Onboarding

Human Resources
Objectives:

- Onboarding defined.
- The value of having a formal orientation and onboarding process.
- What’s included in the onboarding process. Use checklist.
Onboarding is the integration process used to ensure a smooth transition of new employees into the organization and their roles. From the time of job offer until the end of their training period.

- Pre-boarding – Job offer until Day 1.
- Onboarding – Orientation on Day 1.
- After Day 1 – Connect, Clarify and Train.
4% of new employees quit after the first day.

50% of new employees leave the job within 4 months.

40% of managers hired externally fail within the first 18 months of starting their job.

Onboarding is crucial for successful retention!
It’s the role of onboarding to help new employees feel welcome and prepared for their jobs, and to successfully contribute to the organizational mission.
PROCESS FOR HR: Pre-boarding

- Use a checklist (packet):
  - Pre-boarding—From the moment of the job offer we follow the process until the candidate is cleared to be hired.
  - Once cleared HR sends the new employee their benefits information and new hire paperwork to complete and review. HR will also make sure IT, Payroll and other departments are aware of the new hire and their start date.
  - HR collects and confirms all information on day one at orientation.
On-boarding or Orientation (Day 1):

- HR will make sure that the manager welcomes their new employee on the first day and schedules a time for them to attend orientation to complete all paperwork such as W4, I-9, etc.
- HR will start the orientation with a welcome message from the Mayor and a brief summary of what to expect during this time.
- The Three C’s:
  - Clarify – policy and expectations
  - Culture – describe our culture and mission
  - Connections – Open door policy and a mentor
ON-BOARDING BEST PRACTICES

- Welcome the employee
- Work from a checklist
- Have passcodes, email, or time clock setup.
- Have everything ready and be prepared.
- Make the first day special.
- Give a tour or discuss the overall culture.
- Explain where the employee can go to if they have questions or need additional information.
- Reinforce that HR has an Open Door Policy.
WHAT COMES AFTER DAY 1?

FINISHED FIRST WEEK AT NEW JOB
DIDN'T CRY ONCE

HUMAN RESOURCES DEPARTMENTS DON'T REALLY DO ANYTHING.
FALSE! HUMAN RESOURCES DEVELOP TEAMS THAT MAKE OR BREAK A COMPANY. EVERYONE KNOWS THAT.

“We can't stop employees from leaving unless we have a plan to make them stay!”
WHAT COMES AFTER DAY 1?

- Connect with the employee by assigning a mentor.
- Clarify any departmental guidelines such as, attendance, work hours, and chain of command, etc.
- Establish a training curriculum for supervisors vs. general employees.
  - Include a timeline such as, 30 days or 60 days with follow-up communication with the employee.
  - If you have a probationary period and the employee isn’t meeting expectations, make sure they are aware. Retrain if necessary.
Questions and Discussion?