

ONBOARDING PLAN QUESTIONS

According to Aberdeen Group, 83% of the highest performing organizations in one study began onboarding before the first day. And in another study, nearly 4% of employees leave a new job after a horrible experience the first day. Good planning and execution of the onboarding process can impact employee retention and productivity.

When creating an onboarding plan remember to include the following: time for employee feedback, team meetings, important work processes, orientation, time with mentor/buddy, paperwork and administration, training, and their first review.

Prior to First Day:

- Create file of candidate's documents for review: application forms, resume, cover letter
- What paperwork can be completed before the first day?
- What information do you want to share with new employee to keep their excitement going?
- How do you share this information?
- How do you introduce the new employee to company staff?
- Who will they need to meet with during their first week? First month?
- What equipment will they need? What needs to be ordered?
- What logins and email distributions do they need to have?
- Who can they go to for advice, guidance, mentoring?

First Day, what will make it special?

- How will their workspace be personalized?
- Who will they meet?
- What information about the company do they need to be reminded of or told about for the first time?
- What questions will they probably have?
- What important parts of the building do they need to be shown?
- Who else do they need to meet?
- What processes/procedures are critical to early success and productivity?
- How will you know that you are meeting their expectations?
- What surprises have they experienced that you can learn from?
- What can they expect to be doing and accomplishing in the next 30 days?

First Month: what do they need to learn and accomplish?

- How will you measure their progress?
- How will you measure their engagement?
- What career paths are open?
- What training and development do they need?
- What will success look like in 60 days?
- What will success look like on their first year anniversary?
- What surprises have they experienced that you can learn from?
- When will you have 1-1 meetings with them?

Post first month: how do you keep their momentum moving forward?

- What do you want to learn about them during your ongoing 1-1s?
- What progress has been made?
- What adjustments need to take place?
- Where are they with training and development?



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