Power through the Onboarding Basics

Onboarding: Beyond the Benefits Folder

Step out from behind that stack of new-hire forms and discover the power of strategic onboarding. Done right, it creates a seamless bridge between the recruiting process and the time a new employee is fully up to speed. Effective onboarding tells a cohesive, compelling employer brand story. It engages and socializes the new hire from the word go. And it provides the skills, knowledge and tools your new employee needs to become a productive, successful team member for the long haul.

The Impact of Onboarding

Retention
In a 2013 study of 230 organizations by the Aberdeen Group, companies that excelled at onboarding achieved a 91 percent employee retention rate.

Cost Savings
A Wynhurst Group study ballparks the cost of losing an employee within the first year at three times her salary.

Performance
An effective and inviting onboarding process boosts engagement. Companies with highly engaged employees rank 12 to 34 percent higher in customer satisfaction ratings, according to Vance.

Empowerment
Aided by a technology solution, your talent acquisition and HR teams can stop wrangling paperwork and start creating dynamic onboarding programs.

Repercussions
Your new hire is sure to be asked, "How's the new job?" Thanks to Glassdoor, Facebook, Twitter, and other channels, your reputation as an employer is riding on the answer.

Onboarding 101: The Basics

Create a warm welcome – Assign someone to meet the new hire, and make sure that her manager is in the office that day.

Provide a tool box – Whether it's a laptop and an email alias or a hardhat and safety vest, equip your new employee with the essentials she needs to do her job.

Benefits basics – Enroll the new employee in benefits plans, automatic payroll deposit and other obligatory items.

Schedule one-on-one meetings – Book time with key team members and prep them to talk with the new employee about their own roles and answer questions.

Onboarding 201: The Graduate Seminar

Centralize the process – Whether it's HR or the hiring department, assign one resource to oversee onboarding.

Automate forms management – Don't burden new employees with paperwork on day one. Send all benefits information in advance, electronically and securely.

Align onboarding goals to business goals – Give the new employee a turn at bat by providing some meaningful work on day one.

Assign a mentor – Go beyond the get-to-know-you meetings and pair your new hire with a mentor. Make it clear that you're invested in her success.

Articulate the new hire's potential impact – Outline your organization's big goals and her potential impact on the company. Explain how your rookie employee fits in to the big picture.

Oboarding Metrics to Measure

- Length of time from offer letter to start
- Time required to process paperwork
- Error rates on hiring forms such as I-9
- Retention rates
- Recruiting and hiring costs
- Employee engagement

Do's & Don'ts of Onboarding

✓ DO:

- Arrange work space and computer access
- Provide the basics such as computer, desk, chair
- Pre-order parking passes, security badges
- Specify a start time for day one
- Send benefits enrollment forms in advance – electronically and securely
- Offer a warm touch: Provide a welcome gift, decorate a cubicle, arrange a lunch
- Arrange a meaningful task to complete
- Schedule time on key team members' calendars
- Provide an orientation and company overview
- Connect the dots: How does new hire's job relate to company mission?
- Book regular touchpoints over the first six months of employment

✗ DON'T:

- Schedule the first day when the rookie's manager is absent
- Maroon the new employee in a conference room to fill out forms
- Fail to provide basic tools of the job: work space, computer passwords
- Drop a "welcome packet" on the rookie's desk and call it good
- Equate an orientation session with onboarding
- Leave new employee to navigate the office for herself

Onboarding Improved by Technology

By moving new hire paperwork and the initial socialization process to a unified online system, you can streamline and improve the onboarding experience for HR and new employees alike.

With the robust, secure Sterling Talent Solutions portal, a new hire can:

- Complete and sign forms
- Review your employee handbook and other documents
- Learn about company benefits and make selections
- Get familiar with company culture through videos and other rich media
- Receive a consistent, fully branded experience

All that's required of the new employee is an internet connection.

In turn, progressive employers are turning to the Sterling platform because it:

- Frees HR to focus on people-oriented tasks
- Ensures compliance by embedding it directly into the software
- Streamlines management of all hiring forms
- Reduces time to hire
- Creates a consistent, error-free process
- Offers a branded, cohesive candidate experience
- Maps to your unique hiring process, whether single or multiple locations

More Onboarding Resources

- Your Complete Guide to Onboarding
- Sterling Talent Solutions Blog
- SterlingTalentSolutions.com