

Successful Employee Onboarding tips

Recruiting a new employee doesn't end when the candidate says 'yes' to the job offer- there is a hugely important task still to do – Employee Onboarding.

By making an investment into effective employee onboarding you will gain long standing employees who will be ambassadors for the company, however if overlooked you could risk losing the new employees within their first 6 months!

This is not a couple of hours or a half day job – it needs investment in preparation, structure and enthusiasm.

Research shows it can take 6-12 months to feel fully onboarded into a company

First Impressions count

Part 1: Before they start

1. Start the onboarding process as soon as they accept the job:

Send 'Congratulations' paperwork with a confirmed start date, what they can expect from their first day and include any helpful documents – maybe a 'Personalised onboarding pack'

Communicate regularly until they start to help them with the transition and to keep them excited and positive about joining.

2. Prepare for their first day:

Have all equipment ready including passes/keys/laptops/logins etc

It is important they feel taken care of.

Also have all training set up.

3. Ensure all hiring managers are trained to create a positive onboarding experience:

The experience of onboarding should continue long after day 1.

Create templates, tools and checklists for the hiring manager to standardise

and control the logistics of the process whilst allowing their focus to be on creating a positive experience over the first 30 days.

Hiring managers should set aside 1:1 time and select a 'buddy' to pair up with the new employee.

A 'buddy' is important to give them a tour and introduce them to others and the company, but can act as a sounding board and someone they can ask questions to.

The relationship between the hiring manager and the employee is key to onboarding – if not adequately considered it can lead to a reason for leaving.

Part 2: When they start

1. Make them feel at home:

The experience for every employee should be personalised but it is important there are standardised parts of the onboarding process to ensure consistency and structure.

They should learn about the company, culture & values as well as their team and role regardless of their role in the company.

2. Get Senior leaders involved in the process

This should be an inspirational experience for the employee to really be excited by the company they have joined and their future there.

3. Use Technology to vary the onboarding process

A lot of onboarding can be paperwork heavy and involve a lot of listening – try to make it interactive, vary who is involved and how you deliver the onboarding to engage the new employee.

4. Don't forget the human element

It is easy to get caught up in paperwork, manuals and systems – think about the 'human' aspect and making them feel they belong and are building relationships.

Ensure there are informal as well as formal elements within the process.

When they get home, they should feel excited and welcomed whilst exhausted and overwhelmed through onboarding!

5. Get them involved quickly and take their feedback on the onboarding process

Everyone and every role will differ in how quickly they get started so asking for their feedback and getting them involved will help them feel valued and that they belong quicker.

Don't throw them in too deep and too quick whilst trying not to hold them back!

It's a careful balance of what the business and the new employee needs.

By effectively onboarding your new employee they will be an ambassador for the company and will be your next 'buddy' for the next new employee.

Recruiting new employees can be a large investment in time and money for a business so it is important to complete the process in effectively onboarding to retain employees.

Our consultants are highly skilled in the whole recruitment process including onboarding so please do get in touch with your local team of specialist consultants for more information or support.

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