All Aboard

Find Out How **10 Top Onboarding Practices**
Can Drive Your Company Goals

MindManager®

Getting Your Company Onboard with Onboarding

How **10 Top Onboarding Practices** Drive Your Company Goals

If your business is looking for ways to save costs, increase productivity, get an edge on competitors and retain top talent, it's a pretty good bet that your onboarding process is an overlooked opportunity. In fact, according to a **recent survey** by Kronos Incorporated, 76% of human resources professionals said onboarding practices at their organization were underutilized.

It's a serious problem. **Other research** by Jobvite revealed almost 30% of survey participants had left a job within the first 90 days. Not surprisingly, the three most-cited reasons for these early departures were issues that proper onboarding can help prevent: 43% said their day-to-day role wasn't what they expected; 34% said they had a bad experience or negative incident; and 32% said they didn't fit the company culture.

# Proper onboarding has a ripple effect of benefits across the company

Most business leaders understand there's a significant financial hit involved when an employee leaves—the rule of thumb is **20% of annual salary**, or $14,000 to replace a mid-level employee making $70,000—but the negative impacts go well beyond that, ranging from lost productivity to reduced employee morale. In fact, the organizational costs of employee turnover are estimated to be **100% to 300% of an employee's salary**.

That's why comprehensive onboarding is well worth the investment. Done properly, onboarding allows your company to reap a ripple of benefits company-wide, including:

• Better employee retention – New hires are **more likely to stay** with the organization longer-term, saving the costs of high turnover.

• Better employee engagement – **Clear expectations**, a staple of onboarding, is one of the top contributors to employee engagement.

• A stronger team with more knowledge retention – Teams that forge longer-term working relationships form stronger bonds and can retain more knowledge than those with high turnover. Managers' **satisfaction ratings increase by 20%** when their employees have formal onboarding.

• The ability to attract top talent – As proper onboarding makes for more engaged employees, the resulting positive company culture is a key attraction for top talent.

• Increased productivity – It typically takes **eight to 12 months** for a new employee to become full productive, but onboarding can help speed this process, making new hires **50% more productive**.

Build your onboarding program up with these top 10 best practices
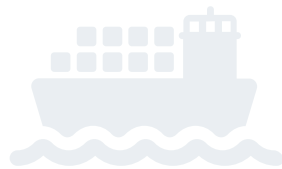
1. Help your company leaders get with the program

If your entire company understands and embraces the importance of employee onboarding from the top floor down, you'll be more likely to get the time and resources you need to set up and run an effective program. Use some of the stats above to help persuade company leaders of the benefits of investing in your new employee assets.

2. Make it official

Onboarding programs work best if they're developed as a formal company program, complete with documented step-by-step processes and all the required materials and resources in place. To get started on the many variables you'll want to consider for your onboarding program, see the Map included here on page 14.

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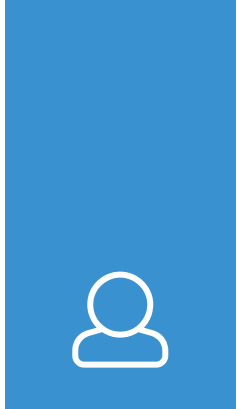
3. Ensure your hire is well versed in the four Ps

The four Ps—places, projects, processes, and partners (a.k.a. team mates)—form the pillars of knowledge new hires need to know. Ensure your onboarding map includes instruction on where the employee needs to go, the projects they'll be working on, the company processes they'll follow, and who they'll be working with.

"Being one of the largest departments in the state of Minnesota, the biggest problem we have is getting new employees up to speed with how all the government organizations and programs interact with one another. Using MindManager has made this much easier."

Erik Freeman, IT Business Analyst
Minnesota IT Services

4. Start the onboarding process early with a care package

Your new hire is bound to be nervous, but the first day will be less stressful if you send them a care package a week before their start date.

Items in your care package could include:

- personal welcome letter
- first-day agenda
- benefits and perks
- weekly schedule of all team meeetings
- projects they'll be working on
- names and photos of team mates
- contact lists
- map of your location's vicinity (highlight parks, coffee shops and lunch spots, parking and public transportation routes)
- map of your office floor (including washrooms, kitchen, safety exists, and where their desk is)

5. Introduce your new hire to your team before the start date

Talk up the new employee to your team. Tell them about the new hire's achievements, strengths, experience, and how their work will help the entire team achieve their goals. (Be careful not to go overboard though, lest it plants the seeds of professional jealousy.) Assign a trusted mentor or buddy to the new hire that can answer questions and show them around when needed.

6. Be Prepared

Make a good first-day impression on your new employee by ensuring everything they need at their desk is up and running. Contact your IT department well in advance to ensure laptops, software, email and phones are fully installed, and have someone on hand to walk the employee through their use. Make the workspace welcoming by including a fun coffee mug or some company-branded gifts. Include things they'll need to refer to, like the employee handbook and maps.

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7. Add the new hire to email contact lists, meeting invites and company communications

This may seem obvious, but it's surprising how often this small step is overlooked—leaving the new hire to come back from the washroom to find everyone is gone to a meeting they knew nothing about. Add them to the contact list the day before they start.

8. Let's do brunch or lunch

Chances are your new recruit will be whisked away by HR after they arrive, to fill out paperwork and set up any training. Depending on how long this process is, you may want to schedule a team brunch or lunch to allow everyone to get to know the new employee. Have the assigned mentor sit beside the new hire and help initiate conversations amongst the group.

"Syllogistic Management Solutions has been able to reduce the amount of time it takes for a new hire to become profitable for the company from 15 months to just two months thanks to MindManager: an 80% increase in efficiency."

**Michael Gutman, Senior Consultant and Owner
Syllogistic Management Solutions**

9. Remember that effective onboarding takes up to a full year

If you try to cram onboarding into the first day or even the first month, you'll fail. In fact, information overload can mar the employee's impression of the company. Instead, plan to check in with the new recruit every day the first week to see how things are going, and then meet weekly and eventually monthly to continue the onboarding process. Many best-practice companies have half-day meetings with new hires at the 30, 60, and 90-day marks, in which the employee provides a presentation of their learnings, progress and questions, as well as any training requirements they need.

10. Times change, and so should your onboarding program

Review your onboarding program at least once a year, and re-map new best practices into your system. Stay abreast of changing trends and demographics as well. Generation Z, for example, desires more personal interaction with colleagues and leaders, which may require some changes in your onboarding of these new hires.

The organizational costs of employee turnover are estimated to be 100% to 300% of an employee's salary.

Ready to put these tips into practice?

By using visualization software, you can establish a repeatable process that will not only save you, as team leader, a great deal of time but will also ensure that each new hire to your team experiences a consistently high-quality onboarding experience.

Below is an **example onboarding process template** that includes the tips found in this eBook — and many more!

New Hire Onboarding

Pre-Boarding

- ○ Welcome Email from Manager
- ○ Welcome Email from HR
- ○ Communication to Immediate Team Members
- ○ Send New Hire Care Package
- ○ Schedule On-site Training
- ○ Create Help Desk ticket
- ○ New Hire Buddy Email

Day One

- ○ Buddy meets New Hire at the door
- ○ Add New Hire's Email to Distribution Lists & Corp Announcements
- ○ Access
- ○ Office Tour
- ○ Meeting with HR
- ○ Meeting with IT
- ○ Lunch with Team
- ○ Training (on Company Vision & Business)

Week One

- ○ 1:1 Meetings with Key Colleagues
- ○ Training (on Product)
- ○ First Project Briefing
- ○ Manager Touches Base Each Day
- ○ Buddy Touches Base Each Day
- ○ Invite New Hire to Follow Social Accts

First 30 Days (and/or Probationary Period)

- ○ Schedule Informal Performance Review
- ○ Review Past and Future Assignments
- ○ Ensure Employee is On Schedule for Training (Product)
- ○ Discuss End of Probationary Period

⬇ **Download now**

To create a custom Onboarding Map of your own, take a free trial of MindManager today!

Our software trial is:

- Fully featured
- Lasts for 30 days
- Includes a set of guided emails to help you get started
- And requires no credit card swipe!

Mind**Manager**®

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