

# 5 STEPS TO IMPROVE THE ONBOARDING EXPERIENCE

by Beth A. Miller

“Onboarding is a process, not an event. When onboarding is individualized for the new employee by making it personal and interactive, the result is an increase in ongoing employee engagement, productivity, and retention.”

Companies large and small who have been successful in attracting and retaining talent focus early on transitioning, engaging, and integrating new employees to create raving employees for the long haul. The goal of onboarding is to prepare the employee for success.

## Follow these 5 steps to provide the best onboarding experience:

1. Start during the Hiring Process
  - Clearly and honestly represent the company as well as the position.
  - Use an assessment tool as part of your hiring process that can be used as a method of integrating the employee.
  - Find out who he/she is as a person, what interests and motivates them.
2. Continue When the Offer is Accepted
  - Send administration forms to the new employee to fill out prior to her first day.
  - Send a welcome video.
  - As hiring manager make a welcome call to the new employee.
  - Assign a mentor or buddy to make a personal call to welcome the new employee as well.

### 3. Make the First Day a Great Impression

- As hiring manager, be the first to personally welcome the new employee.
- Take them to their personal workspace that will be personalized for them based on what you learned during the interview process.
- The workspace should be fully functioning with necessary supplies, computer, and phone.
- Have buddy or mentor give them a tour of the office and make personal introductions to the team.
- HR should be available to answer any questions.
- Have lunch with buddy or mentor as well as team members to help the new employee personally connect with other team members.
- At end of day the hiring manager should have a quick check in and preview the next day as well as the rest of the week.

### 4. Reinforce and Integrate During the First Week

- Review of role and responsibilities.
- Set expectations for next 30 days.
- Obtain feedback from employee on her first week.
- Review company mission, vision, and values.
- Discuss the behaviors, which are unacceptable within your team.
- Conduct a team meeting and spend time on introducing and integrating the new team member.
- Use the assessment tool used in the hiring process to bring all team members together.

### 5. Continue Onboarding Components to Engage and Retain

- In the first month, as hiring manager, meet each week with the new employee. During this 1-1 meeting provide coaching and performance feedback. After the first month, 1-1 meetings can move from weekly to monthly meetings.
- The mentor will meet with their mentee, new employee, in accordance with the company's mentoring program.
- Look for coachable moments and coach the employee to improve performance.
- Celebrate success and milestones.
- Recognize and reward the employee in a timely fashion.



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