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

2007 Project Same – The Staffing Alliance of Maryland Employers
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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
- Transition
- Assimilation
- Alignment
- Induction
- Integration
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