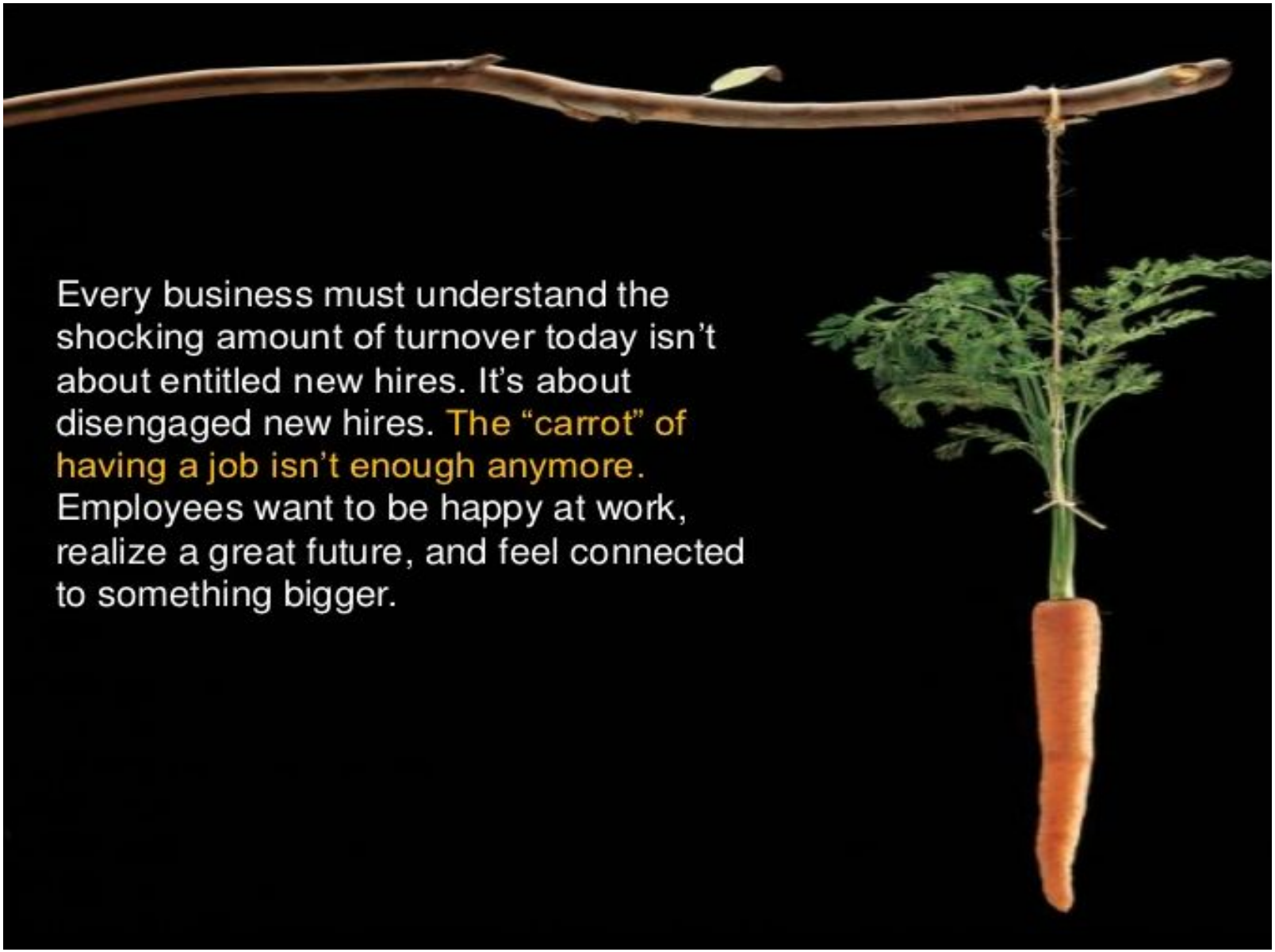
Dash BOARD

- Portal utilization - Innovate
- Job Readiness – Speed to performance
- Overall satisfaction – Engagement/Takeaways
- Satisfaction by onboarding at Region/Business/Unit & Function
- Satisfaction level by grades/levels – Pulse Check/Feed back
- Improvement in Intern conversion rate
- Retention Rate – Separations
- ROI – Effectiveness
- Time to productivity - Effectiveness
- Data collection by way of Surveys, 360S & Tests

Employee Onboarding (Takeaways)

1. Create an agenda for the first week
2. Make sure that the desk is nicely/properly set up
3. Give them a warm welcome – Bouquet, Welcome Kit, Lunch invite, Meeting invite etc.
4. Send them helpful links, guides, documents ideally before they even start
5. Set goals & expectation from the day one
6. Collect feedback often - at the end of day 1st , day 7th , day 15th, day 30th, day 60th, day 90th & at the end of year
7. Be patient, Good Onboarding takes times
8. Pair them with mentor
9. Use Onboarding surveys

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Every business must understand the shocking amount of turnover today isn't about entitled new hires. It's about disengaged new hires. The "carrot" of having a job isn't enough anymore. Employees want to be happy at work, realize a great future, and feel connected to something bigger.

Manage Different people with their aspirations – ask them - how they prefer to be managed & how the new job going…..?????



Employee Onboarding



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Company culture is your business ecosystem.


Thank you!



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