

New Hire On-Boarding & Integration Process



Components of a Successful On-Boarding Process

- Definition of “On-Boarding”
- Underlying Assumptions
- Goals & Objectives
- Due Diligence
- Key Components/Materials
- On-Boarding Implementation Checklist (available upon request)
- ROI

On-Boarding Defined



The *process* of **helping** a new employee acquire and develop the necessary **knowledge, tools, skills** and **behaviors** to become **effective members of and contributors to the organization** in a way that is **“faster, better and cheaper”**.

It **ties together** the organization’s **orientation, training, integration** and **evaluation** of new employees into a **repeatable, easily-administered** process which focuses on the **critical first 3 months**, but goes well **beyond** that.

It is based on **recurring research** that shows this approach leads to **positive outcomes: higher job satisfaction, greater commitment** (“engagement”), **better job performance**, and **reduced turnover**.

Underlying Assumptions

- **First three months** critical...**first** impressions = **lasting** impressions
- Starts with **offer acceptance...communication, confidence & performance)**
- **Balance job content** *and* **culture integration**
- **Interpersonal Relationships**
- **Execution: Immediate Supervisor; Suggested Peer; or HR**

Goals & Objectives



- Help new hire **succeed.....support** new hire.....be sure they **know how** they are **doing** (+ and -)
- **Consistent, structured, planned, repeatable**
- Build **strong**, productive **bond and connection with Immediate Supervisor** – *most critical relationship* – and **with senior management**
- Provide needed **information, tools, feedback and training** (job-specific training is functional management’s responsibility)
- Opportunity for **two-way feedback.....performance management and new hire perceptions**
- Reinforce **company & vision**
- Accelerate **ramp-up & productivity/contribution**
- Positively impact **engagement, motivation and commitment = improved retention**

Due Diligence

- Reviewed **existing materials** – e.g., New Hire Meetings, 12 week training program
- Conducted **Focus Groups** – 1 Office Staff, 1 Peers & immediate boss.....key suggestions:
 - **Organized, unrushed**
 - **Resources** lined up in **advance...planning**
 - Greater **consistency** (e.g., Meet with CEO/President or other C-Level, peer mentor, facility tour, trade show involvement)
 - Expanded **emphasis on culture**
 - Updated **training**: consistent, clear expectations, timely feedback, planned

Key Components & Materials



- Congratulatory **phone calls** – immediate supervisor, senior management upon acceptance
- **Peer mentor** – assigned, **congratulatory call, periodic check-ins**
- Internal **announcement**
- **“Welcome Package”** – branded merchandise, gift cards to local restaurants, etc.
- **Training Plan**
- **Functional Informational Meetings** (“Who We Are & What We Do & Why We Do It”) – entire dept.
- **Company *History* Overview**
- **Performance** management
 - **30-60-90-180 day goals**
 - **Weekly feedback/coaching** with immediate supervisor
 - **30-60-90-180 day interim reviews**
- **New Hire Feedback: Post Hire Interview @ 30-90-180 days**

Greater productivity/faster ramp-up time – improved performance



More engagement with the culture/organization – increased motivation



Increased Performance, Retention & Profits