Setting Up New Hires for Success

THE ULTIMATE ONBOARDING GUIDE

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WHY ONBOARDING MATTERS

You've found the perfect hire, and their start date is just around the corner. As they prepare to step into their new role, it's crucial to create an exceptional onboarding experience.
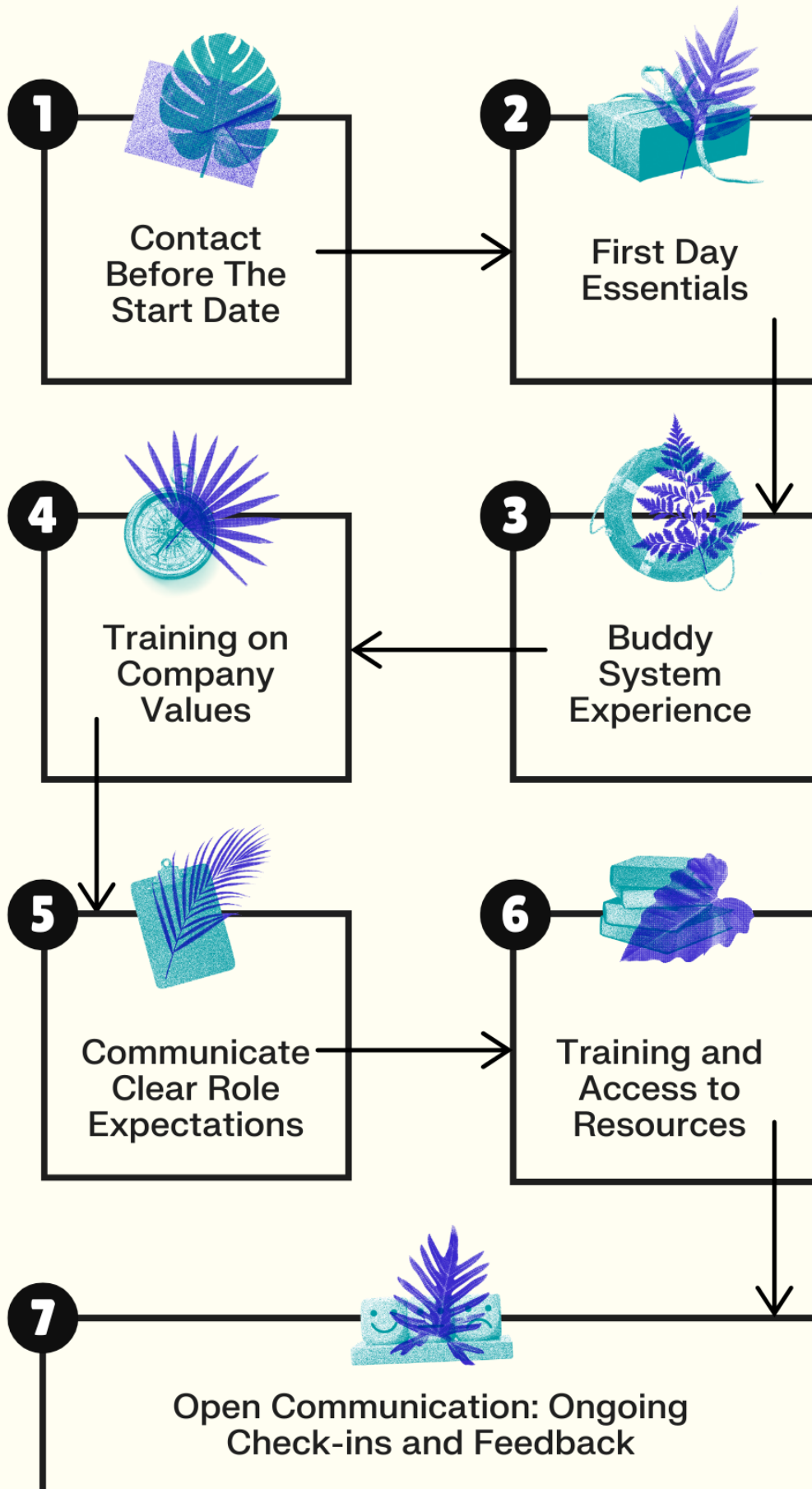
Only 52% of new hires feel satisfied with their onboarding experience and a well-structured onboarding process can increase employee retention by 25%. When new hires feel connected to their team and understand their role, they're less likely to leave within the probation period.

Onboarding isn't just about logistics; it's about instilling company culture. When new hires understand the organization's philosophies, mission, and vision and also align with these values, they become ambassadors for your brand.

Effective onboarding isn't just a nice-to-have; it's a strategic investment. It saves time and money by reducing turnover and solidifying workplace culture.
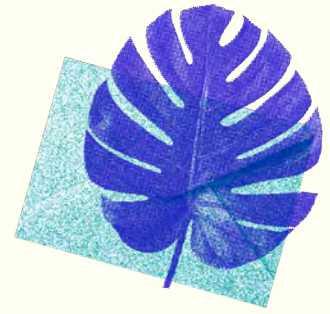
Candidates who leave within their probation period often cite their onboarding experience as a critical factor.

7 ONBOARDING TIPS

1 Contact Before The Start Date

2 First Day Essentials

4 Training on Company Values

3 Buddy System Experience

5 Communicate Clear Role Expectations

6 Training and Access to Resources

7 Open Communication: Ongoing Check-ins and Feedback

7 ONBOARDING TIPS

1. Contact before the start date

Onboarding doesn't start on someone's first day, it begins from the moment they decide to join. The time between offer and start day matters and leaves a lasting impression.

Getting it right can reduce any new job nerves and reduces the risk of someone getting cold feet or distracted by another job offer. Keep them engaged and make sure they're prepared for day one.

- **Send a personalized offer letter:** That's something that can go out immediately whilst any contract is being sorted, something that details their offer and welcomes them to the team. The letter can include:

  - **A timeline:** Outline when they can expect paperwork, who will be their key contact(s), and who they can reach out to with any questions.
  - **First day agenda:** Outline what their first day (and couple of weeks) will look like.
  - **Office info (unless it's a fully remote job):** Share where exactly it is, any details around how to access the building as well as the office. Include guidance on dress code (if relevant), parking and who to ask for when they get there.
  - **Pre-reading material:** Share any relevant documents or resources they could have a look at to feel prepared.

If the new hire has a long notice period, especially if there is a long period between offer and start date, schedule in regular check-ins, so you can start to keep them in the loop about company news and projects.
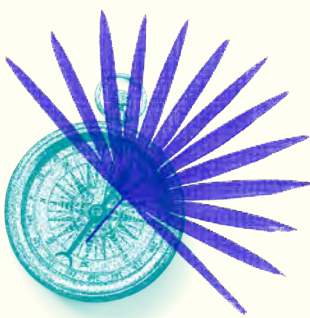
2. First day essentials
Make their first day memorable:

- **Warm welcome:** Make sure they have all the kit they need. Take them out to lunch or arrange welcome drinks.
- **Meet the team:** Introduce them to colleagues and give them a tour.

3. Buddy system experience
Pair them with a mentor or buddy. Their buddy can help navigate the first few weeks and answer questions.

4. Training on company values
Help new hires understand your organization's core principles:

- **Run through the mission and vision:** Share the company's purpose and long-term goals.
- **Ensure to relate it to them:** Explain how these values resonate with their role.

5. Communicate clear role expectations

Set clear expectations from the outset:

- Define their tasks and responsibilities.
- Discuss performance metrics, KPIs, and targets.
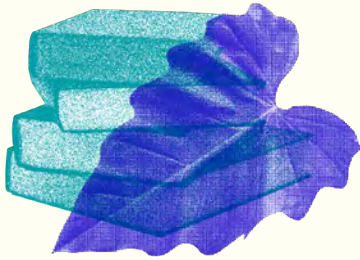
6. Training and access to resources

Equip them for success:

- Schedule training on tools, software, and processes. Plan a progressive training schedule.
- Resource sharing: Provide employee handbooks, policies, and other relevant materials.

7. Open communication: Ongoing check-ins and feedback

Create an open and supportive environment:

- Discuss progress, address concerns, and provide feedback. Remember, a well-executed onboarding process sets the stage for long-term success.

IS IT WORTH IT?

Absolutely! Effective onboarding is a valuable investment that pays off in the long run:

- **Retention:** A poor experience may make new hires reconsider other job offers. Only 52% of new hires feel satisfied with their onboarding experience.

- **It can cost you:** Retention matters because replacing an employee can cost up to 20% of their annual salary.

- **Team morale boost:** Successful onboarding lifts the entire team.

- **It sets the tone for the entire employee experience:** Effective onboarding shows that you care for and about your team.

- **Word of mouth:** Happy employees recommend your company to others

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