EMPLOYEE ONBOARDING

How to set new hires up for success

A free resource from

DynamicHR
Total Human Resource Administration

Onboarding matters.

A well-planned, consistent onboarding program can greatly increase an employee's performance, job satisfaction, and long-term commitment to your company. The business as a whole benefits from reduced turnover and improved morale.

Along with these positives comes increased productivity. From the very beginning, you're encouraging employees to keep their eyes on their performance goals, and potentially set even higher goals going forward.

Giving new employees a solid foundation through onboarding pays off for both the employee and your company.

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Key components of successful employee onboarding

Start the onboarding process as soon as the job is accepted.

Take care of paperwork and stay in frequent contact before new hires come in for their first day.

Create an onboarding plan for each employee.

It should cover specific steps for a new hire's first week and span their first three months. Develop a plan and keep track of steps tailored to specific roles.

Give your new hire a warm welcome.

Send a letter from the CEO or a video from their new team. If you can, take them to lunch. Whatever you do, make a great first impression.

Connect them with their new coworkers

Make sure others in the office take time to say hello and ask if they need help. This can prevent your new hire from feeling like a fish out of water.

Have their workspace ready for them on the first day

Their desk, computer and basic supplies should be ready to go when they arrive. You want new hires to feel like you planned to welcome them into your office and that their contribution is important – right from the start.

Give your new hire "role clarity"

Show them how their job contributes to the team and the overall success of the company. Instruct them on when and how to go up the chain of command. Start talking about goals, and set a date to discuss goals in detail with them.

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Key components of successful employee onboarding

Don't rush their productivity

Before you assign them various projects and responsibilities, give new hires time to get a thorough understanding of their job, your company and the way you do business.

Introduce them to stakeholders

Once your new hire has started getting acquainted with their job and work environment, take them to meet supervisors and department heads. Let those stakeholders explain their own roles and what their department or division does.

Help them get comfortable in their new work environment

Share your company culture. Explain the unique aspects of your organization, and give them opportunities to observe them in action. Discuss the ways various people and departments interact and rely on each other.

Don't take shortcuts

Train them properly to help propel their productivity later. If you don't, you're setting them up for failure. By spending a sufficient amount of time now to train them the right way, you won't waste time later fixing preventable mistakes.

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Make sure new hires know they're free to share their ideas. Encourage problem-solving and innovation. They may not be comfortable doing so the first day, but keep asking as time goes by. They'll likely have feedback and insights that can help them dig even deeper into their jobs and may even improve your employee onboarding process going forward.

If you're just getting your onboarding program up and running, you should circle back around to other newer employees who started before you developed better onboarding. Ask them similar questions. Collecting this feedback is important because it prevents your onboarding from stagnating, and ensures the changes you're making are effective. **Revisit the process with each new hire, so you can keep improving the results.**

Questions to ask new hires

1. Is there something you thought you would know today that you don't know at this point?

2. Do you feel comfortable with the knowledge that you have and the work you're assigned today, this week, etc.?

3. Do you know where to go for help?

4. Do you know where to locate resources required to do your job consistently?

5. Do you have any feedback on our onboarding process?

6. What part of the onboarding process was most helpful to you in getting you up to speed in your role?

7. What do you wish you'd known in your first week?

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A PEO can help

The costs of improper employee onboarding are staggering, but sticking to solid practices pays off in a big way. It does take discipline to create a thorough plan and see it through. When you put in the effort, though, you'll develop engaged employees who are committed to your company's success.

If you're feeling daunted about creating an employee onboarding program for your company or department, a professional employer organization (PEO) like DynamicHR can help you develop a detailed plan that creates better outcomes for new hires.

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