



## Implement an Effective Onboarding Program

The term onboarding is discussed more and more. Companies are moving from new employee orientation to an actual onboarding program. The ability to move toward this strategy will play a critical role on any company's opportunity to stay at the forefront in their niche and win the war for talent.

**Onboarding** of employees is a **strategic, deliberate business process** to **enable, facilitate**, and assure that each employee is **successfully immersed** into the company culture, quality, and operational systems.

### Best Practices for Onboarding

Some of the most successful companies that have instituted a formal onboarding program have implemented the following practices:

- ◆ A formal new hire training program
- ◆ A clearly defined performance metrics
- ◆ An onboarding program that extends up to or beyond six months
- ◆ Utilizes "socialization" as a primary component of onboarding
- ◆ Initiates the onboarding process before a new employee's first day on the job

#### When should onboarding begin for a new employee?

**Onboarding should start once the employee accepts the offer. Incorporating activities that involves the employee's family will help to ease the adjustment that all family members will experience. Follow-up during the employee's resignation period is highly recommended. The sooner you can merge the employee into your company the easier the transition will occur.**

#### Questions to consider before implementing an onboarding program

1. What are the objectives of the onboarding program?
2. What do new hires need to know about your company and work environment that would make them more comfortable?
3. What impression and impact do you want to have a new employee experience on their first day of work?
4. What key policies and procedures should a new employee be aware of on their first day?
5. How should you involve the employee's family in helping all parties be comfortable and assimilated with the new job?
6. How would the roles be divided up amongst personnel in the company? Such as the HR department, the new employee's direct supervisor, regional manager and co-workers.
7. What will be the duration of your onboarding program?
8. What are the phases of the program? What activities should happen on the first day, first month, end of training, etc?
9. How will you measure the success of the program?
10. How will you acquire feedback?
11. How do you get all the key players involved and onboard with the program?

#### Why practice onboarding?

**Onboarding will significantly increase the retention rate of employees, while providing greater and faster productivity from a new employee.**

#### We recommend utilizing metrics to determine the success of your onboarding program and to stimulate enhancements.

Start by measuring your current metrics of company turnover, retention rate (in weeks, months, and years), average employee promotion rate and other aspects of staffing and employee development. This will allow you to quickly analyze the quantifiable value of your new program. Initially, your onboarding program might include one or two activities. One or two minor onboarding strategies can show vast improvements on retaining your most critical resources while incorporating an extensive program. Remember that onboarding is an addendum to hiring the right talent, not a patch for making poor hiring decisions. **The combination of solid hiring decisions and utilizing an onboarding program will deliver a high return on your investment.**