Get ‘Em Started Right – Enhancing Performance and Retention through Effective On-Boarding

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THE WYNHURST GROUP, LLC
Offering unique HR solutions for your business needs
Objectives

• Learn best practices in developing an effective on-boarding program

• Obtain tools and techniques to take back to your organizations
What is in a Name?

- Orientation
- Assimilation
- Induction
- Integration
- Alignment
- Transition

On-Boarding
Critical Parts of an Effective Program

- Executive Buy-In/Building an Effective Business Case
- Clear Goals
- Defined Roles
- Key On-Boarding Activities
- Clearly Defined Metrics/Ability to Measure Impact
Executive Buy-In/
Building an Effective Business Case
Why Focus on On-Boarding?

• War for talent
• High cost of turnover
• On-boarding programs:
  – Improve performance
  – Reduce turnover
  – Heighten Engagement
Establishing Clear Program Goals

- New hire retention – saves $$$
- Engagement
  - Integrate new hire into company culture
  - Convey sense of excitement
- Provide tools and resources
- Explain benefits/Complete paperwork
- Meet legal requirements
- Consistent sharing of information
Clearly Define Roles

• New Hire manager
• Senior Executives
• New Hire
• Mentor/Buddy
• Not strictly an HR Program!
Key On-Boarding Activities

**Pre-Arrival**
- Infrastructure
- Access to tools/resources
- Mentor/Buddy
- Assigning work for the new hire
- Setting up key meetings

**Orientation**
- Organization vision and strategy
- Organization history and culture
- Information on divisions/programs
- Organization PM system
- Introduction to senior mgmt

**BU On-Boarding**
- More specific info on own business unit and work assignments
- Clear expectations of performance
- Importance of new hire job
- Continued mentor/buddy relationship

**2-Way Feedback**
- Early feedback on performance
- Regular check-in sessions with the new hire
Tips for Ensuring Success

• Formal, but fun
• Should extend over several months
• Information is provided in bite size chunks
• Information that requires to be read is provided via Intranet
• Management involvement
• Mentors are involved as much as possible
• Follow up! Follow Up! Follow Up!
On-Boarding Mantras
David Lee, Human Nature@Work

- “Everything Matters”
- “Little things can make a big difference”
- “Think….experience”
  – “Emotional Take-Away”
  – “Perceptual Take-Away”

You never get a second chance to make a first impression
Clearly Defined Metrics/
Measuring Program Impact

• Metrics
  – New hire turnover
  – Time to productivity
  – Satisfaction

• Methods
  – Surveys
  – One-on-one interviews
  – Focus Group
In Summary….

• Build a business case
• Develop clear program goals and metrics
• Obtain senior level support and involvement
• Make it relevant, timely, and fun
• Think experience…..
• Consider the emotional and perceptual take-away of the program
• Remember…An effective program should:
  – make new hires feel welcome
  – inspire pride
  – help them see the big picture
  – reinforce that they have made a good decision by joining your organization
• Take away job aid: On-Boarding Program Assessment
Resources

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Questions