

◆ The Power of Effective Onboarding ◆

- How to keep your employees from walking out the door with your money
 - It starts on before Day 1

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Impact of Onboarding on Your Bottom Line

Onboarding is a process which new employees move from being an organizational outsider

➤ To becoming organizational insiders



WHAT DO THE EXPERTS SAY?

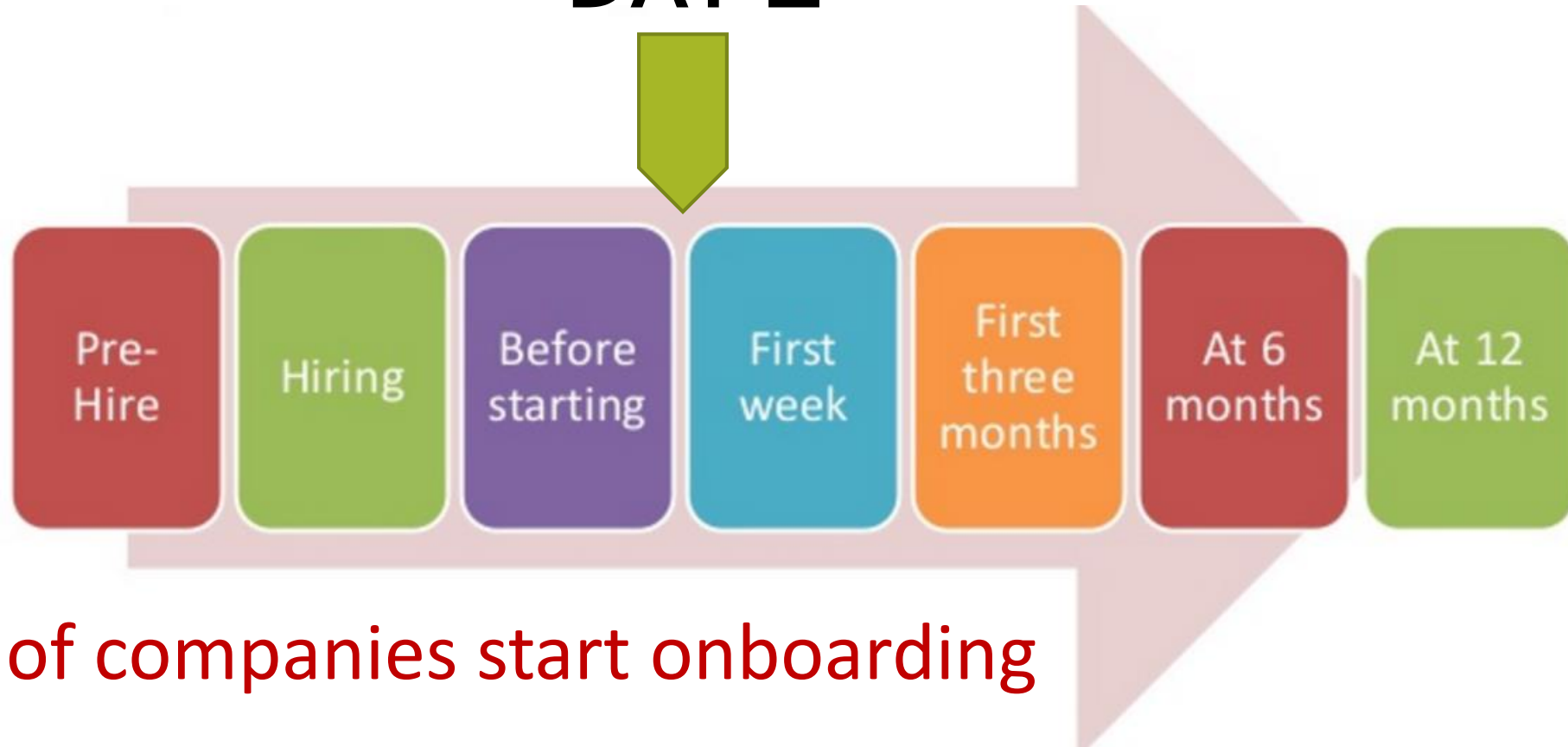


“A company consists of one thing: PEOPLE. ***If you take care of your employees, they will take care of your customers.***” – Richard Branson

“You will get the employee engagement you deserve, If you don’t engage with them, they won’t engage with you. This is particularly true at important moments of truth starting with how you onboard them.”

—George Bradt, Forbes

DAY 1



**52% of companies start onboarding
before the first day**

(Intrepid Learning)

Levels of Onboarding

-The four C's of onboarding-

Compliance

- The Have to Do's

Clarification

- Role Clarity and Expectations

Culture

- Live our Brand

Connections

- Connect with People & IT

What's your LEVEL of onboarding look like ?

WHY DO YOU WANT TO RAISE YOUR LEVEL?



“Increased Retention: Employees are 58% more likely to be at the company 3 years later when they complete a structured onboarding process”
(The Wynhurst Group)

“73% of organizations say the biggest reason they’re revamping their onboarding is not only to get new hires up to speed more quickly, but retain them as well.”
(clickboarding-onboarding.org)



Impact of Onboarding on the Bottom line

- Onboarding and the impact on turnover
- Good employees are your most valuable asset - they are your most costly asset



Why Do You want to Raise Your Level ?

Each time you have to replace an employee, you are burning at least \$20k



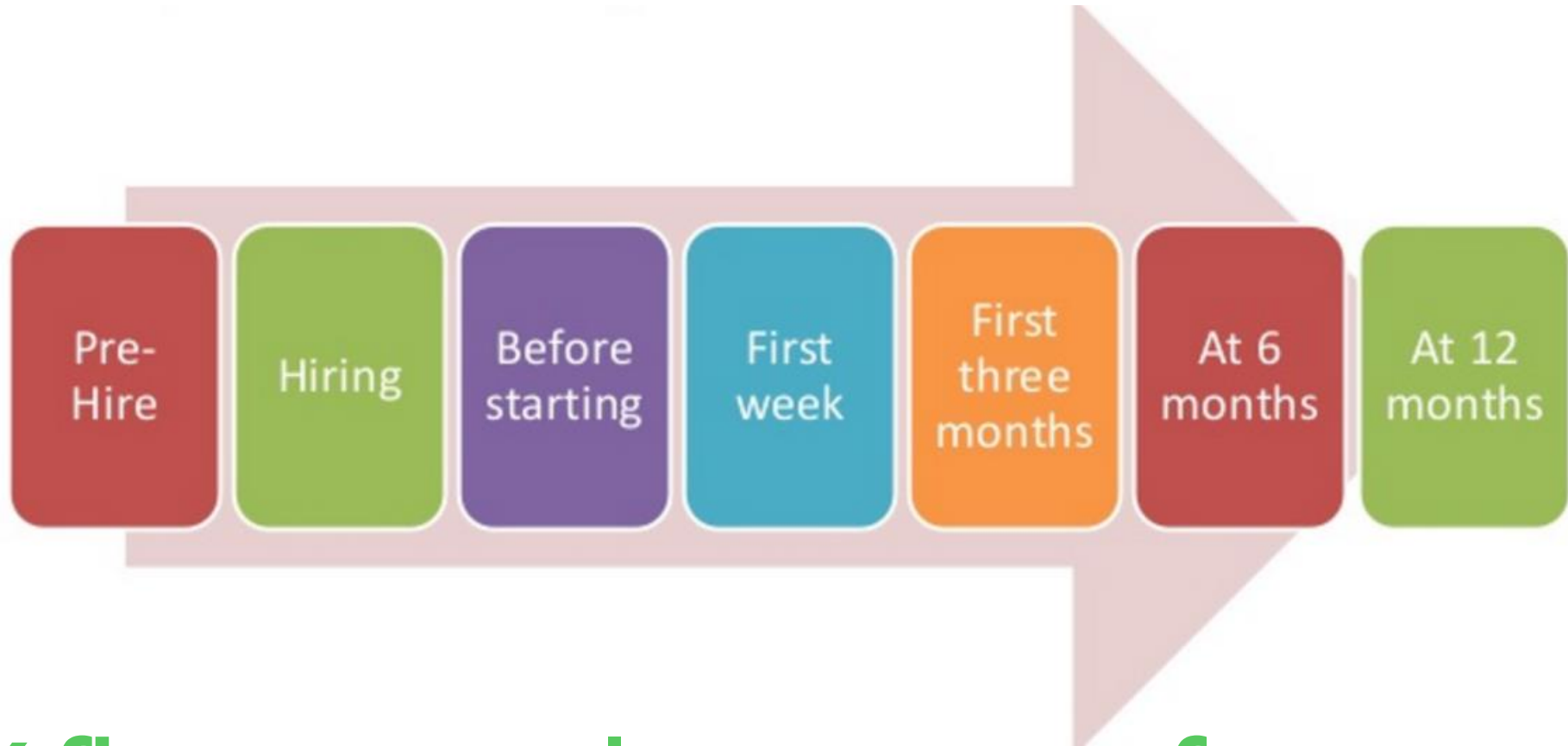
- **25%** of all turnover occurs in the first 45 days *(People Fluent Research)*
- **70%** of new hires make the decision to stay or leave an organization within their first six months *(HCI)*

At Risk of pouring money down the drain

Cost of Turnover - first year:

- A single mistake on a \$100,000 employee
Can cost \$250,000– 6 Mistakes cost \$1.5Million (Dice)
- On Lower end: 1.5 X SALARY
- Gallup: #1 reason companies loose talent; they didn't feel appreciated





1.5 X first year salary = cost of turnover

\$100,000 salary employee = loss of \$150,000 per employee

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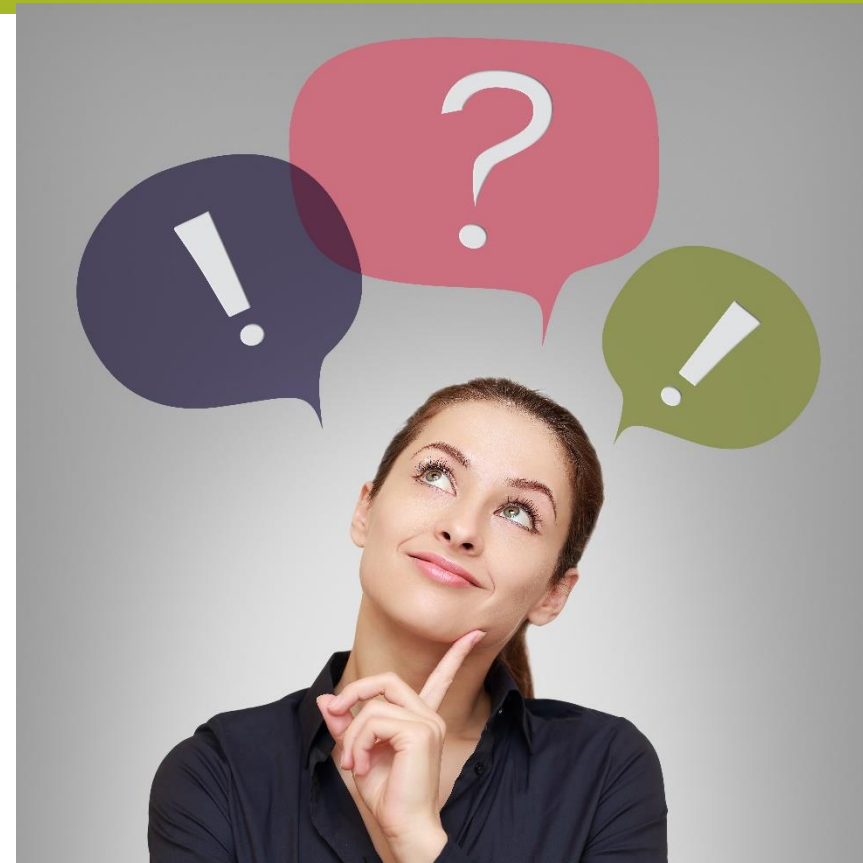
JOB DESCRIPTION CLARIFICATION

- Did not receive accurate job preview, 14% said they were engaged and 88% said they were looking for another job

(DDI/Oracle survey)

- Did receive accurate job preview info, 93% said they were highly engaged and only 22% said they were looking for another role.

(DDI/Oracle Survey)



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COMPANY CULTURE

Organizational culture is a hot topic these days, and for good reason



INITIAL JUDGEMENT:

- First impressions – employees figure out what standards your company hold them to in the first couple of hours

Monkey See – Monkey Do

- Your actions / responses / behaviors train your people more than “training”



Why Do You want to Raise Your Level?

- People Don't go as fast as they can
 - They go as fast as their leaders
 - You set the Pace and Standard

“If you want to be a quality leader who attracts quality people, the key is to become a quality person”

(Jim Rohn)



- You are always leading by example whether you intend to or not

ORGANIZATIONAL CULTURE

Having great company culture is no longer just an option.

Today's workers consider it as much as they consider salary and benefits.



When does onboarding begin?



52% of companies start onboarding
before the first day

(Intrepid Learning)



The Culture is your Ultimate Competitive Advantage

“Cultural onboarding” needs to start well before an employee starts working

50% of potential employees explore a company to get a feel for the company’s values and cultural fit



“People felt very quickly like they were part of something special” – *Apple employee*

ONBOARDING YOUR NEW A-PLAYERS: LOAD UP FAST

- The pace they begin greatly determines the pace of their career
- Overwhelm them the first day (no long lunches & chit-chat)
- First day is "*Go-Time!*"



Apple is a prize fight everyday you go to work. If you're distracted even a little bit then you slow down the team. You learn quickly that you have to play your very best game. You don't want to be the weak link. You don't want to let the team and brand down. *(Apple employee)*



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How do we make this picture *real*?



Don't assume ties will form naturally

Step up your Onboarding Connection

Checklist: When your New Hire starts *tomorrow*

- Hiring Manager is waiting outside lobby door to greet new employee 10 minutes before scheduled arrival time
- Welcome new employee with personalized sign
- Hold welcome party with entire team in attendance
 - Sends a message about culture and new employee's importance

Step up your Onboarding Connection

Checklist: When your New Hire starts *next week*

- Prepare the Desk
- Have their business cards
- Name Plate
- Computer & email set up



Step up your Onboarding Connection

Checklist: Once an offer has been accepted

- Provide new employees with digital onboarding to complete paperwork prior to day one:
 - Allowing more connection time with colleagues on day 1
- Assign new employee to shadow a mentor with complimentary skills



What does your new hire need?

Put yourself in a new hire's shoes:

- Why does your team exist? (our purpose)
- What do we want to be known for? (our brand)
- How we work together to fulfill our purpose and "live" our brand? (our culture)



Role Clarity + Social Integration + Knowledge of Culture = Successful Onboarding

Impact of Onboarding on Culture and bottom line

- The best way to create a culture that is engaged and happy
- By engaging your employees as soon as possible — during the onboarding process.

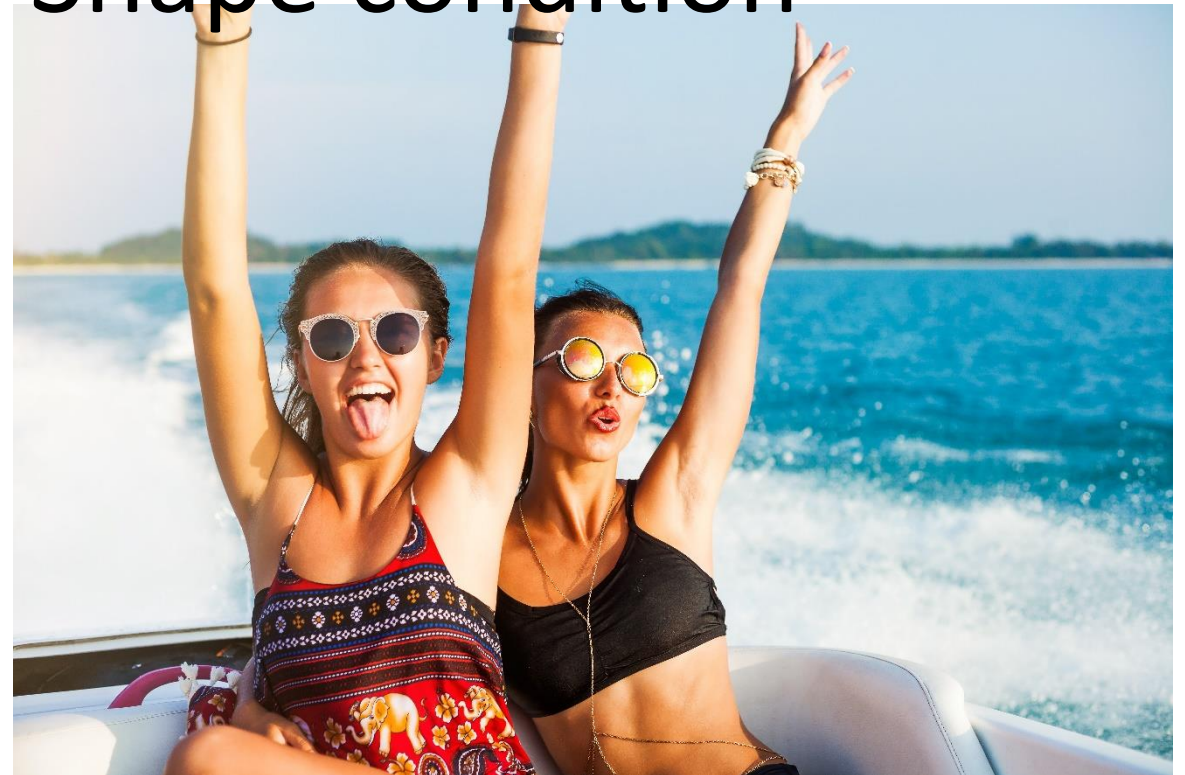


Ask yourself ?

Does your boat have Holes in it?

-or-

Is your boat in Ship Shape condition



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Your business can **run better,**
grow faster and make more
money with Insperity.