

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

**2007 Project Same – The Staffing  
Alliance of Maryland Employers**

December 13, 2007

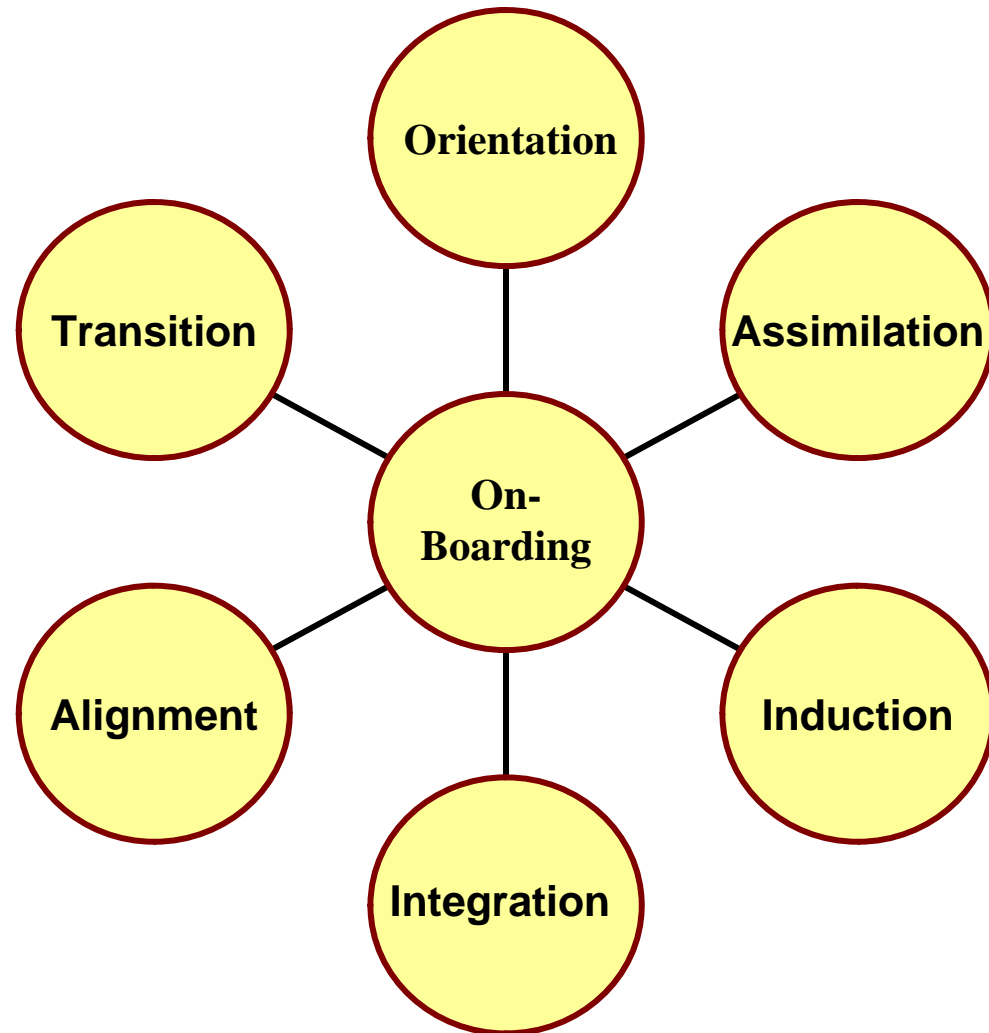
**THE WYNHURST GROUP, LLC**

*Offering unique HR solutions for your business needs*

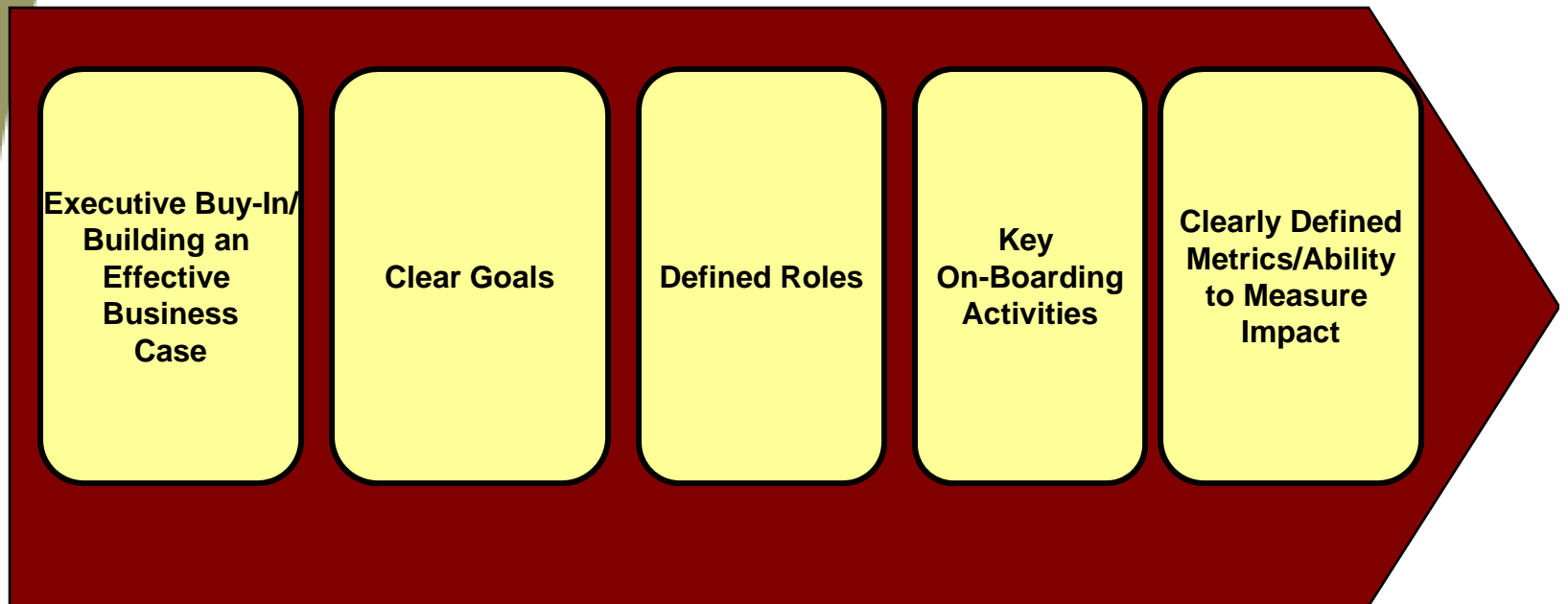
## Objectives

- 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?



# Critical Parts of an Effective Program



# **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

