Quick Start Guide:
Launch a 90-Day Employee On-boarding Plan in 5 Steps

1/4 of newly hired employees tend to leave the organisation within six months. From rank & file to C-suite, a first day of work matters as it always makes a lasting first impression. A successful on-boarding programme will have positive effects on engagement, retention and performance.

Why should you care?

Replacing an existing employee can cost about **three times the annual salary of the employee.** About 70 percent of the organisations report that staff turnover brings in a negative impact on the financial statement, mostly coming from recruitment cost, training the replacements, hiring, and overtime for current employees till a recruit fills the position. Having a successful on-boarding programme allows HR and managers to detect mismatch between employee expectations and reality in order to prevent regrettable attrition.

Who's responsible for it?

HR or Hiring managers? Actually responsibilities are shared. HR should empower hiring managers with guidelines. With a 90 day on-boarding programme, HR and hiring managers should monitor progress and regularly check employee response. The best way to do this is through continuous listening tools that can identify signs of early disengagement, especially in the first 90 days.

You'll get some examples of how you can do this at the end of this guide.

90-Day Employee On-boarding Plan
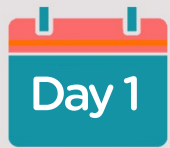
Day 1   ## Share the essentials

Even before the first day of work, be sure to have finalised the paperwork and shared logins to tech tools. As early as possible, arrange for the whole team to welcome the new hire. The hiring manager should also personally oversee the first day communications. Be sure to cover the following:

- ✔ Share company values and culture
- ✔ Share an overview of the org chart and structure
- ✔ Introduce key people / review partner list
- ✔ Discuss responsibilities and objectives
- ✔ Set up a training schedule
- ✔ Agree on achievable short-term goals

TIPS: Even just a few moments with the company CEO / any senior leadership really does have a huge impact on the on-boarding experience. Set up lunches or introductory meetings with different team members and the new employee.

Day 15   ## Follow-up on expectations

New hires regularly enter organisations with the wrong perception of managers' expectations. Collecting and soliciting feedback in a systematic, high frequency way is key to clarify these expectations. This allows for monitoring the employee experience across their entire journey with the company. The sooner mismatches are identified the easier they are to overcome.

TIP : Having a mentoring program in place can help developing relationships inside the organisation.
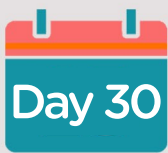
Day 30   Coach and train

During the first month, new hires need to learn about the products, clients and business knowledge of the organisation. They should start being familiar with the company's culture and goals. Start establishing a habit of checking in regularly with the hiring manager. After a month:

- ✔ List early projects that the employee can embark on
- ✔ Follow-up on the short-term goals and set mid-term milestones
- ✔ Follow-up / update on the training schedule you agreed on

According to a BambooHR survey, 3/4 of new hires said training during the first weeks on the job is most important to them.
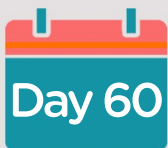
Day 60   Track and improve progress

Before this meeting, analyse on-boarding survey results and identify potential drivers of improvement (recognition, growth, value & purpose, manager support, relationships at work, accomplishment, clear expectations, environment, autonomy or rewards). After two months the new hire should have completed at least a simple project.

- ✔ Follow-up on metrics and analytics
- ✔ Share honest feedback on experiments that succeed or failed
- ✔ Finalise planning activities
- ✔ Communicate survey results

TIP: Two-way over-communication is essential to drive trust and performance.

Day 90   Review and Develop

The new hire becomes accountable for his/ her work.

- ✔ Review the results of the quarterly survey
- ✔ Build a career development plan with specific goals and KPIs
- ✔ Ensure that the employee feel valued and part of the team

Build a better workplace for your new hire and the company is likely to be rewarded by higher productivity and greater loyalty.

10 on-boarding survey questions for your new hires

1) How likely are you to recommend this organisation as a place to work to friends or family?

2) I was given accurate information about the organisation during the recruitment process.
 [1-5 scale; Strongly Disagree to Strongly Agree]

3) What are the 3 things you have most enjoyed about working so far?

- Flexible work options

- Co-workers/team

- Company leadership and management

- Employee benefits

- Growth prospects

- Organisation's reputation

- Others (please specify)

4) **I have had good training on all necessary software and systems** (On a 1-5 scale)

5) **I have been given appropriate time to learn what I need to** (On a 1-5 scale)

6) **Someone from my work unit contacted me before my first day and made me feel welcome** (Yes/No)

7) **In the orientation session, clear information was provided about The benefits and policies available for employees** (Yes/No)

8) **I feel welcome here** (Yes/No)

9) **My induction programme was thorough and effective** (On a 1-5 scale)

10) **I am feeling productive** (On a 1-5 scale)