

ONBOARDING:
Setting the Tone for
the Employee Experience

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Are you ready to overhaul your onboarding? Let's go!

ONBOARDING

is a process

ORIENTATION

is an event

Three Phases of Welcoming your New Hire

1. **Pre-Boarding** – What happens from the time you extend the job offer until Day 1
2. **First Day** – You know the expression “*You never get a second chance to make a first impression*”? It applies to welcoming your new team members, also
3. **30 Days and Beyond** – You can't possibly get your new hire fully up to speed in a one-day Orientation program. Extend your plan further into the future to impart knowledge, skills, and culture. *Consider it a process, not an event!*

Three Goals of Onboarding Activities

1. **Enable productivity more quickly** – Get your new team member actively contributing to the organization
2. **Boost comfort level, confidence, and camaraderie** – Being “the new kid on the block” is uncomfortable. Work to put your new associate at ease by socializing them throughout the organization
3. **Increase tenure with the company** – The data shows that thoughtful onboarding programs lead to greater employee satisfaction and longer tenure



The Ultimate Onboarding Checklist

Pre-Boarding [Begins as soon as candidate accepts job offer]

- Congratulate the candidate on their new position with a handwritten note sent via mail
- If budget allows, send flowers, balloons, or custom Welcome Gift
- Inform co-workers a new team member has been hired. Include start date, job title, summary of experience
- Order business cards
- Order name badge
- Add new hire's info to employee directory/contact lists/distribution lists
- Secure new hire's space and furniture
- Request new hire's tools & equipment [computer, tablet, phone, radio, golf cart]
- Secure new hire's keys, gate cards, access password
- Set up new hire's email address, system log-ins. Document links and passwords
- Phone and voice mail set up
- Prepare new hire paperwork package
- Send new hire paperwork to new hire and allow them to complete it in advance
- Send details about their first days such as work hours, uniform standards, lunch norms, agenda for day one, etc.
- Solicit some personal information from the new hire that will help you to socialize them to the organization [such as a preferences sheet, interesting facts about me]
- Set up time sheets or system
- Reach out to co-workers who will be involved in new associate's orientation and training and get on their calendars
- Schedule a welcome lunch or similar; inform co-workers
- Add some flair to their work space [note signed by the team; plant; jar of candy]
- Set up desk/workspace with needed supplies
- If not already to sent to new hire, set up Welcome Gift on their desk/workspace
- One Day Before Day One: Welcome call from supervisor
- One Day Before Day One: Email to co-workers reminding them of new hire's start. If desired, use this opportunity to share a 'getting to know you' game such as Two Truths and a Lie
- Welcome sign in front of office, in lobby, or on new team member's golf cart

66% of new hires will remain for up to 3 years
if they experience a structured onboarding

Day One

- Arrive early and greet new associate at the door
- Initiate a welcome email chain
- Introduce new hire to entire team. Schedule call or Skype with remote co-workers
- Introduce new hire to department lead and executive teams
- Talk a walking tour of the office or community. Be sure to point out:
 - Restrooms
 - Break room
 - Conference room
 - Copier, fax machine, other equipment
 - Supplies
 - Parking
 - Emergency exits
- Pair new associate with mentor
- Provide agenda and training plan for the first day, week, beyond
- Review job role and responsibilities
- Discuss managerial style and expectations
- Review performance goals
- Schedule meetings with key co-workers
- Provide an overview of company website, intranet, and social media pages
- Orient new hire to your company's mission, vision, and values
- Orient new hire to your company's portfolio of communities
- Add new hire to regular team meetings. Include on distribution lists; update shared calendars
- Review new hire paperwork and ensure all is complete. Answer any questions
- Conduct 'getting to know you' game such as Two Truths and a Lie or Scavenger Hunt
- Set aside time for meaningful work. What is one task or assignment your new hire can successfully tackle today?

4% of new hires leave the job after an awful experience on their first day

30 Days and Beyond

- Use a drip campaign to remind new associate of important policies, benefits
- Identify the training and development activities the new associate will participate in for the next 6 months. Sign up for classes
- Schedule a 1:1 meeting with supervisor. Schedule this out of the office if possible, such as at a nearby coffee shop. Some questions to ask your new team member:
 - How's it going? How do you feel in your new job?
 - What are you enjoying most about the work?
 - Is the job/team/company what you expected?
 - Has anything surprised you? If so, what?
 - Has the training been helpful? Anything we should add or change?
 - Do you have all the tools, supplies, and resources that you need?
 - Do you feel like you have gotten to know your co-workers well?
 - Do you feel out of the loop about anything?
 - What should we provide to new employees that we have missed?
 - What is working/what is not working?
 - Is there anything about your role, the team, or company that is still unclear?
 - How can I be a better manager to you?
 - As your manager, what can I do to make your transition easier?

*Our attention spans are now shorter than
that of a goldfish...only 8.25 seconds!
What can you do to capture their attention?*

Source: Adapted from Onboarding in a Box, LinkedIn Talent Solutions, <http://bit.ly/2dNgLwb>

Thought-Provoking Questions Hiring Supervisors Should Ask

Managers, ask yourself:

1. Do I focus my attention on new hires by personally asking if they have the materials, equipment, and access to things they need to do their work right?
2. Do I personally engage my new hires in dialogue about what motivates them within the first one or two weeks of employment?
3. Do I personally engage my new hires in "How can I help you with your professional development interests?" conversations in the first two months?
4. Do most of my employees have development plans? If so, do I discuss such plans with them periodically, one-on-one?
5. Am I actively helping my employees to identify their strengths? Am I giving them opportunities to learn and try new things?

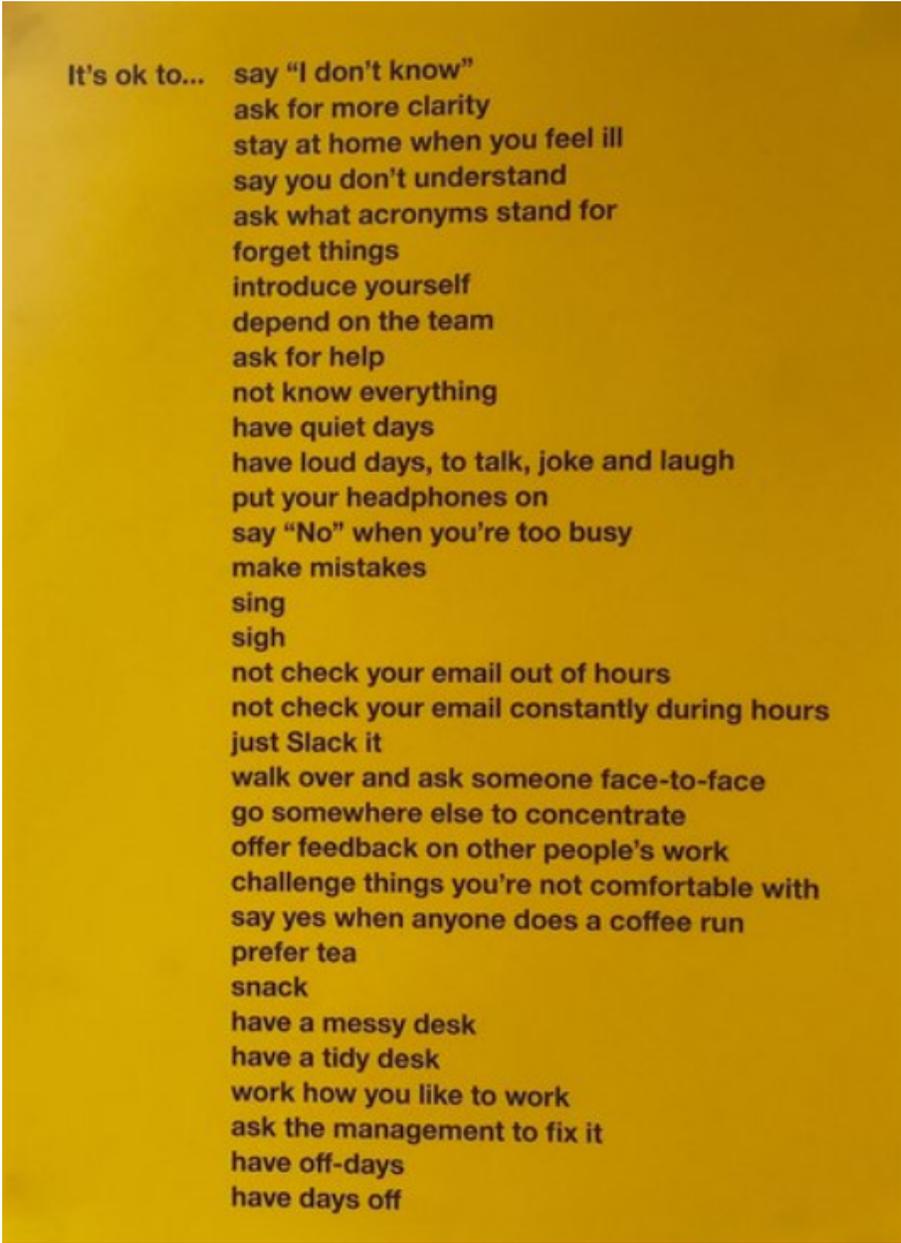
Source: *The 5 Questions Managers Need to Ask Themselves, Inc. Magazine*,
<http://on.inc.com/2vR5DFd>

10 things to consider when onboarding millennials

- **Email or text** your expectations & excitement prior to Day 1. This will reassure your new hire that you've remembered they are starting, and calm their nerves about the first day on the job.
- **Consider what day of the week is best** for their first day of work...depending on your own office environment and challenges, Weds, Thurs, or Fri are often the best days for a new hire, as they tend to be less chaotic. You should usually avoid Mondays, and never start a new associate on a busy leasing weekend.
- **Millennials love SWAG!** Bring on the branded goodies to make them feel a part of the organization.
- **Show them you paid attention** to them by personalizing their space, your correspondence, your comments based on information you learned during their interview and other meetings prior to Day 1. If you know they attended UPenn, for example, maybe use the school mascot as their computer wallpaper.
- **Allow them to customize their space!** A new job and a new workspace to call their own can be exciting, especially when they're given a little freedom to add some flair.
- **Consider having your team members create short videos** to explain some of your company policies, procedures, or cultural norms. For example, you could have a group of co-workers showing off the dress code in action.
- **Share steps to advancement** to inspire your new-hire. Yes, they're new to the role for which you've hired them, but they may already have their eye on the future. Show them what they need to do to get there, and how you will help.
- **Use a New Hire Handbook** to share insider secrets, such as the best places to get lunch, how often you really need to request days off, etc.
- **Tap other millennials** to put your new associates at ease. Pair your new hire with someone who has recently walked in similar shoes!
- **End the first day on the job energetically** so they look forward to tomorrow. You want your new hire to feel like, "Wow! I'm so happy I came to work here."

Inspiration

Check out this encouraging sign a progressive workplace posted for new hires to see!



It's ok to...

- say "I don't know"
- ask for more clarity
- stay at home when you feel ill
- say you don't understand
- ask what acronyms stand for
- forget things
- introduce yourself
- depend on the team
- ask for help
- not know everything
- have quiet days
- have loud days, to talk, joke and laugh
- put your headphones on
- say "No" when you're too busy
- make mistakes
- sing
- sigh
- not check your email out of hours
- not check your email constantly during hours
- just Slack it
- walk over and ask someone face-to-face
- go somewhere else to concentrate
- offer feedback on other people's work
- challenge things you're not comfortable with
- say yes when anyone does a coffee run
- prefer tea
- snack
- have a messy desk
- have a tidy desk
- work how you like to work
- ask the management to fix it
- have off-days
- have days off

How about this cool welcome note from Apple?!

There's work and there's your life's work.

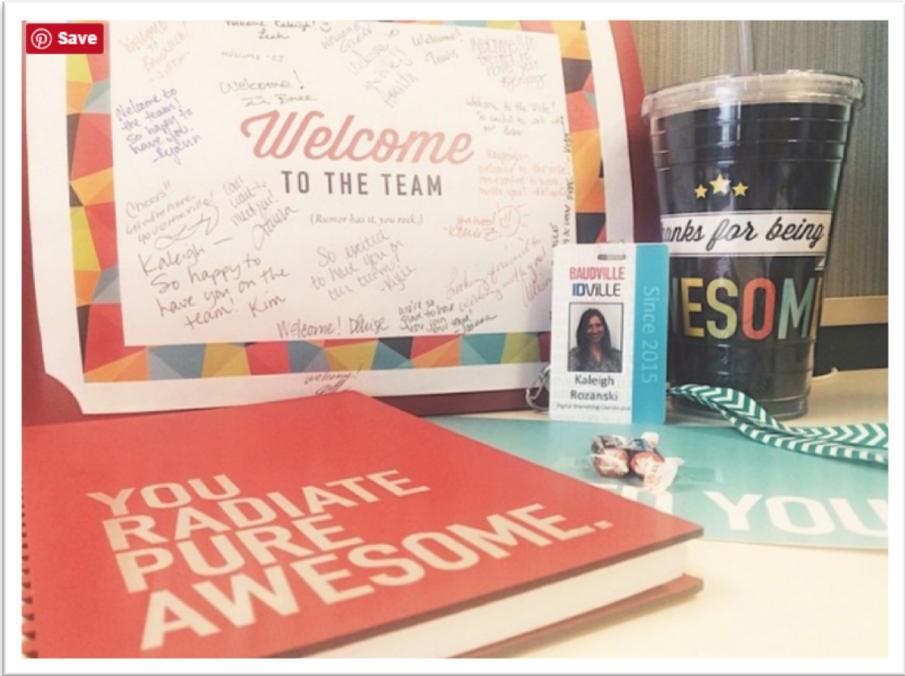
The kind of work that has your fingerprints all over it. The kind of work that you'd never compromise on. That you'd sacrifice a weekend for. You can do that kind of work at Apple. People don't come here to play it safe. They come here to swim in the deep end.

They want their work to add up to something.

Something big. Something that couldn't happen anywhere else.

Welcome to Apple.

Here's a guy having an awesome first day on the job at LinkedIn. Love the banner and balloons. And below, check out the workspace ready for the newest hire at Baudville. Note the handwritten notes from co-workers!



Look how Birch Box lets co-workers know when there's a new hire in their midst. They post this adorable flag at their workspace to encourage others to stop by!



And, check out Facebook's gorgeous new hire handbook here:

<http://airows.com/creative/a-look-inside-the-beautiful-handbook-facebook-gives-all-new-employees>



**Want to continue the conversation?
We'd love to hear from you!**

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