ARCORO

THE BRIDGE TO BETTER HR

New Hire Onboarding Checklist: Make a Better First Impression

The onboarding experience sets the tone for your new hire's career at your company.

Will your new hires go through a good or bad onboarding process?

Onboarding is the natural extension of a positive, engaging recruiting timeline. Once you've convinced a new hire how great their opportunity with you is, capitalize on their enthusiasm by delivering on it. Seamless and organized onboarding strategies will make a first impression that will build positive results down the line. These early investments will pay off for your company:

- Higher job satisfaction
- Higher job performance
- Lower turnover
- Increased brand enthusiasm

69% of employees are more likely to stay with an organization for three years or more if they experience a great onboarding process.

SHRM

Getting Company-Wide Buy-In

The onboarding process is a company affair that reaches all parts of your organization. Although it tends to live in HR, an effective approach needs to give an overview that is both comprehensive and personalized. Here's an overview of onboarding best practices:

- Starts before the new hire's first day

- Formally lasts 12 months and seamlessly transitions into an employee engagement strategy

- Is personalized to the individual's history, performance expectations and development path

- Allows the new hire to experience your company brand, culture and work environment

- Includes co-workers and managers in both a friendly and professional manner

- Identifies a go-to "buddy" at the office, who can answer questions and provide insight

- Makes performance goals and company expectations clear

- Is measured through formal feedback processes

Only 12% of employees strongly agree their organization does a great job of onboarding new employees.

Gallup

From Job Offer to First Day

Momentum is on your side. Your new hire has committed to taking this journey with you, so now's the time to capture that enthusiasm and solidify your company's first impression:

☐ **Personally follow-up with your new hire to remind them you're excited about their arrival**

- Via email, phone call or handwritten letter
- From the manager, supervisor or future co-worker
- Lay the foundation for a good relationship through emotional onboarding
- Send pre-start day information - where to park, where to go, who to ask for when they get in, dress code norms, etc.
- Provide an introduction email for the new hire's go-to "buddy"

☐ **Create touchpoints through a mobile-friendly new-hire portal**

- Allows for company interaction
- Decreases amount of tedious paperwork on Day 1
- Is easy to access anywhere by any device and can be done at their own pace
- Provides an opportunity to glimpse company culture and receive messages from their future team
- Decreases data entry errors when employees enter their own information
- No more guessing on handwritten entries
- All state and federal documents are taken care of
- Progress is easy to keep track of
- Integrates with your HR System

☐ **Communicate to your internal team**

- Tell your team about the new hire, and give them some information about his or her background, start date and role on the team
- Remember that current employees may see new hires as a threat to their own role or as an unwelcome change agent; be understanding and honest about these concerns

☐ **Assign a ground team to prep for the first day**

- Decide on and schedule necessary training sessions and introductions
- Create an itinerary for the first few days; build in downtime for the new hire to gain familiarity with the workplace
- Order any company-branded materials new employees normally get
- Clean up the workspace and purge remnants of the previous occupier
- Request IT set up all administrative passwords and logins
- Make a lunch reservation if the team is taking the new hire out

☐ **Take care of all the necessary forms**

- An automated onboarding system will save time for the new hire and the HR team (if you're automated, much of the data is already there from the application process)
- I9s, W-4s, direct deposit information, employee handbooks and custom forms

Day 1: On the Job for the First Time

Today is the day! Warmly welcome your new hire by knocking out HR concerns and investing in them on a human level through emotional onboarding best practices.

- ☐ **Designate a team member to greet the new hire upon arrival**

- ☐ **Deliver a welcome packet**
  - Computer, email and HR portal log-ins
  - Phone number and voicemail log-in
  - Remote access log-ins
  - Contact information for go-to "buddy"
  - How to clock-in and out, if necessary
  - Wi-Fi network and password
  - Schedule for the next few days
  - Employee directory that includes pictures, job titles and an organizational chart
  - A form that answers frequently asked questions, such as day-to-day issues like whether it's OK to eat at your desk or smoke outside the building

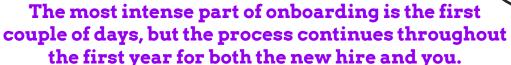- ☐ **Set goals for the next few days**
  - Get comfortable in the workspace
  - Meet direct co-workers
  - Finish any HR pieces (forms should be complete before the first day, but this is a good time to clarify any issues)

- ☐ **Tour of the facility, including restrooms, breakrooms and where to find office supplies**

- ☐ **Designate a co-worker to walk the new hire to meetings and training sessions**

- ☐ **On a job site? Give new employees a unique-colored shirt or hard hat so your seasoned employees can easily offer assistance**

In the First Year

The most intense part of onboarding is the first couple of days, but the process continues throughout the first year for both the new hire and you.

Employees form their opinions early on, and the first few weeks and months could determine how much your new team member wants to stay and how engaged they are.

☐ **Assign appropriate training with appropriate instructors - don't expect talented high-level employees to sit through Business 101**

☐ **Check-in with the employee regularly and get their input on their role**

☐ **Encourage them to personalize their workspace - younger workers, in particular, want to connect their lifestyle in their work**

☐ **Provide casual feedback on their work every few days**

☐ **Schedule more formal progress reviews every few weeks**

At 12 months, your new hire should be fully on board with their role and your organization. It's time to wrap up your onboarding program and seamlessly shift them into your regularly scheduled employee engagement procresses (hopefully a robust HR management system that measures performance, makes continued learning easy and allows for calculated succession plans).

☐ **Conduct informal checkpoints and formal progress review and re-evaluate compensation, job roles and career development goals**

☐ **Include "pulse" feedback surveys, which are short but frequent touchpoints for your employees—including those managing new hires—to give insight**

☐ **Facilitate employee discussions to bridge engagement or alignment gaps**

Next-Level Onboarding

Paper Free is the Way to Be

It's time—ditch the filing cabinets, quit fighting with the printer, and start keeping track of data and processes digitally. Smart HR systems like the Arcoro modular, HR solution is a win-win for employers and workers. Look for:

- A fully integrated system that takes candidates from recruitment to retirement

- Configurable options to bring in your company culture and brand

- Tracking for important company journeys like onboarding and performance reviews

- Easily managed learning opportunities, safety compliance and certifications

- Seamless updates as regulations change, such as federally mandated reporting or the ACA

- Any-time, anywhere access—no special tech required

Metrics: Track Your Onboarding Success

The newest—and perhaps hardest to tackle—trend in HR is to meaningfully track what's working and what's not. Data is king, and a quality performance management system will help collect it. Here's what you should be analyzing:

- **Employee Retention** - How long people are staying, if they're coming back and feedback metrics that may hint an employee is looking to leave

- **Informal Feedback** - Use short, ongoing surveys to ask new hires how they're acclimating and gauge company culture and engagement

- **Employee Group Comparisons** - Compare onboarding tactics from different managers with employee retention and engagement scores

We're ready to partner with you for complete HR management solutions specifically designed to accelerate productivity.

Whether you've never implemented onboarding strategies before and need best practices or you have a seasoned strategy you want to expand, Arcoro can help.

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