



INTEGRATED INSTITUTE OF PROFESSIONAL MANAGEMENT

Our Accreditations



FEDERAL MINISTRY OF EDUCATION



Our Standards





Employee Onboarding

Objectives

- Introduction to Employee Onboarding
- Objectives of Employee Onboarding
- Importance of Employee Onboarding
- Benefits of Employee Onboarding
- Turnover – Employee Onboarding
- Process, Plan and Preparation in Employee Onboarding
- Designating a Mentor
- Checklist for Employee Onboarding
- Types of Employee Onboarding
- Different Cadres
- Engaging Program
- New Employee Follow-up

Introduction



Bill was appointed as Marketing Representative at Info Edge Marketing, but within one week he quit his job. Let us see what reasons Bill has for his resignation.



Introduction



Bill was asked to join office last Monday, and he showed up bright and early on the first day. Joe, an HRD staff welcomed Bill and took him to the marketing department where Bill would be working.

Introduction



Both Bill and Joe were waiting for Tony, the marketing manager. That's when it all started going bad for Bill. Tony was not there, and Joe checked with few folks working nearby, and they were not aware of where Tony was and when he will return.

Introduction



Bill was skeptical. Since Joe had some urgent meeting, he also left the place, and he dumped Bill in a room for the whole day. Everyone in the marketing department was busy with their deadlines.



Introduction



Next day, a separate desk was provided to Bill. In the drawer, there was a stack of old reports. The desk was unclean, and Bill had to clean it by himself. Bill managed to get a few pens and a yellow pad so that he was not idle.



Introduction



A guy from IT department swooped in and dropped a laptop at Bill's desk. The keyboard was filthy, and the laptop had cracks on the screen. The IT guy raced off before Bill could ask for his IT credentials.

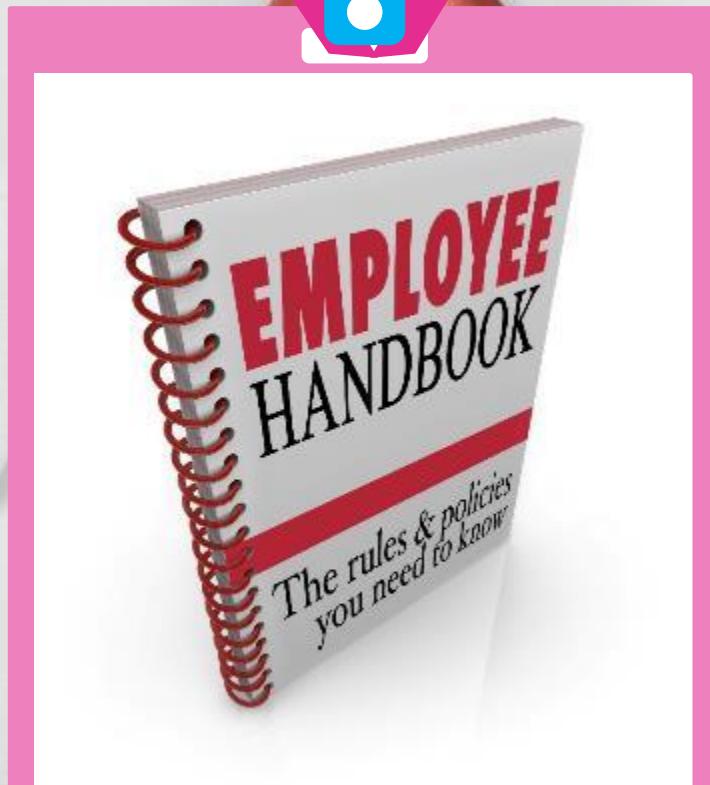
Introduction



For next couple of days, Bill was not assigned with any work and was not even aware of what project will be assigned to him and most of the time he was pretending as if he was busy. Bill was terrified that some higher-up manager would notice him sitting around looking so idle.

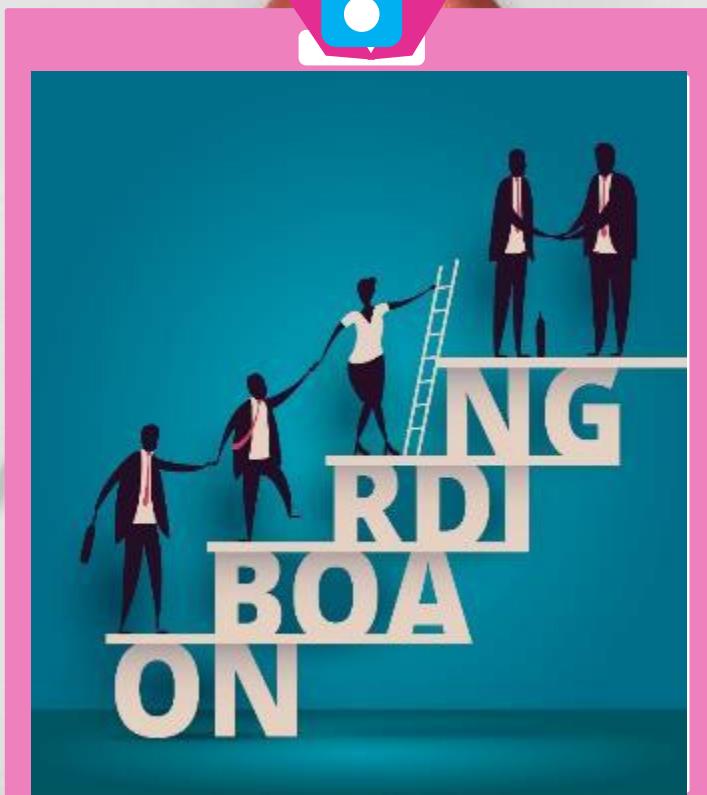


Introduction



Parking pass and badge to swipe into the office was also not provided to Bill even after a week. Bill was not even given the Employee handbook which had details of salary, perks and other benefits. Bill resigned his job within a week because of poor Employee Onboarding.

Introduction



Bill called up the HRD and explained to them the reason behind his resignation. The HRD realized their mistakes and planned to implement a successful onboarding program. Another round of recruitment was done to fill up the vacancy.

Introduction



This time the new hires had a different experience. The HR chief met the new hires at the door, and they were provided with HR handbook and checklist of what they have to do for the whole of this week.



Introduction



The new hires were given separate cube with a brand new laptop. The IT technician provided them the user id and password. Their desk was also pre-stocked with pens, paper, post-it notes, tape, a stapler, all the stuff needed to get to work.



Introduction



The marketing manager also took the new hires for lunch with other people with whom the recruits will work. They were feeling comfortable, and their task lists were also worked out. In short, the recruits were never left unsupported.

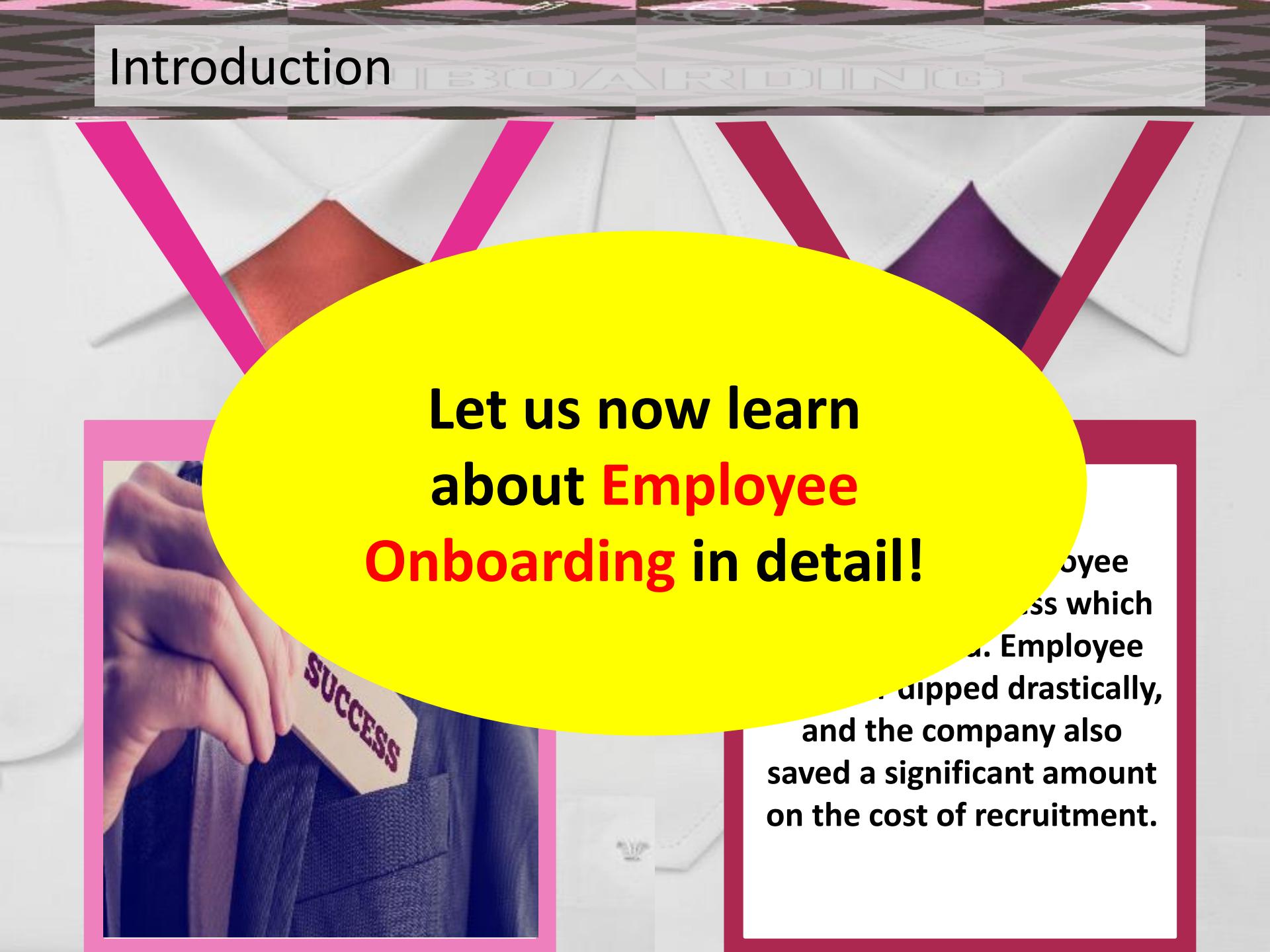
Introduction



This was the employee onboarding process which they followed. Employee turnover dipped drastically, and the company also saved a significant amount on the cost of recruitment.



Introduction



Let us now learn
about Employee
Onboarding in detail!

Employee onboarding is a process which involves the induction of new employees. Employee retention rates have improved drastically, and the company also saved a significant amount on the cost of recruitment.

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What is Onboarding?



Onboarding is a process used to help newly recruited employees to integrate into an organization and make them familiar with the organizational culture and work environment.



This process is carried down by the Human Resources Department (HRD) usually. When there is a lack in onboarding mechanism, it will harm the productivity of the organization.

What is Employee Onboarding?

- Employee onboarding helps to have a skilled and dedicated workforce.
- Employee onboarding program also helps in the orientation of the new employees.
- It develops the relationship between the employer and employee in the organization.
- It also helps to develop an influential organization culture and help the organization to secure the future with talented human resources.



Composite Process

ONBOARDING

Employee onboarding is a composite process; it has several steps to be followed. The first step is the Employee orientation in the onboarding process. It helps in creating a peaceful and constructive environment between the organization and the employee. It gives details about the organizational values, brand and also offers details about the professional culture and the work environment.

Composite Process

ONBOARDING

Employee Onboarding helps in achieving faster productivity within a short period by aligning the employee's expectations and goals of the organization and helps new employees in successfully mingle with an organization and existing employees and with the work environment.

Employee Onboarding – Definition



- The definition of Employee onboarding is it is a process which helps newly recruited employees to get accustomed to the organizational culture, work environment, and targets.
 - This helps in acquiring knowledge and skills, learning attitudes and also the expertise required for active function of the work within the organization.

Formal Onboarding

- Specific assignments and strategies can be included in Formal onboarding for a new employee to change following his or her new position.
- Under formal onboarding process, new employees are isolated from old employees to facilitate introduction exercises, classroom preparation, and socialization.



Informal Onboarding



- To make new employee find his or her new employment then easy onboarding helps to work with the specially appointed and semi-sorted out exercises.
- Casual onboarding can make employment shadowing and arrange for one-on-one instructing with the administration and new associates.
- The additional details like the beginning of an organization like accepting identifications and equipment are also found.

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Onboarding process

- **Onboarding is a process where new resources get important information, aptitudes, and practices.**
- **It becomes distinctly viable for individuals and insiders.**
- **Onboarding helps new workers to attain higher job satisfaction, better performance in their work, and longevity in their positions.**

Onboarding process

- A well-structured onboarding process helps employees in gaining required knowledge, retention level high in maximum benefit to the organization.

Onboarding process

A positive onboarding process helps to fulfill the following objectives –

They are making the new employee contribute better in the new role.

They are making the new employee feel comfortable in the new role.

You are making them join the organization.

Enhance productivity.

Encourage them to commit more and engage them.

Purpose of Employee Onboarding



- When the recruits develop a good relationship with the organization, then they can give good productivity as desired. Onboarding is most important in the smooth functioning of the organization.
- The onboarding process develops the necessary skills, knowledge, and behaviors within the recruits and helps them to contribute better to the organization he/she works with.

Purpose of Employee Onboarding

The following are the important purposes of onboarding –

To attract and retain good talent.

To engage employees more which results in the development of business.

Value your employees and feel them welcome.

An alignment to task, mission, culture, values, and processes can be created.

The learning curve can be decreased.

Purpose of Employee Onboarding

The following are the important purposes of onboarding –

Socialization can be encouraged, and a sense of belonging can be created.

Performance expectations can be framed.

Company culture can be taught to employees quickly.

Give time to the employee's time to understand the organization's values and priorities.

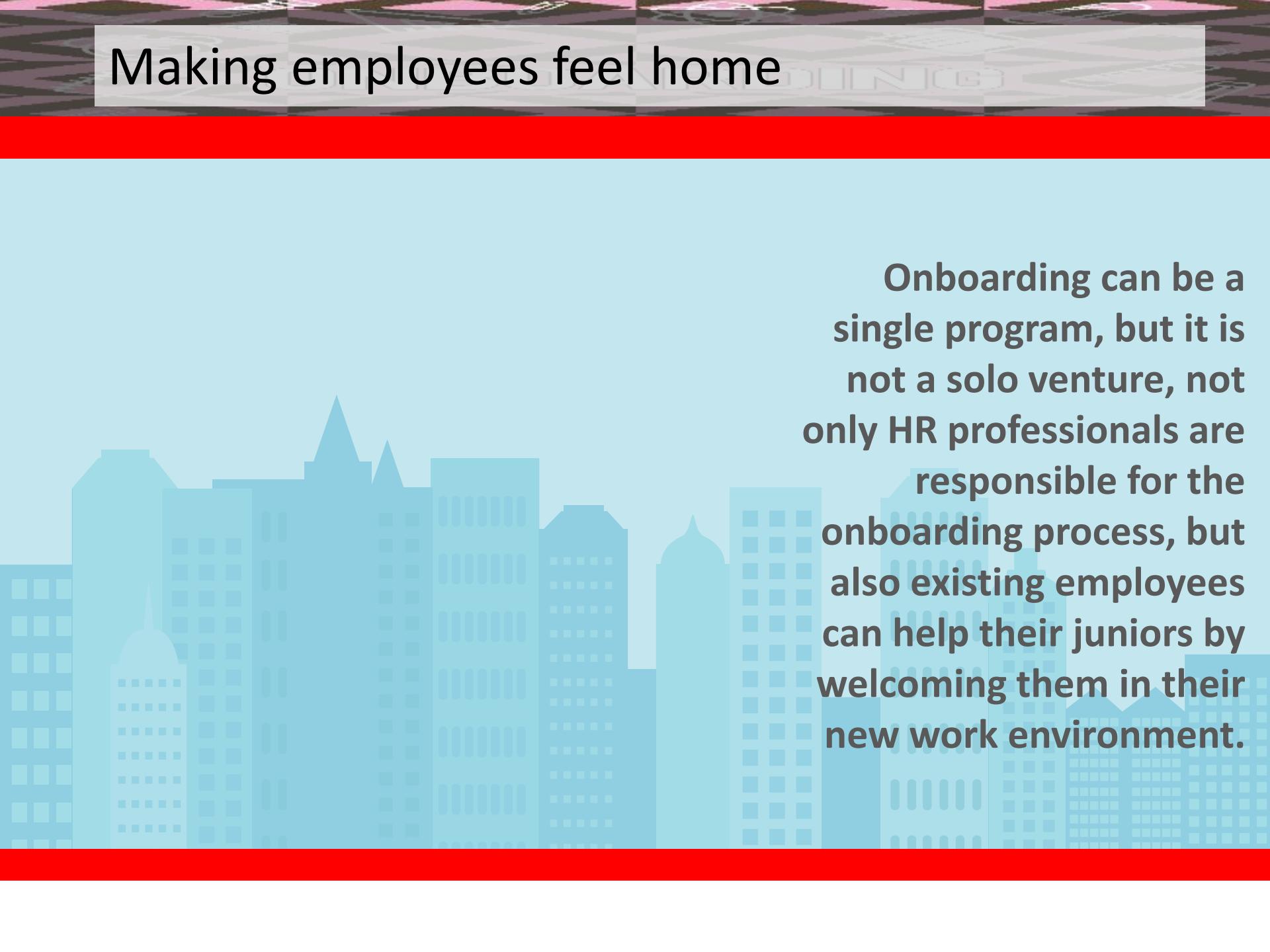
Should try to reduce new employee anxiety.

Making employees feel home



Usually, people get more satisfaction with intangibles that give them job satisfaction than monetary benefits. Intangibles are in different ways like being a part of a team, experiencing a pleasant work environment and getting timely acknowledgment are some ways in providing job satisfaction.

Making employees feel home

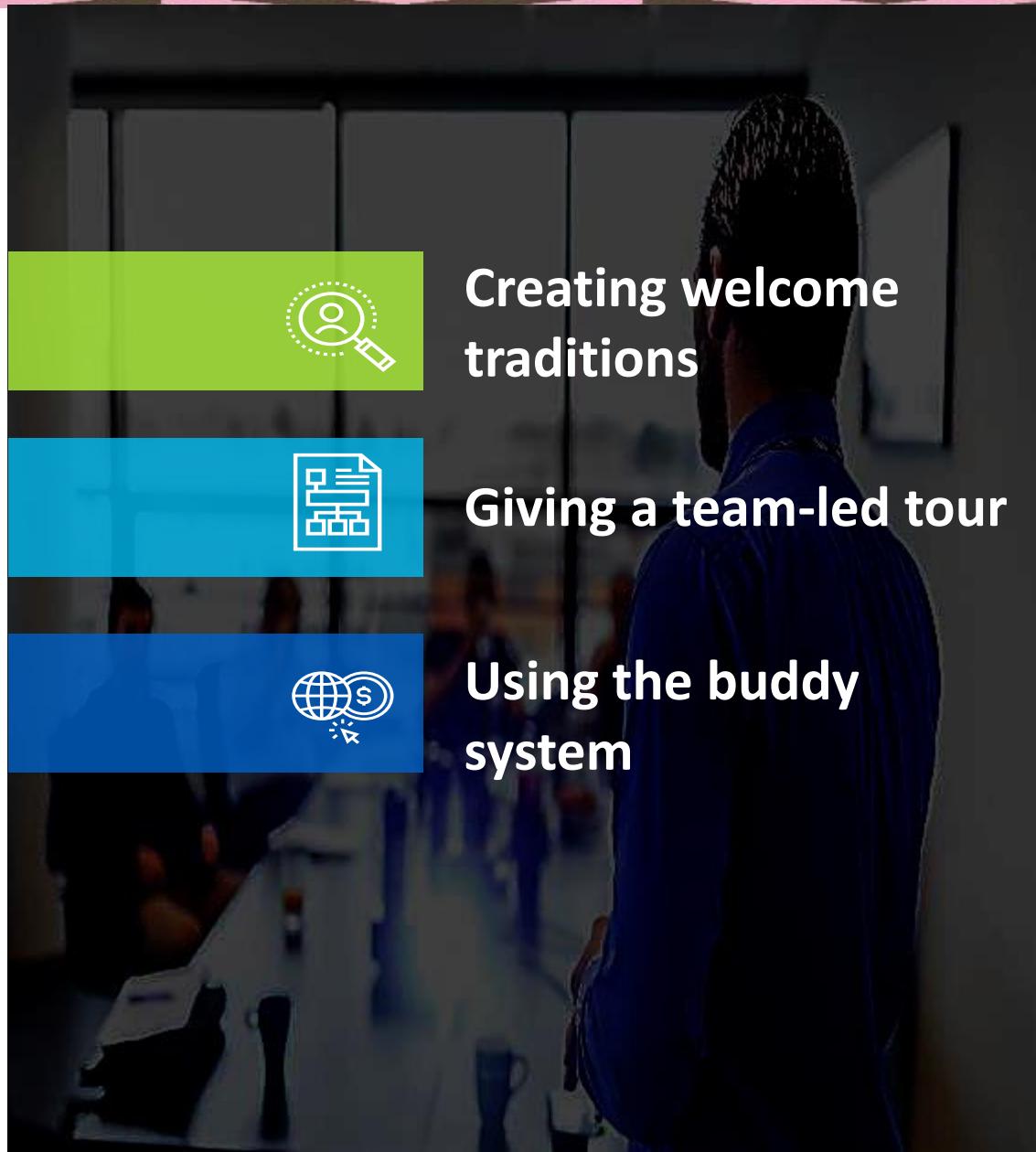


Onboarding can be a single program, but it is not a solo venture, not only HR professionals are responsible for the onboarding process, but also existing employees can help their juniors by welcoming them in their new work environment.

Making employees feel home

Here is a list of some creative ways to get the team involved in the onboarding process –

Making the team involved in the onboarding process is essential because it creates a friendship between old and new employees and secure work environment. According to a survey, employees with friends as a colleague, work better and love their company more.



Creating welcome traditions



Giving a team-led tour



Using the buddy system

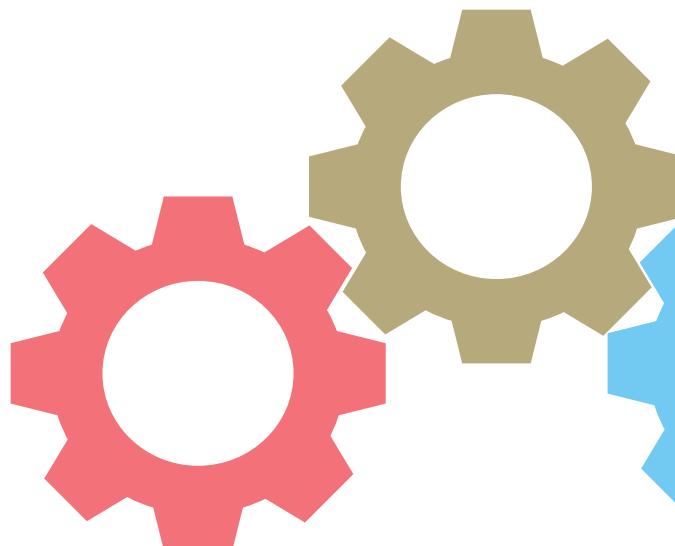
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Importance of Employee Onboarding

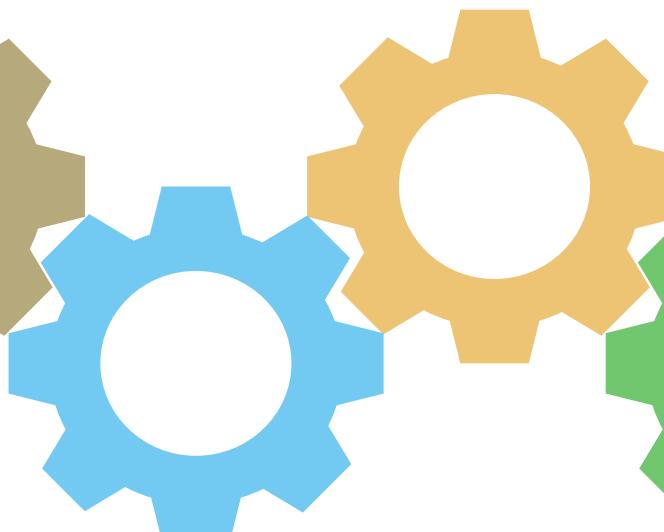
An onboarding program is used to improve the readiness, fit and performance of a new employee in the company. These are the benefits which keep the onboard program productive –

Reduces time to productivity



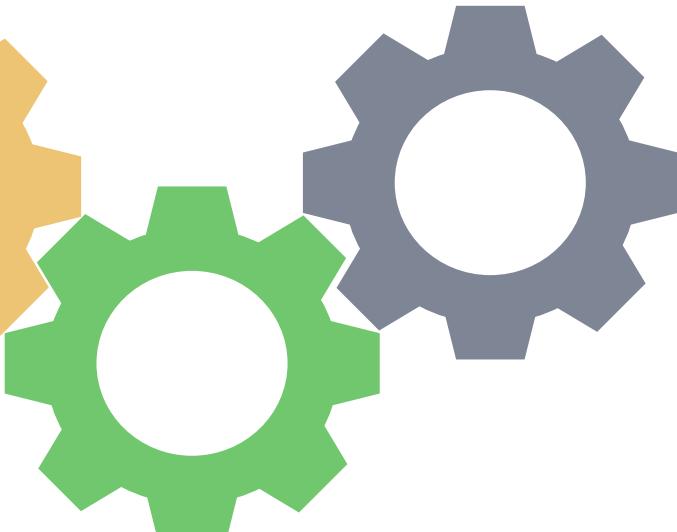
Improves current employee morale

Reduces new hire turnover



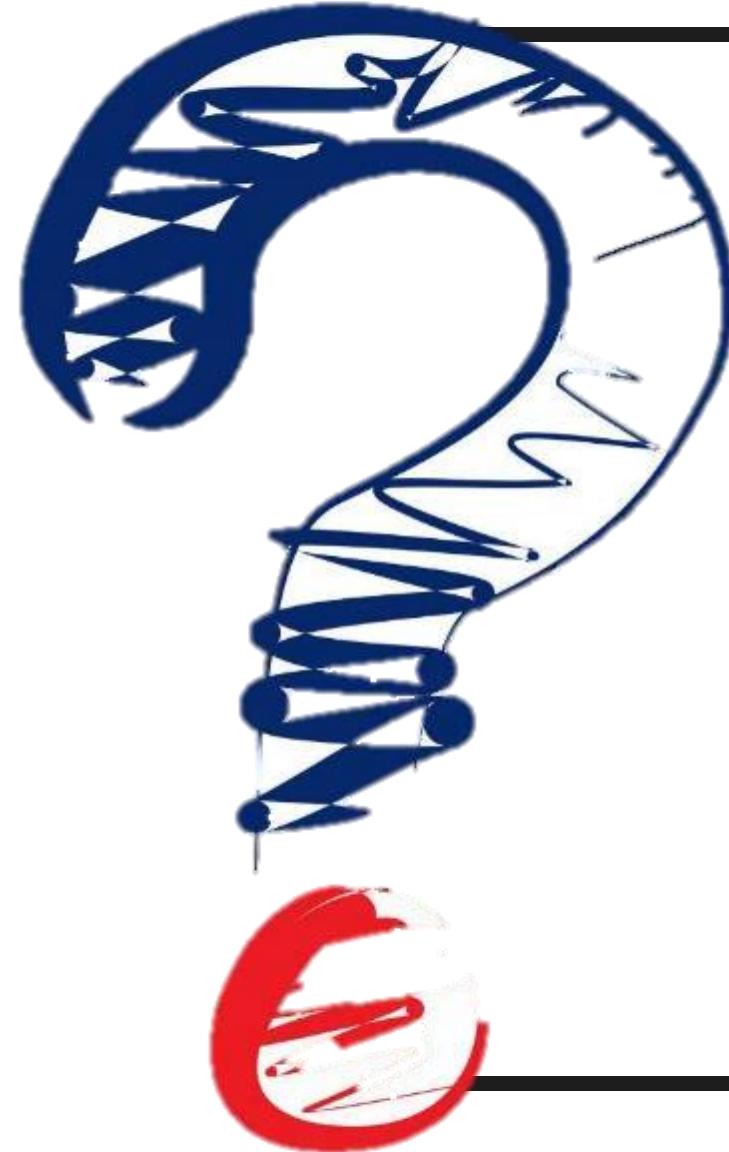
Increases employee engagement

Integrates new hires into the corporate culture, thereby enhancing that culture



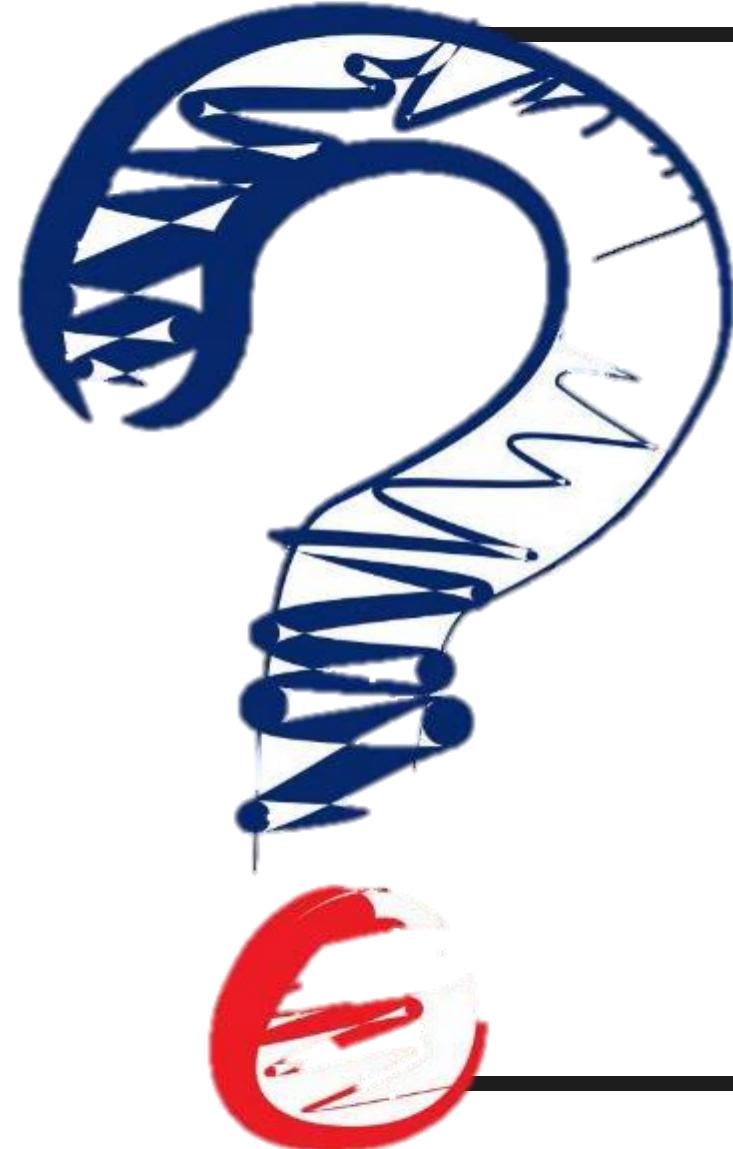
Prevents future spending on re-hiring and re-training

Why Employee Boarding?



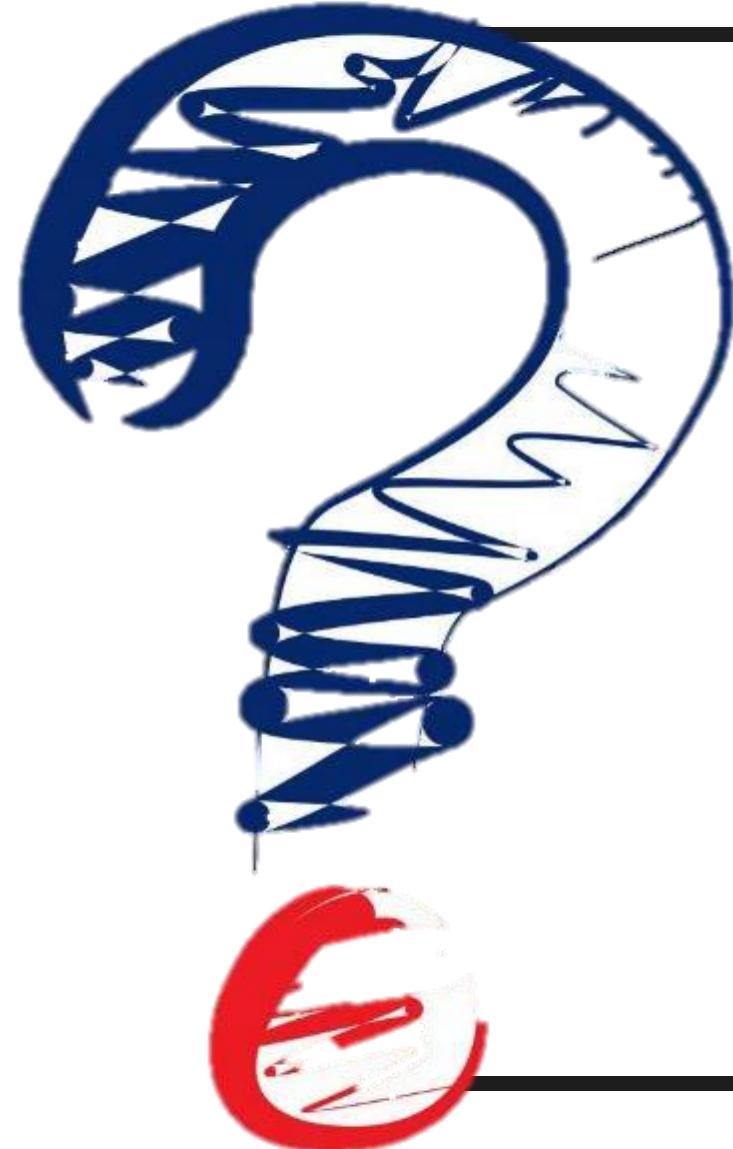
Avoiding onboarding program for the new employees can be cost effective as it saves the organization from spending certain amount on it. However, a good onboarding program for new recruits can lay a solid foundation of employee behavior and productivity.

Why Employee Boarding?



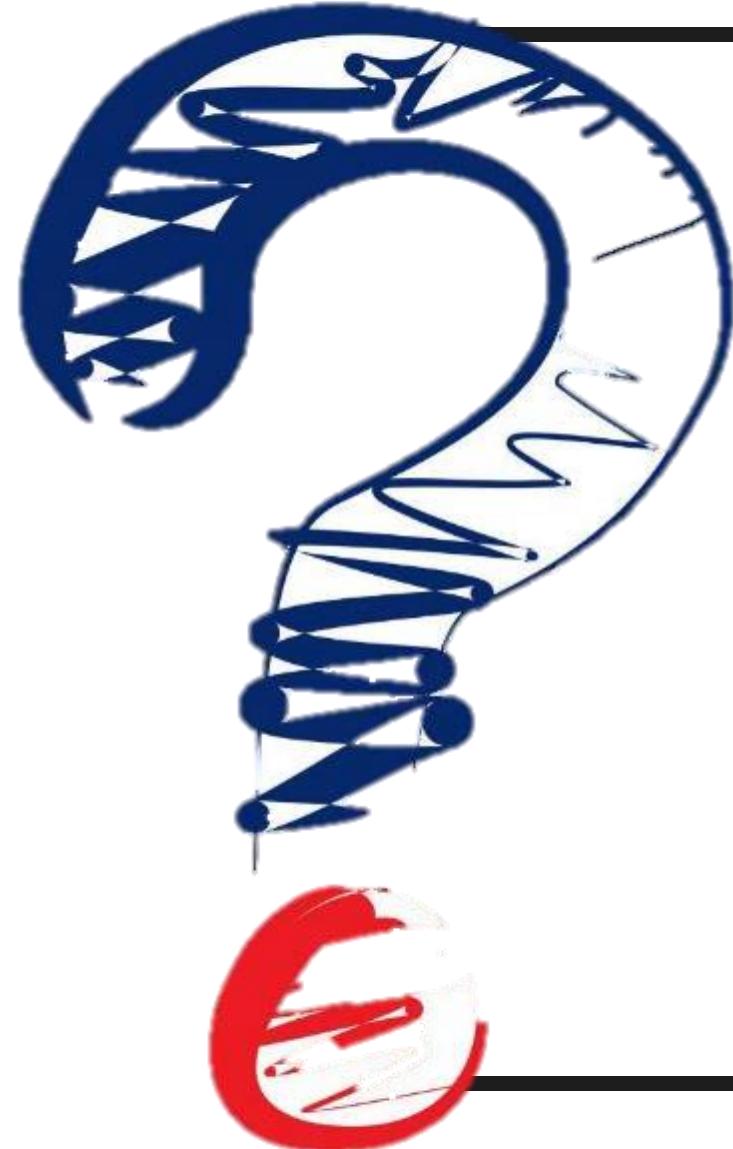
The proper answer to the question of why proper onboarding is necessary is, it makes the management understand the skills and behavior of the employees quickly. Without onboarding process, it takes a more extended period to know about the recruits who are employed directly without undergoing this process.

Why Employee Boarding?



It is essential for an employee to complete an effective onboarding program because, without it, the new employees will find it difficult in getting acquainted with the new work environment. Without undergoing this process, some employees may develop dislikes in some aspects related to the organization due to misunderstanding. Due to this reason, some may depart the company, and it affects the productivity of the company and also the morale of the employees.

Why Employee Boarding?



Employee onboarding and employee engagement go well with each other. Survey shows that 33% of employees stay onboard with a firm or they switch to another company within 30 days of joining the company. This survey also shows that every organization should work hard in providing employee engagement with the help of effective onboarding.

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Familiarity with Organization

- There are various benefits to employee onboarding. One among them is the newly recruited employees feel comfortable with the organization, its culture which helps in increasing productivity and profit.

Welcoming new hires



The first step of an employee onboarding program is inviting and welcoming the new hire into the organization. Usually, the first day will be exciting, anxious and eager for the new employees. But it cannot make a difference unless to know what it leads to success. It is all about to know the advantages of an effective onboarding program for a company.

Welcoming new hires

To make the new hires productive one must educate, inform the tools available to perform their job effectively. The HR team must do this. The employee onboarding program should be in the best way to make a new employee effective and efficient.



Retaining and Attracting the Top Talent

Intangible elements such as fantastic workplace and ethical work culture can be created with a useful and productive employee onboarding program which helps in building a strong foundation and also helps in retaining the top talents at high.



Early Employee Engagement

To retain employees, for the time being, it is vital to engage employees.

This step begins on the first day itself with the help of inbuilt onboarding program.

For a fostering active employee engagement for the future, an effective and well-structured onboarding program is essential.

Boost Business Growth

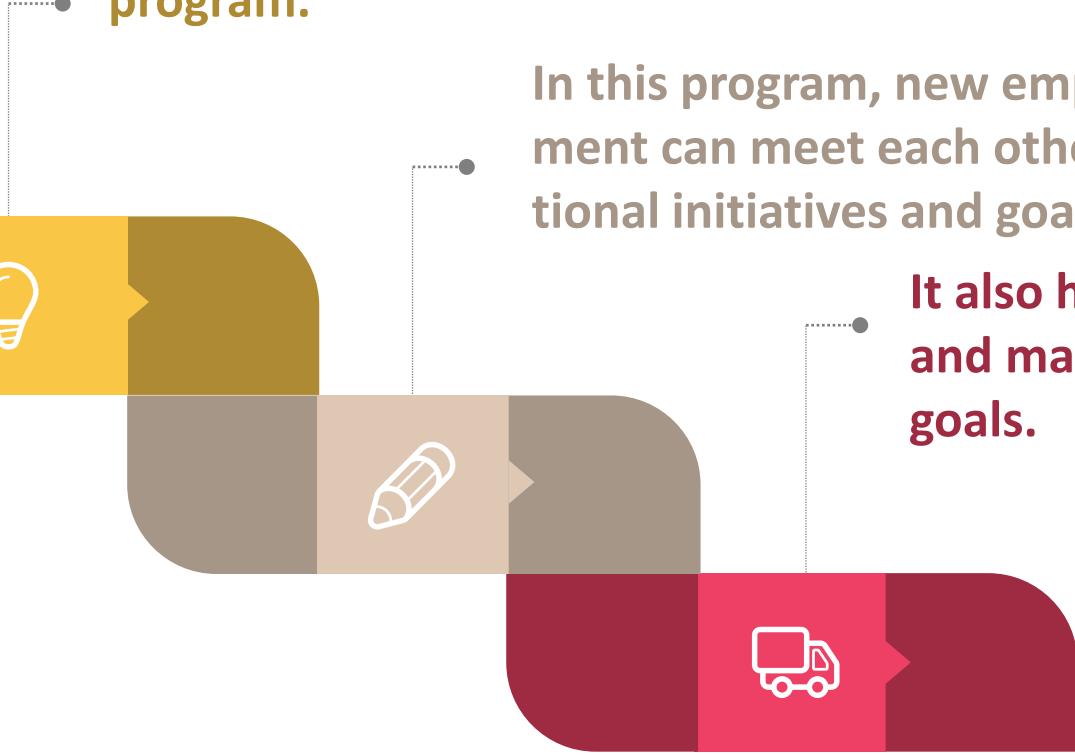


Onboarding program develops a friendly or congenial rapport and also increases the growth of the business.

Onboarding program gives a positive note on employee engagement.

Trust Building and Alignment

New employees will get knowledge about the organizational culture, growth and standard practices with the help of employee onboarding program.



In this program, new employees and senior management can meet each other and can discuss organizational initiatives and goals.

It also helps to connect the workers and management and aligns individual goals.

Good Connections with Employees

Employee engagement can be done only when there is a good relationship between the bosses and their workers.

To create a sense of togetherness and make them work properly, most organizations make onboarding program compulsory.

- The management plans correctly to welcome and train new employees.



Open Communication Encouragement



New employees can gain knowledge about their workplace, their structure, and setting without any pressure with the help of employee onboarding program.

With this program, new employees will enjoy the freedom to work and understand it better.

Again this helps in fostering this environment for the new employees to work in.

MCQ

Q. Which of the following is considered essential for retaining employees for a considerable time?

- Orientation
- Onboarding program
- Employee engagement
- Welcoming new hires

Click on the radio button to select the correct answer!



Q. Which one is considered for retaining employee for a considerable time?

- Orientation
- Onboarding
- Employment
- Welcome

'Employee Engagement' is considered for retaining employee for a considerable time



Q. Which one is not considered for retaining employee for a considerable time?

- Orientation
- Onboarding program
- Employee engagement
- Welcome kit

'Employee Engagement' is considered for retaining employee for a considerable time

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Employee turnover

If there is well-balanced employee turnover in an organization, then there will be a significant increase in the total productivity of the organization.



To keep the retention level balanced, managers should choose the best recruitment patterns, performance evaluation system and proper administrative practices.

Retention Turnover

New employees who went through a structured onboarding program were 58% more likely to be with the organization after three years.

New hire retention is 50% more for the organizations which processes a standard onboarding experience.

Usually, employee turnover happens in the initial 45 days.

If the onboarding experience is satisfactory, then 69% of employees will stay with the company for three years.

Cost Turnover

If the employee is replaced then the organizational costs for the employee turnover range between 100% and 300% of the employee's salary.

Generally 23% of new employees quit even before completing their first year.

33% of new employees start looking for a new job within six months soon after joining the company.

The average cost calculated for replacing an employee may be between 16% and 20% of their salary.

Performance and Productivity Turnover

Best companies usually begin onboarding programs before day one.

Employees who undergo more extensive onboarding programs acquire full proficiency 34% quicker than who experience shorter programs.

Most of the companies fail in setting goals or targets for new hires. With the help of the onboarding process, best organization are 2.5 times more in their new hires' progress.

If the employees undergo formal onboarding training, then the manager's satisfaction is increased by 20%.

Performance and Productivity Turnover

In general, only 37% of companies continue their onboarding programs beyond the first month.

Few companies do not have a formal onboarding program.

Generally, it takes eight months time period for a new employee to reach the full target.

Organizations which have standard onboarding process will achieve 50% greater new hire productivity.

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Strategic process

The employee onboarding process is a new strategy used to invite/introduce a new employee to the company and provide training, information, coaching and mentoring.



The process begins with an offer and continues from six to twelve months of employment in the organization.

A proper onboarding process turns the new employees into assets for the company.

Stages of the Process

Preparation



Orientation



Integration



Engagement



Follow-up



Above mentioned points are the different stages of the employee onboarding process –

Let's look at each in detail.

Preparation

- The steps followed in preparation are Pre-arrival, first month activities, making the new employee acclimatize with the culture, teamwork environment, and introduce them to new policies and procedures.

Preparation

Prepara- tion



Orientation

- Orientation for new employee happens through online, classroom, training and department specific orientation.

Orientation

Orienta- tion



Integration

- Integration refers to the employee development planning by supervisor and employee's attendance in HR staff development training.

Integration

Integration



Engagement

- Engagement process involves developing awareness about organizational culture, building relationship, meeting performance expectations and contributing to organizations' success.

Engagement

Engagement



Follow-up

- The onboarding process can be monitored and measured for its practical application.
- Stay in touch – ongoing communication will help you to ensure that the employee is succeeding and has all the tools they need for continued success.
- The better the on-boarding process and follow-up, the more likely you will avoid employee turnover.

Follow-up

Follow-up



Onboarding plan



- Due to technology and fierce competition, the HRD tries in all possible ways to recruit talented employees.
- So, it is a must to have a successful onboarding plan for the new hires who have joined the organization.
- An onboarding program is a unique initiative for achieving the goals of the organization.

Onboarding plan



- Other than simple orientation onboarding program is also a comprehensive approach for the new hires.
- Managers are compelled to recruit trained and talented workers ignoring the fact that what happens next when the new employee is ready to work.
- The cost of hiring new workers is to be kept in mind and case of a small company every employee counts.

Beginning of Onboarding

Hiring Process



- Usually, an onboarding program begins during the recruitment and hiring process.
- A good employer brand attracts people who are the right fit for your company's goals through a good onboarding process.
- Some experts suggest to begin the orientation process by including a simple introduction about your workplace and your culture marked on the website.

New hire and paperwork

When an employee joins a company, he has to do a lot of paperwork. If the employee needs any help, then headstart comes in use. Most of the companies send necessary legal forms along with the formal offer letter. For this purpose, you can send them an employee handbook, and this helps employees who aren't overwhelmed with information on the very first day.



New hire and multimedia



A company's multimedia such as videos and podcasts that state its overall strategic goals can be made available in your intranet. You can also point out your company's values and give testimonials to employees. Even though multimedia, you can feature company leaders, introduce key players, and presenting everyone to the employee on the first day can be avoided.

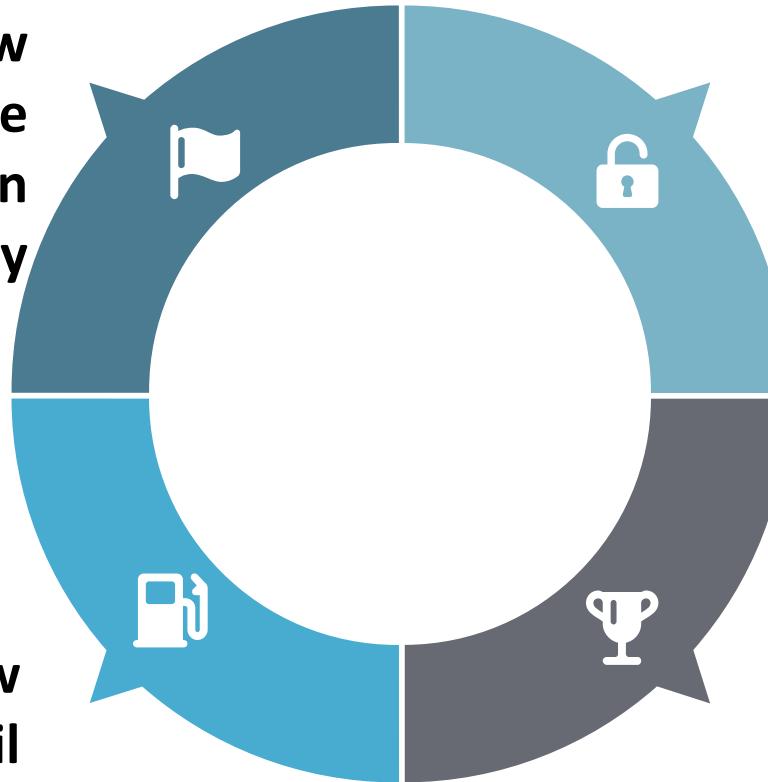
Things to be done

Sending a new employee welcome mail to everyone in the company

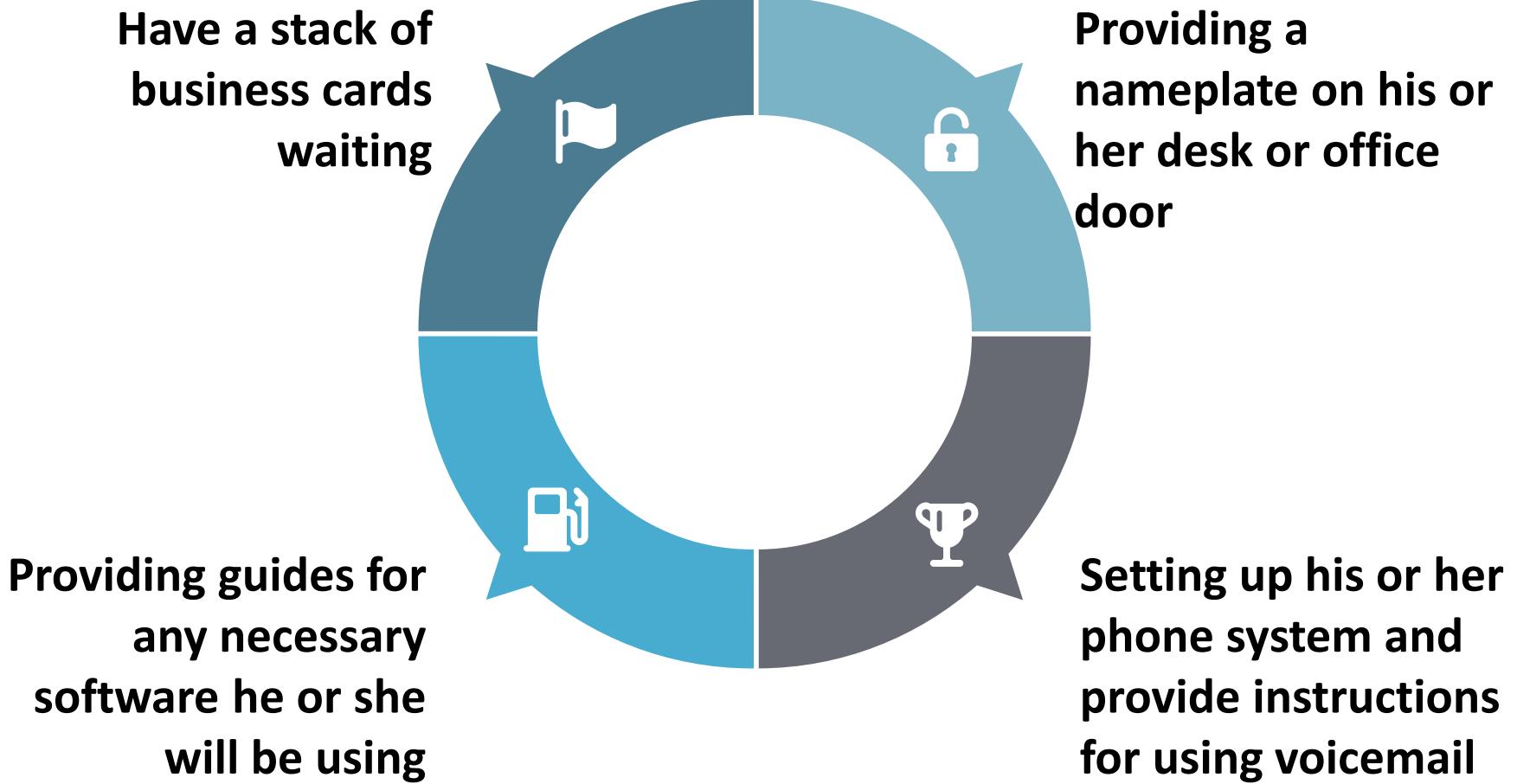
Set up a workstation

Creating the new employee's e-mail account

Get the new worker a security badge if he or she needs one



Things to be done



Preparation list for employee onboarding

The HR team should include the following points in their list, while they induct a new hire into the company –



Preparation list for employee onboarding

The HR team should include the following points in their list, while they induct a new hire into the company –

6

Giving access
to security
systems (If
required)

7

Giving access
to office
building and
workplace

8

Navigation to
company

9

Transportation
to company

10

Parking area
and parking
allocation

Job Duties and Expectations Schedules

The schedule for the Job duties and the expectations for a new hire are as follows –

Once the employee accepts the formal letter, then call and welcome them.

The agenda should be the review start date, arrival time, location, dress code, transportation and parking options, lunch plans, and a preview of the day.

An e-mail address and phone number can be given to the new employee to make it easy for them to contact you, if necessary.

To make them know what materials they should bring with them when they come on the first day are.



0:25:37

HD



Job Duties and Expectations Schedules

The schedule for the Job duties and the expectations for a new hire are as follows –

A peer who is energetic in his work and who answers patiently for the new hire's queries should be assigned as a mentor to the new employee.

Information such as nature of the job, department map/directory, organization hierarchy, information about department's goals and priorities, etc.

The first assignment to be assigned to the new employee should be planned well in advance.



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HD



Job Duties and Expectations Schedules

The schedule for the Job duties and the expectations for a new hire are as follows –

Send a plan of the general schedule for the first week.

Plan some welcome events such as breakfast, lunch with the team members or HR during the first day or week.

Day one's agenda should be given in a complete form.

Give time for them to explore Employee Gateway and other relevant sites.

An individual like a colleague, buddy/mentors can be introduced to the new employee with whom he can regularly interact.



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HD



Work Environment

- Make available building ID badge, their nameplate, and business cards, if required.
- Make sure that some office supplies are ready at his/her work station, and other supplies can be ordered later.
- See that the employee's workspace is ready for them like it is cleaned and organized, and any needed keys are in working order.
- If an employee needs any accommodation, then consult with your HR Partner to arrange it as quickly as possible.
- Frame a plan to gift them on the very first day such as a coffee mug.

Information Technology

The phone should be installed and set-up and make arrangements to authorize and access to standard drives.

Establish the employee record which should have proper documentation which authorizes an offer of employment, contract, and authorization to work.

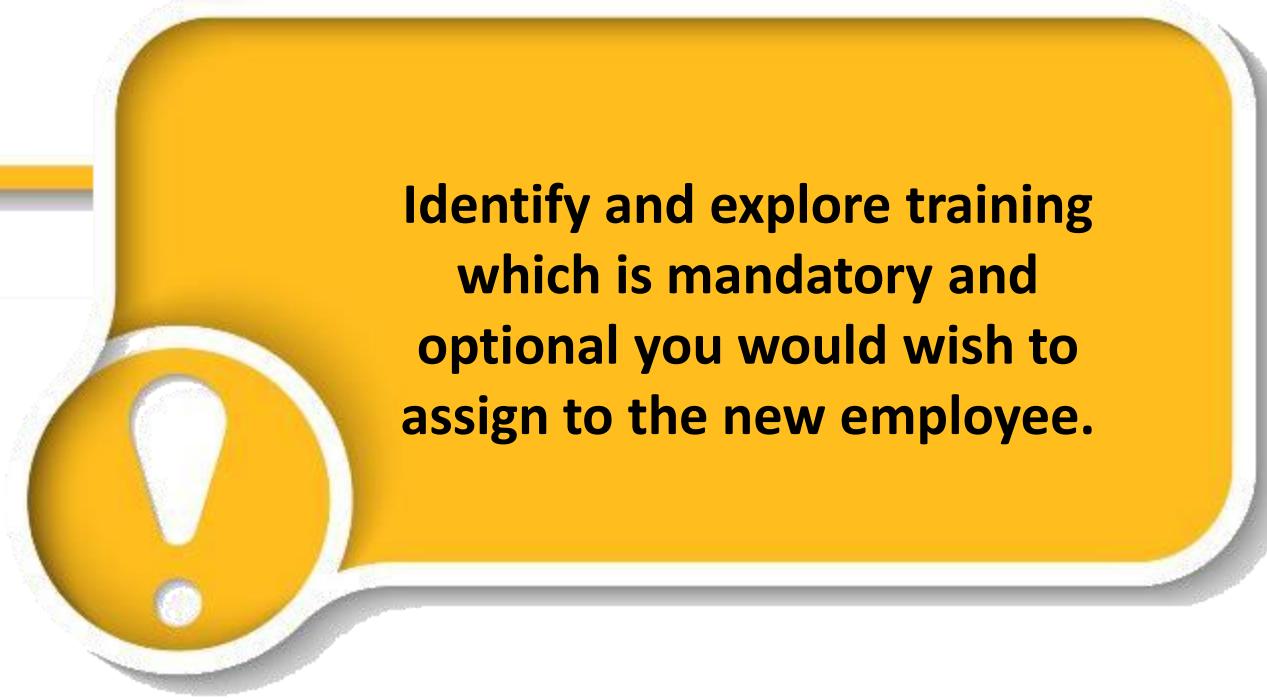
Arrange for new employee's email ID and phone number, and provide the login/passwords that are required.

Provide required systems for the employee to access and begin the process to give needed permissions and training.

Learning and Development



Identify due dates for mandatory training.



Identify and explore training which is mandatory and optional you would wish to assign to the new employee.

MCQ

Q. When does a successful onboarding program actually begin?

- During interview
- During recruitment and hiring process
- 6 months after recruitment
- First day in office

Click on the radio button to select the correct answer!



Q. When does onboarding actually begin?

- During recruitment
- During hiring process
- 6 months after joining
- First day at work

'During recruitment and hiring process'
onboarding actually begins



Q. When does onboarding actually begin?

- During recruitment and hiring process
- During the first day of work
- 6 months after starting work
- First time the employee uses company equipment

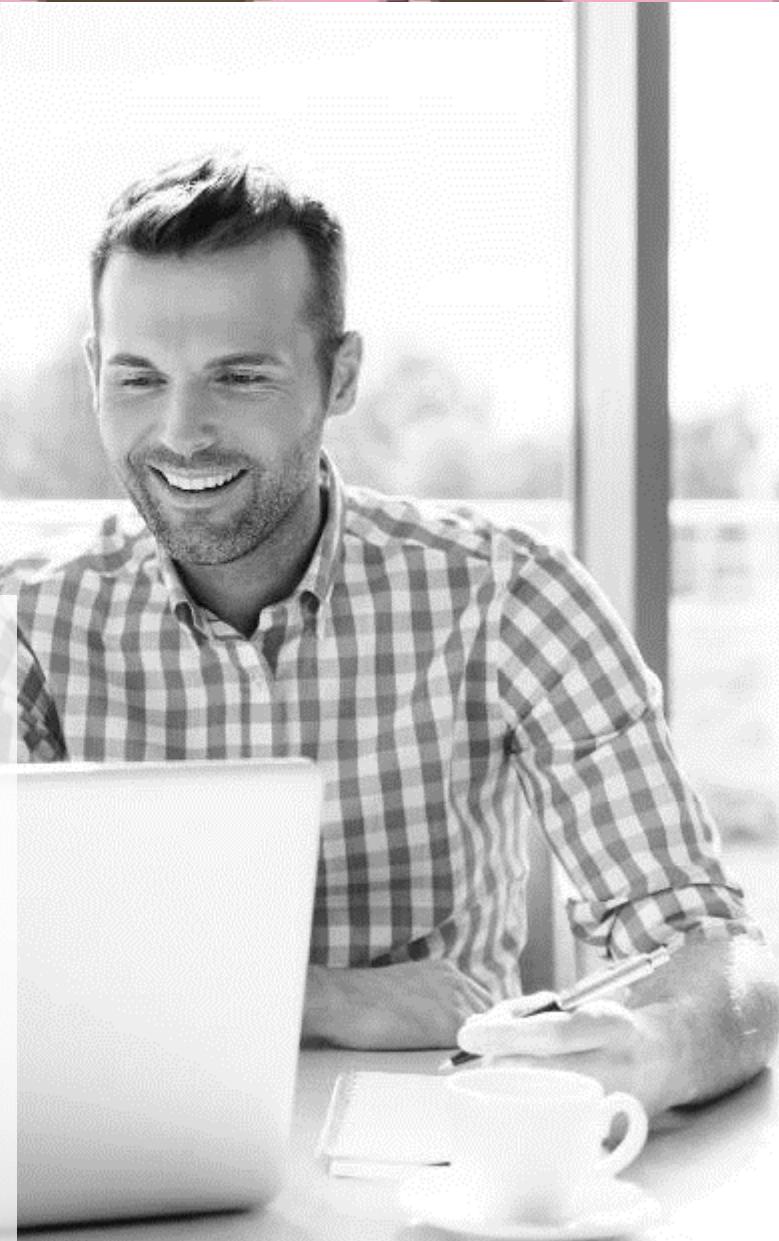
'During recruitment and hiring process'
onboarding actually begins

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Reliable mentor

- A reliable ally or mentor should be appointed to guide new employees in an amicable manner they are facing as they get confused and staggering with the people in the modern world.
- A mentor should help new employees come over through all apparent odds they are facing in the new work environment.



Formal mentoring programs

- Corporations should adopt formal mentoring programs for proactive approach during the new onboarding program for the best reason.
- A mentor should be competent to increase employee engagement and help in retention.



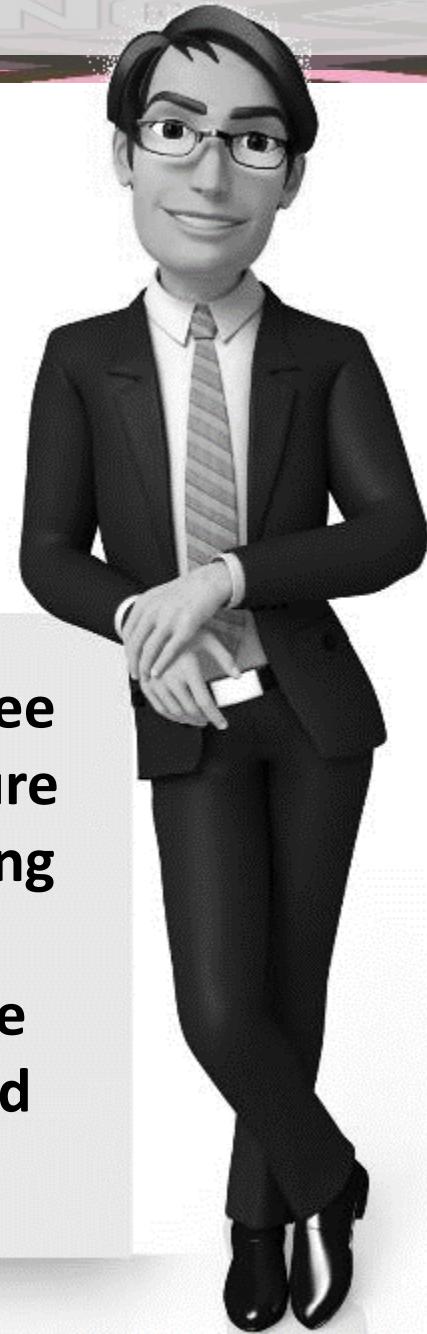
The Role of a Mentor

Roles and Responsibilities

- Choosing a proper mentor for the new hires is one of the vital tasks of the management.
- Depending upon the house policy of the organization, the nature of designating a mentor will differ.
- An employee called buddy will be assigned to a new hire for orientation and onboarding process.
- A buddy's role will be the same as a mentor who is also a coworker and experienced than the new employee.

Purpose of a Mentor

A mentor has to help the new employee to mingle with the organization's culture and social norms and perform according to the nature of the job. A mentor should help the employee to continue and make them more accustomed and effective in the present task.



Mentoring a New Hire during Onboarding

Following are the six useful tips for assigning an employee mentors during new hire onboarding –

Goal defining to the Mentoring Program

01

Make the Mentors Participate in Onboarding

02

Assigning a Qualified Employee as a Mentor

03

Assigning both a Buddy and a Mentor to the New Hire

04

Practice with Patience while Assigning Mentors

05

Building a Good Mentor-Mentee Relationship

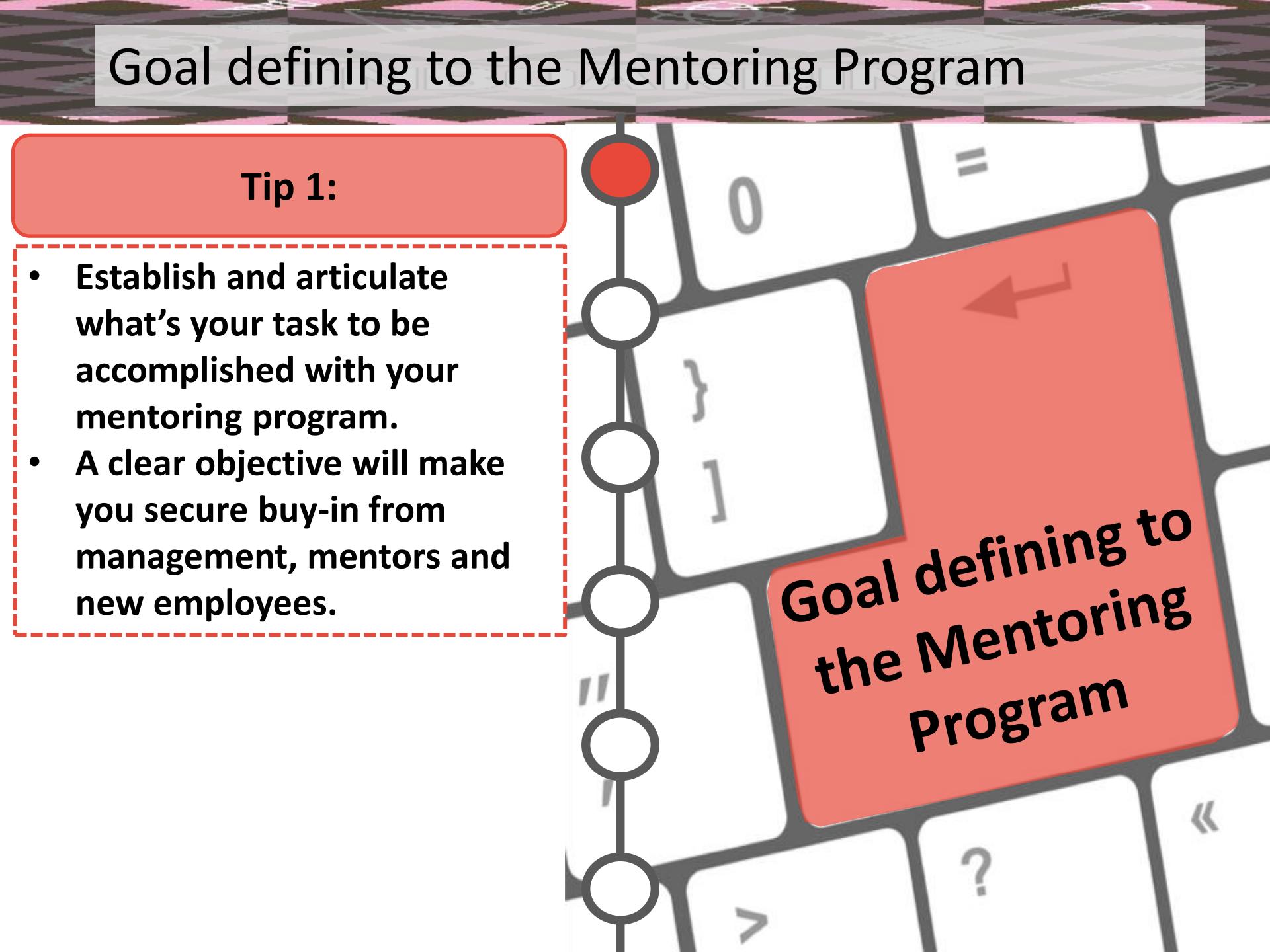
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Let us look at each in detail.

Goal defining to the Mentoring Program

Tip 1:

- Establish and articulate what's your task to be accomplished with your mentoring program.
- A clear objective will make you secure buy-in from management, mentors and new employees.

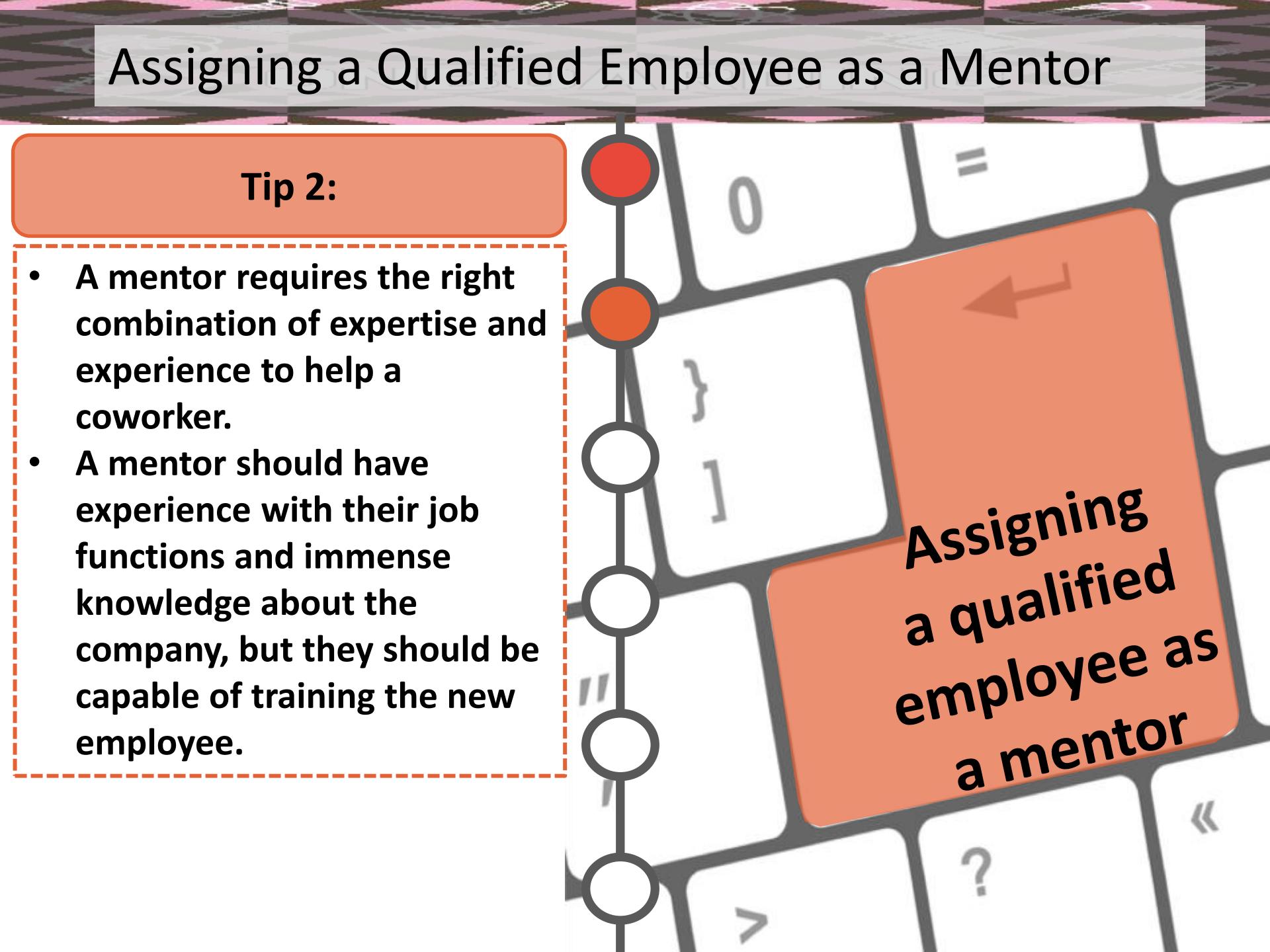


Goal defining to
the Mentoring
Program

Assigning a Qualified Employee as a Mentor

Tip 2:

- A mentor requires the right combination of expertise and experience to help a coworker.
- A mentor should have experience with their job functions and immense knowledge about the company, but they should be capable of training the new employee.

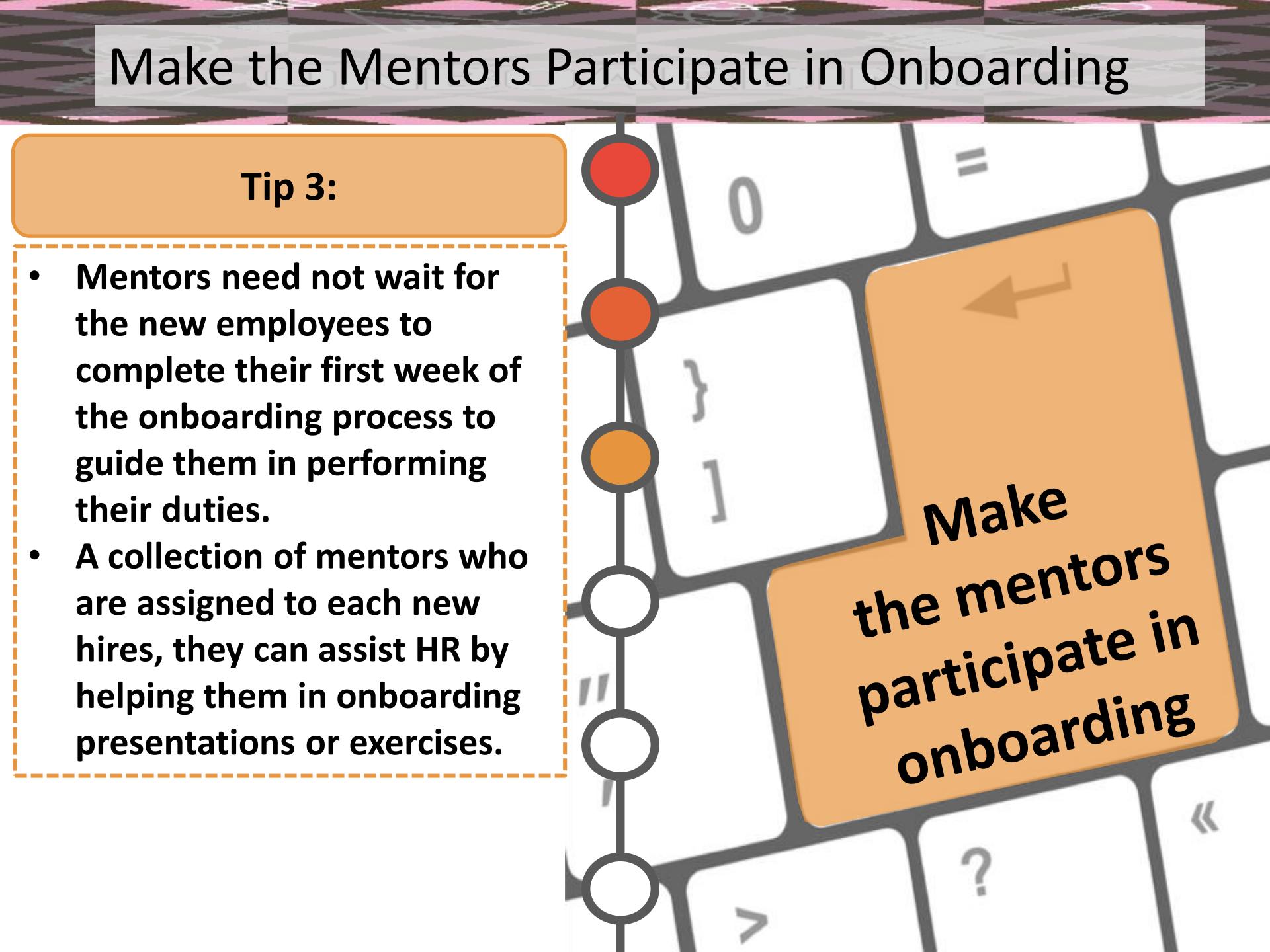


Assigning
a qualified
employee as
a mentor

Make the Mentors Participate in Onboarding

Tip 3:

- Mentors need not wait for the new employees to complete their first week of the onboarding process to guide them in performing their duties.
- A collection of mentors who are assigned to each new hires, they can assist HR by helping them in onboarding presentations or exercises.



Make
the mentors
participate in
onboarding

Practice with Patience while Assigning Mentors

Tip 4:

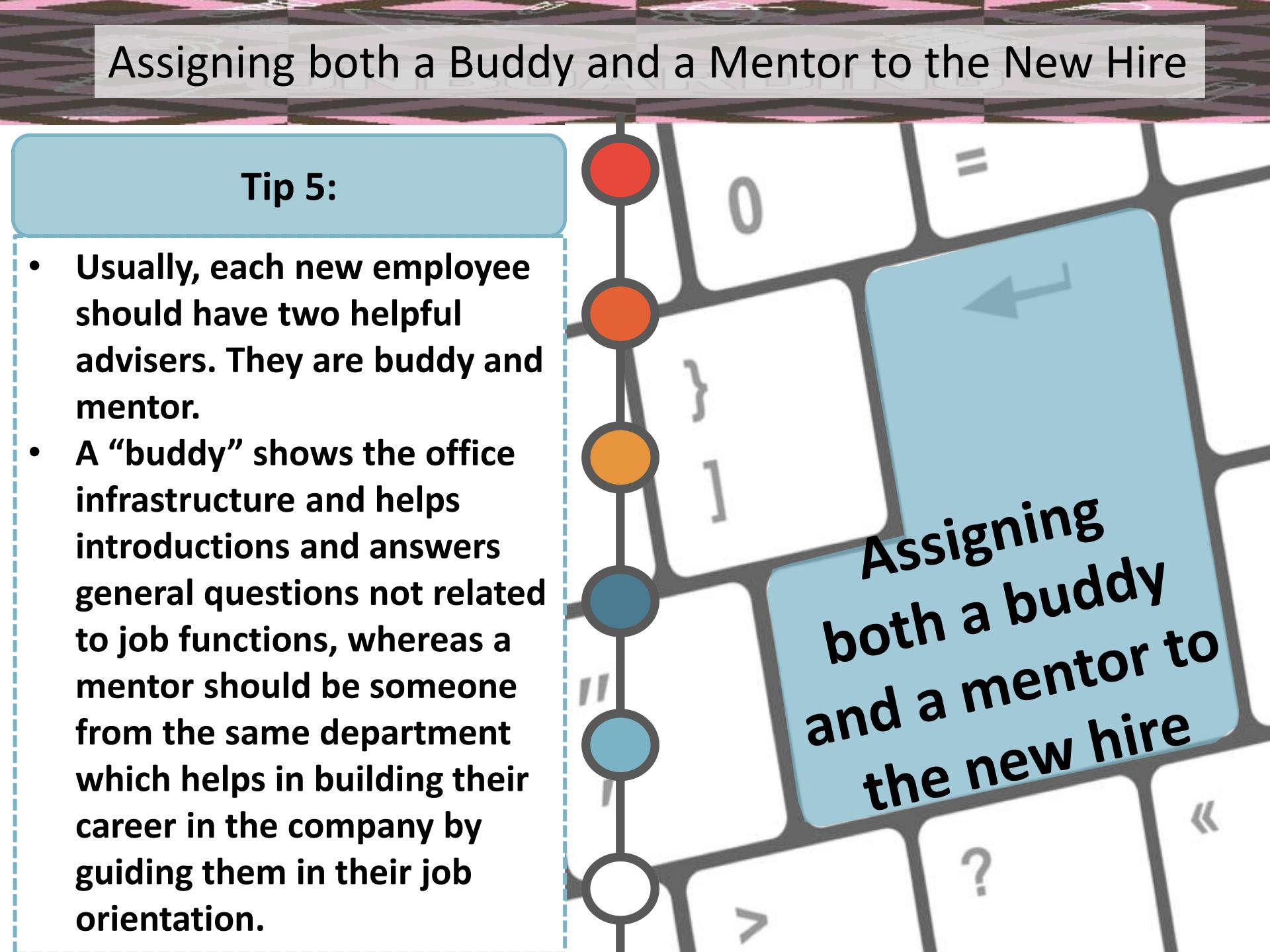
- Don't judge the mentor-mentee matchmaker in a hurry, wait till the new hire's first week complete.
- After a week, you can have a better knowledge about the new employee and appoint a person who matches the chemistry of the mentor and the mentee and appoint him as the mentor.



Assigning both a Buddy and a Mentor to the New Hire

Tip 5:

- Usually, each new employee should have two helpful advisers. They are buddy and mentor.
- A “buddy” shows the office infrastructure and helps introductions and answers general questions not related to job functions, whereas a mentor should be someone from the same department which helps in building their career in the company by guiding them in their job orientation.

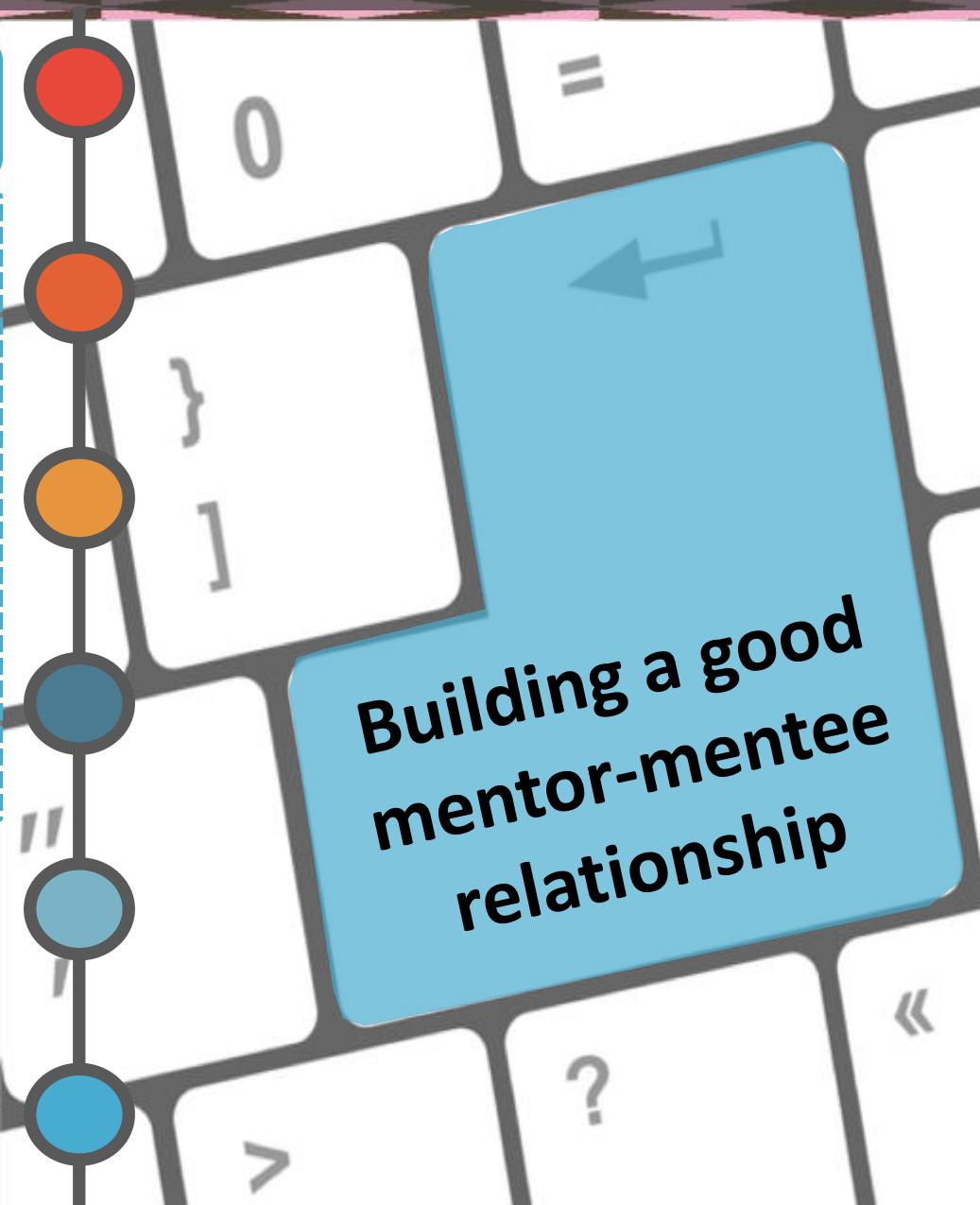


Assigning
both a buddy
and a mentor to
the new hire

Building a Good Mentor-Mentee Relationship

Tip 6:

- Once each new hire has been assigned a mentor, it's worthwhile to formally launch your program in a fun manner.
- Begin with a get-to-know-your icebreaker activity and a group lunch outing.



Building a good
mentor-mentee
relationship

MCQ

Q. Who is responsible for helping new employee quickly absorb organization's culture and social norms?

- Coach
- Manager
- HRD
- Mentor

Click on the radio button to select the correct answer!



Q. Who is responsible for quickly absorbing organization's culture and social norms?

- Coach
- Manager
- HRD
- Mentor

'Mentor' is responsible for helping new employee in absorbing organization's culture and social norms



Q. Who is responsible for quickly absorbing organization's culture and social norms?

- Coach
- Manager
- HRD
- Mentor

'Mentor' is responsible for helping new employee in absorbing organization's culture and social norms

Objectives

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Onboarding checklist



Employee onboarding checklist helps in the proper implementation of a well-devised onboarding plan.



This also helps in making it an effective and efficient one.



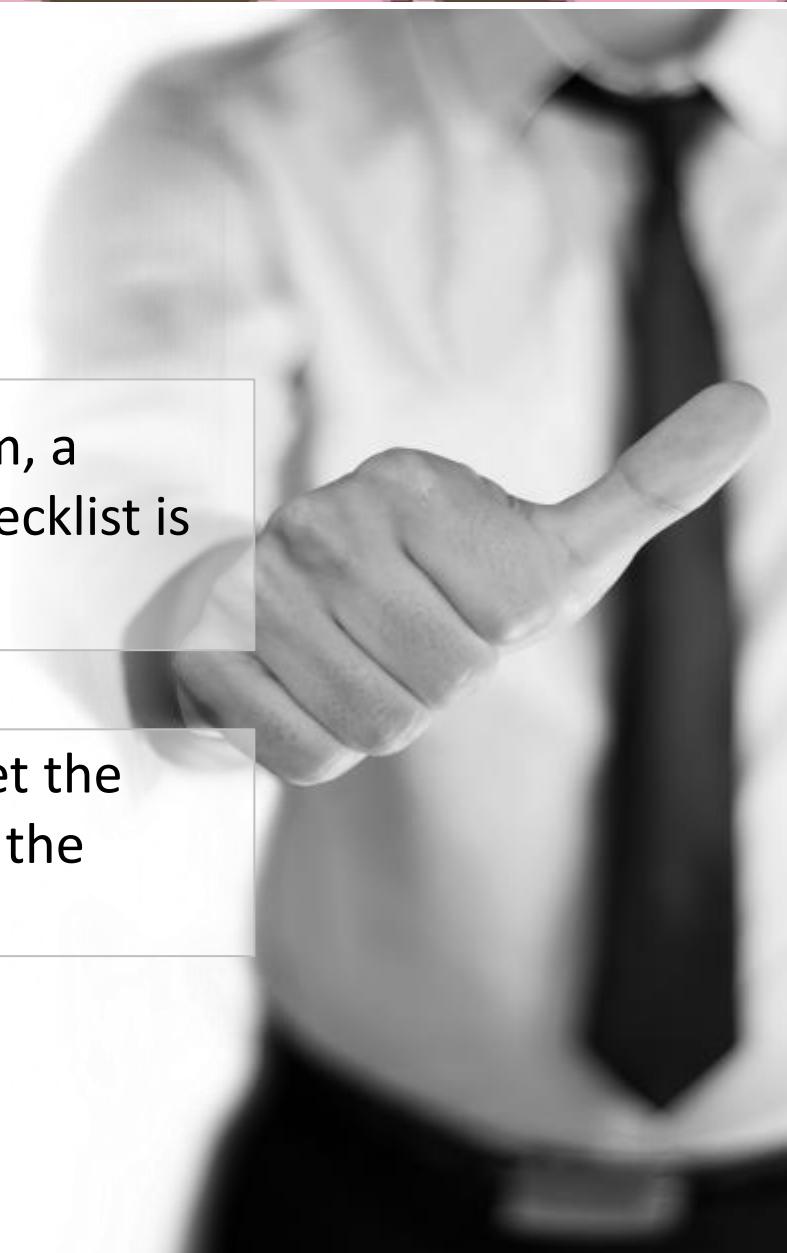
Onboarding checklist



For a successful onboarding program, a comprehensive and well-laid out checklist is essential for the new employees.



You should create a checklist to meet the needs of the organization as well as the nature of the job.



Types of Employee onboarding checklist

Employee Onboarding Checklist is divided into two types –



Pre-arrival checklist (before first day)

Post-arrival checklist (during and after First Day)

Pre-arrival checklist

- After the employee accepts the offer, send them a welcome letter or email and also provide them a salary and perks details.
- We have to provide the necessary equipment and work wear. You are making them tour the building of the workplace.
- We have to make arrangements to set up telephone, voicemail, workstation and Internet access.
- We should inform security about the new arrival.
- Information to the security as to the new arrival.
- We have to provide information about the new employee, their joining date, background, etc. to the current employee.

Post-arrival checklist

A checklist should contain all the items that can make an employee feel at home. It also teaches new hires how to mingle with the new people, a modern workplace and a new organizational culture.



First day

*First day leaves
a lasting impact
on the
employees.*

So every organization puts efforts to make its new employees feel at home.

The new employee is welcomed and made comfortable.

The employee feels welcomed and prepared to start working

First week

After getting their initial assignment, new employees start to gain better knowledge about the organization and their job role.

As the employees' work varies from company to company and job to job, their adaptability with the new environment and new people slowly takes place.



It also teaches them their company's culture and standards.

They begin to learn standard operating procedures related to their job.

First month

The employees get well trained with work schedule, job duties, and targets in the first month.

The employee will develop, learn about the company and build professional relationships continually.



During this month they slowly move into the culture of the company and socialization takes place gradually.

They become conscious regarding their performance and expectations.

First year

In the first year, the new employee will be fully engaged in his new role.

He uses his skills and knowledge, makes his own decisions, performs to reach goals, understands how his assignments may have an impact on others in the company, and develops proper relationships among the workers.

During this period, he develops a level of autonomy. Now, they will be having a better understanding of the organization's culture and mission.

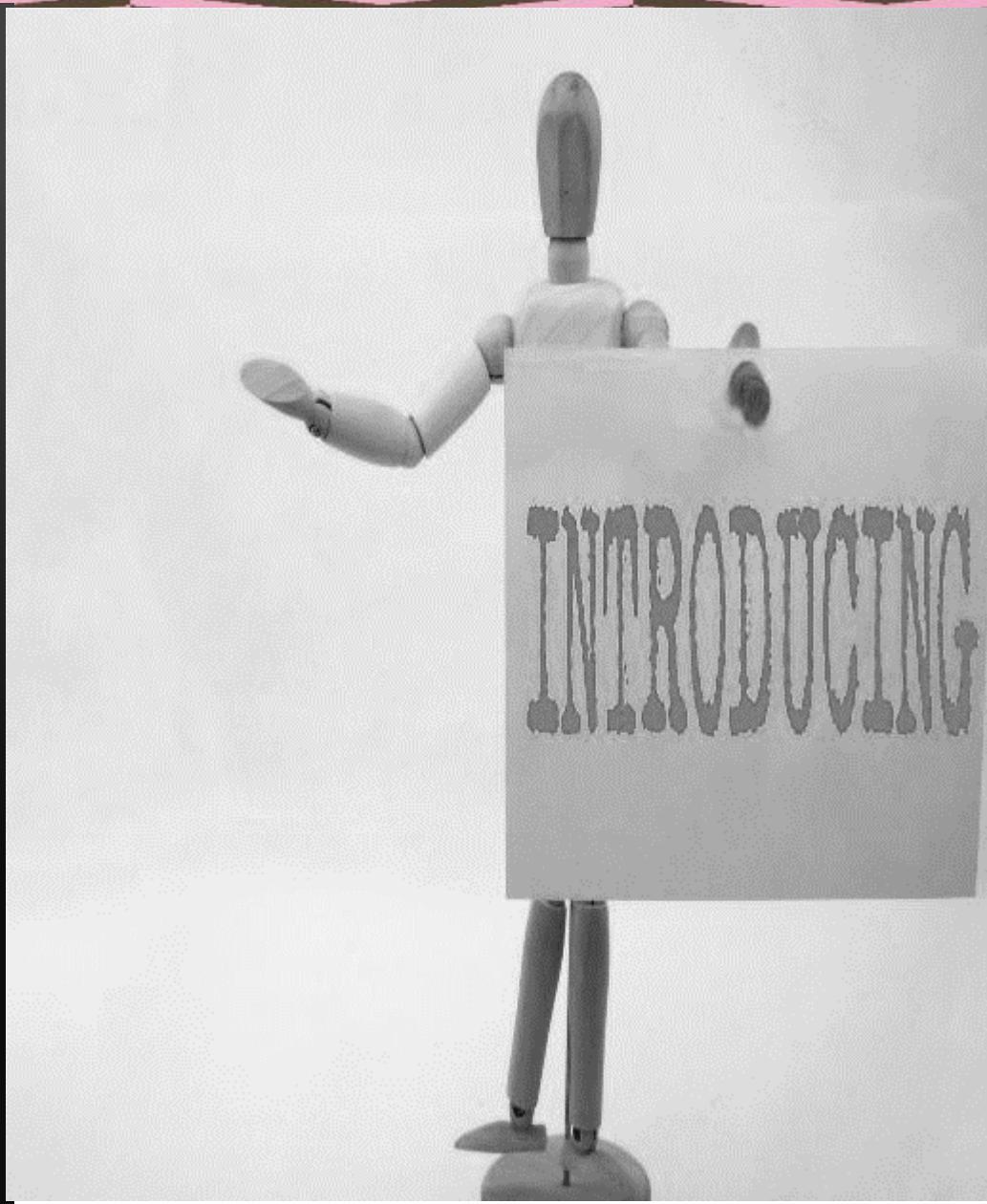
Very importantly, the employee would have started to feel at home situation entirely in the organization.

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Types of onboarding

- Onboarding programs are used to introduce a new employee to the company and make them prepare for a constructive goal in achieving the organizational goals.
- There are different types of onboarding programs implemented by various companies to achieve the same purpose.



Types of onboarding

Orientation

- Usually, a short orientation program will be held in which a new employee completes required formalities like paperwork and receives handouts which explain about company's mission, policies, and targets.
- Other programs are usually formal training sessions, mentorship programs, management involvement, and other similar initiatives for successful, senior-level employees.

Regular Employee Onboarding



To become an active part of the existing team, one has to gather required knowledge, skills and behavior in the onboarding process. With the HR market estimate that 50% of hiring failures in lower level management within 18 months of joining, employers make sure that their employees aren't one of them who look for career transitions every year.

User / Consumer Onboarding

User onboarding means a process which is used to increase the likelihood of a new user successfully using your service or product after purchase.

Retention is an integral part of the marketing strategy in their business.

With massive competition in offerings and prices in the market, so user retention is essential because each product has several alternatives.

Due to a decrease in sales or misunderstanding of the consumer on using their products, most businesses lose their users in the first two months of the purchase.



Client Onboarding



The factors such as client experience, their service, and relationships have a direct impact on client onboarding. B2C and B2B companies will do this vital function. Expectations, goals, objectives, and grasp of the product and service you offer differ from every client. So, it is essential to include in self-introduction during onboarding program.

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Different types of cadres

Following are the 3 different onboarding types for different designations –

1

Onboarding for
Juniors

2

Onboarding for
Managers

3

Onboarding for
Directors

Employee Onboarding for Juniors

1

Send out an e-mail to everyone in the office so they're prepared to welcome a new employee.

2

Set up the computer and configure the new employee's e-mail accounts.

3

Set up the phone system, and provide instructions for using voicemail and all other communication system required by the new hire

Employee Onboarding for Juniors

4

Have a stack of business cards waiting.

5

Designate a workspace and provide a name plate on his or her desk or office door as a tangible sign that you've prepared the space.

6

Help the newbie learn names and jobs. Make an informal org chart of your department that spells out who's responsible for what.

Employee Onboarding for Managers

Employee onboarding for Managers are as follows –

Send them a management handbook

Providing other supplementary materials

Get the paperwork out of the way

Give them a “day before” meeting or call

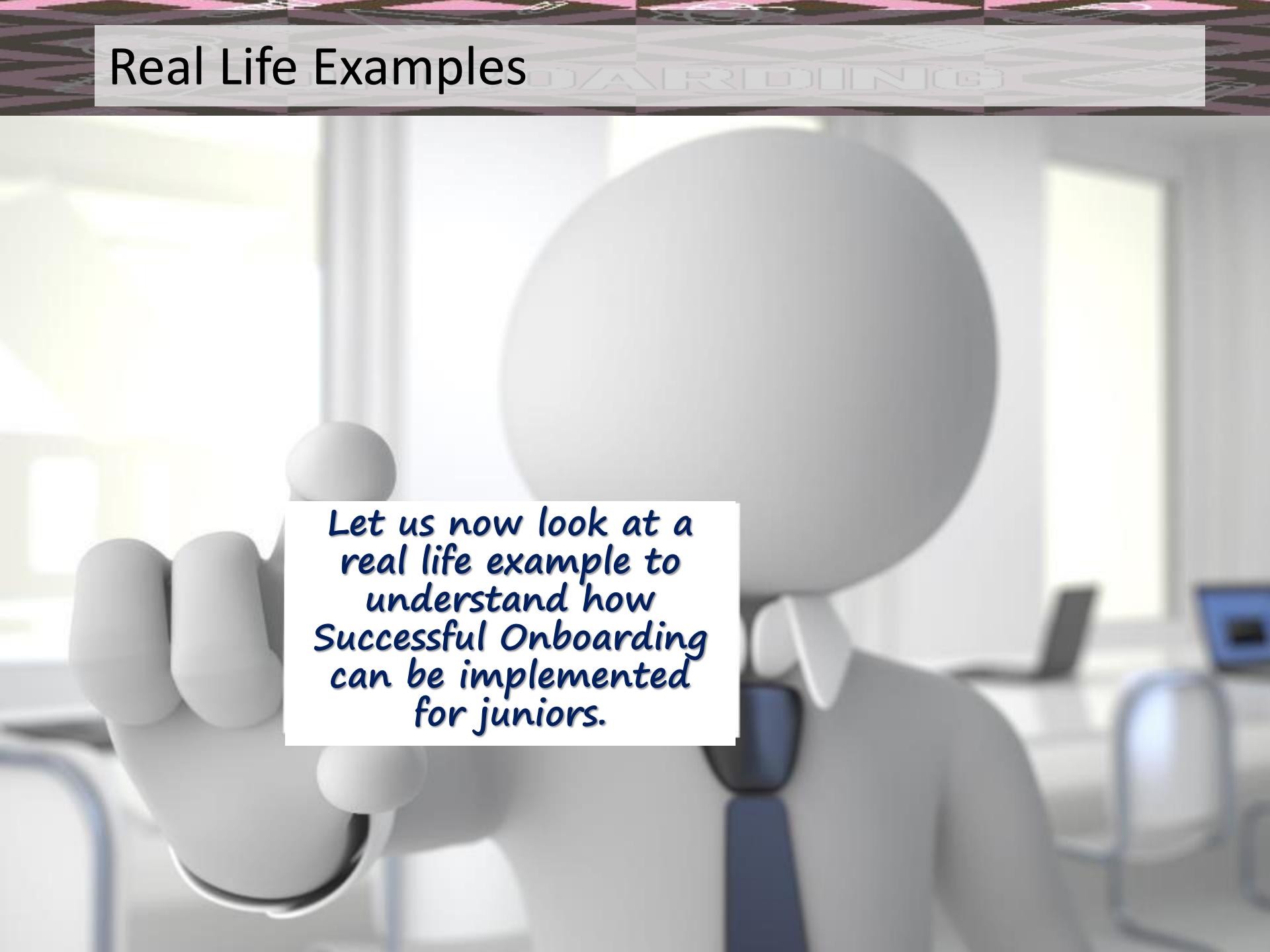
Employee Onboarding for Directors

- Director induction programs are usually run by corporate secretaries, sometimes with input from the chief human resources officer.
- If the new board member has had some prior general training in the role of a director, the induction can focus on the company, its products, services and how it operates.
- The new director should ideally spend some time at company headquarters with senior executives.

Employee Onboarding for Directors

- New board directors should be encouraged to make site visits to see as much of the company's operations on the ground.
- Boards also may contemplate having an informal mentor program that pairs a new director with a more experienced director who can provide perspective on boardroom activities.

Real Life Examples



Let us now look at a real life example to understand how Successful Onboarding can be implemented for juniors.

Real Life Examples

Keith Watson

INTEGRATED ENGINEERING LIMITED



Keith Watson works as an Engineer at Integrated Engineers Ltd (IEL). A company which manufactures industrial valves, pipes and allied products.

Real Life Examples

Keith Watson

Gavin Daniel

INTEGRATED ENGINEERING LIMITED



Gavin Daniel, shortlisted for Junior Engineer position at IEL befriends Keith Watson and asks Keith a few questions about the company.

Real Life Examples

Gavin Daniel



Hi Keith, I have been selected for the role of Junior Engineer at IEL. Can you please brief me about the orientation and onboarding programs?

Keith Watson



Sure Gavin. Before the start date itself, they reached out to me. I got details about my cab driver's name, mobile no. and cab number before my first day in the office so that I can commute to the office comfortably.

Real Life Examples

Gavin Daniel



Were you assigned with work on the very first day and how was your schedule?

Keith Watson



I was given a 50-page HR handbook which had details about various employee benefits, HR policies and brief description of the company's history and products. The HR Manager also briefed about the salary structure, promotions, etc. orally.

Real Life Examples

Gavin Daniel



That sounds good. So your regular work began immediately after that.

Keith Watson



No. After the meeting with HR Manager, we were taken to our department where we were given our ID card, badges, login-id, and password. We also received a welcome package which had gifts or messages from office mates.

Real Life Examples

Gavin Daniel



So you had a wonderful morning session on the very first day.

Keith Watson



Yes, we had more fun in the afternoon because we were taken out for team lunch along with our co-workers and we got introduced to each other.

Real Life Examples

Gavin Daniel



How did you come to know about your products and customers?



Keith Watson



Actually, on the second and third day, we have Customers day and Product day. The company educates us about the customers for whom we are building the products.

Real Life Examples

Gavin Daniel



How did you come to know about your products and customers?

Keith Watson



On Product day they teach us how to build the products, how to take product decisions and share the roadmap for what's ahead.

Real Life Examples

Gavin Daniel



That's wonderful. How was your work schedule?

Monday	Tuesday	Wednesday	Thursday
1 Book flights	2	3	4 Marketing conference
8	9	10 11 a.m. Meeting with George	11
15 3 p.m. Meeting Finance Department	16	17	18
22	23	24 1 p.m. Lunch with Alice	25
29	30 9 a.m. Meeting Advertising Campaign Strategy		

Keith Watson



Yes, we were tightly scheduled with work for the first couple of weeks. It created a right impression because we will never be wondering what to do next, and also we know what has to be done next and what we are currently doing.

Real Life Examples

Gavin Daniel



Were you able to handle all the work independently?

Keith Watson



To assist and guide us, we had a mentor who works in the same department or team. The new hire can approach his or her mentor for any guidance. And on the final day of the first week, we were introduced to our directors and other management teams.

Real Life Examples

Gavin Daniel



That's an excellent orientation and onboarding programme of the company. Thanks for sharing the details with me Keith.

Keith Watson



Welcome Gavin, I also wish you good luck for your new role as Junior Engineer at IEL.

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Onboarding and engagement



Employee onboarding and engagement should always go hand in hand. The program to be implemented by an employee should keep them engaged. The reason for the onboarding program is to keep the employees engaged from the joining day. Onboarding is done like simple checklists and keeping them involved in the company culture and help to promote a high function team.

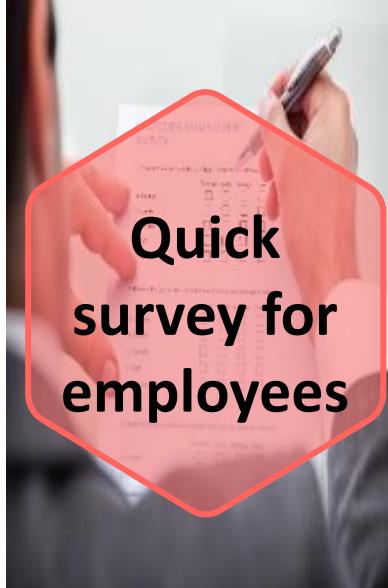
Onboarding and engagement



Usually, management doesn't focus because we can't expect the return immediately and the retention gains are also not convincing. But, onboarding is directly related to the organizations' talent, and if your company doesn't have excellent staff in place, then things fall apart.

How to Create an Engaging Program?

The HR team can implement the following methods to build engagement into your onboarding efforts –



Click each image to learn more.

Quick survey for employee

Quick survey for employee



This will help provide a good baseline assessment to use for comparison purposes at the conclusion of formal onboarding efforts.

Creating Individual Career Growth Plans

Individual career growth plans



Engagement comes from employees feeling like they are respected and have a stake in the success of the company. Creating career/growth plans helps because it not only gives new hires success benchmarks, but simply asking how you can support them builds loyalty.

Leaders Accountability

Leaders accountability



When an employee complains about work, the problem often is not with the job, it's with the manager. The shortage of good, quality mentors and leaders in the work force today is directly proportional to the shortage of employee loyalty. It's a cause and effect relationship.

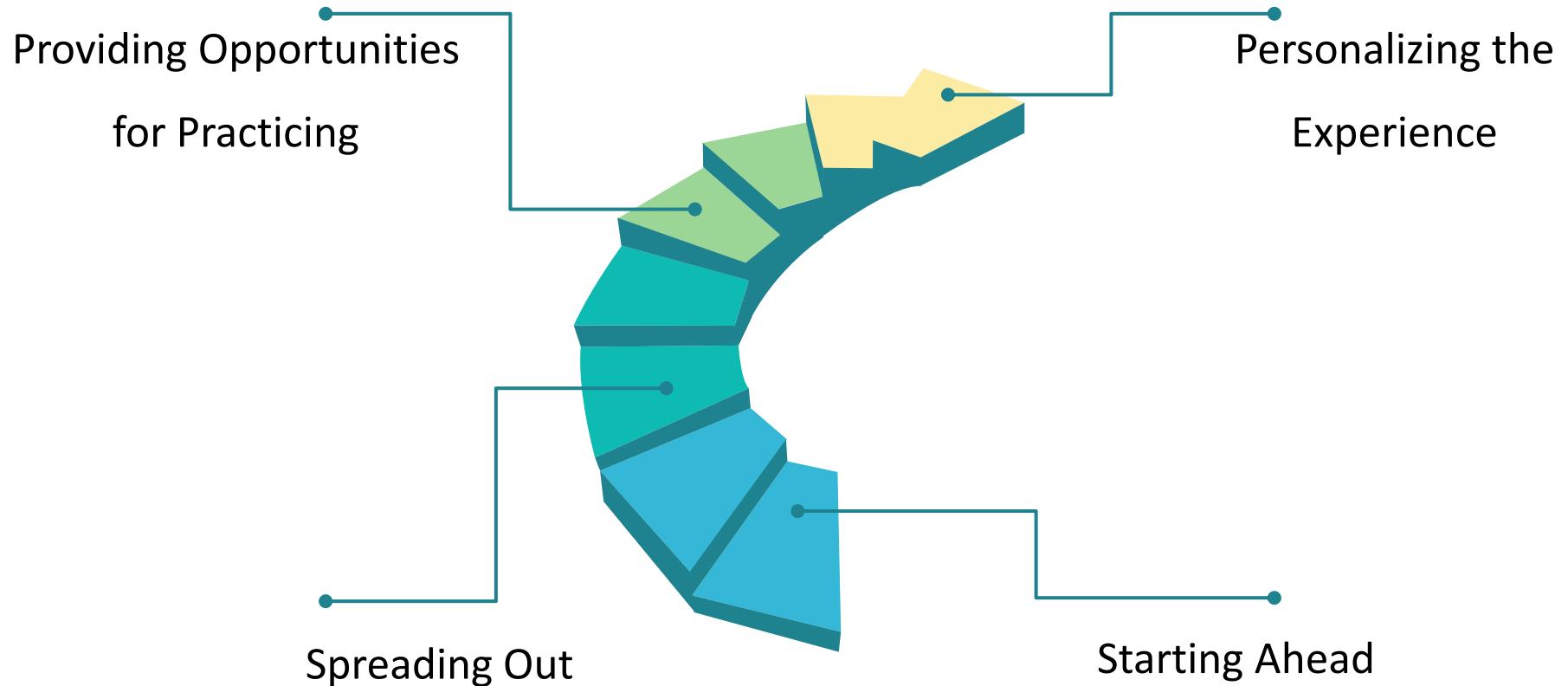
Explaining the Future Plans



Satisfied employees are getting a paycheck, but engaged employees are contributing to your mission. To be engaged, your employees need to know their performance targets and the mission of the company beyond making money.

Different Ways of Engaging Employees

The HR team can resort to the following strategies to create a more effective and more engaging onboarding experience –



Benefits of Employee Engaging through Onboarding

The benefits of the employee onboarding program are as follows –



**More Productive
Employees**



**Loyal
Employees**



**Better
Information
Retention**

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New employee follow-up

Follow-up of an employee is an essential step for effectively implementing a program. Even employee onboarding requires this step to be followed. Managers should be involved in the onboarding process with new employees so that they can decide to implement any changes or not in the training process. Meeting with new employees should be made consistently and help them to solve their problems immediately.



New employee follow-up

It is essential that after 30-day hire check-in is necessary. It allows discussing whether your initial expectations are met and new employee can also share whether their expectations are even met.



Put time aside

Though 30 days in a business can pass by quickly, you may be busy in performing your job correctly, but a new employee can feel like an eternity if there is no one to ask them their regular feedback.



Preparation

In case of any meeting, make your new employee engage in the conference by arranging for a conversation. Before preparing for a scenario like “everything cool”? Spend a few minutes from your part of the 30- day check-in also.



The Setting



The place you select for the 30-day check-in is essential to discuss with your new employee because a moving elevator, a cab on the way or way straight from a meeting are not proper to consider. It is inappropriate to discuss with them on the corner of your new employee's desk also.

The 2-Way Conversation



A good conversation should be 2-way. See that 30-day check-in is not only a chance for you to provide your feedback but give time to your new hire to kick off the conversation before you have your chance.

Listen Carefully



During 30-day check-in listen to them patiently before you speak as you did in your initial interview with the new hire. Before giving your feedback about your general observations, relate the conversation with the success expectations that you would have pointed to them earlier.

Encourage Them



Generally, 30 days is too small to make any decisions. Make them feel that you are on their side during free-flowing conversations or at time of awkward silences or any amazing pieces of difficult feedback and prove that you are ready to help them in meeting their objectives.

Follow-up



Follow-up usually takes place after the actual 30-day check-in. If you have promised that you make some changes, investigate, speak with other team members, or taking responsibility in answering a question raised by your team member, make sure that you fulfill that. And also try to fulfill that promise within a short period.

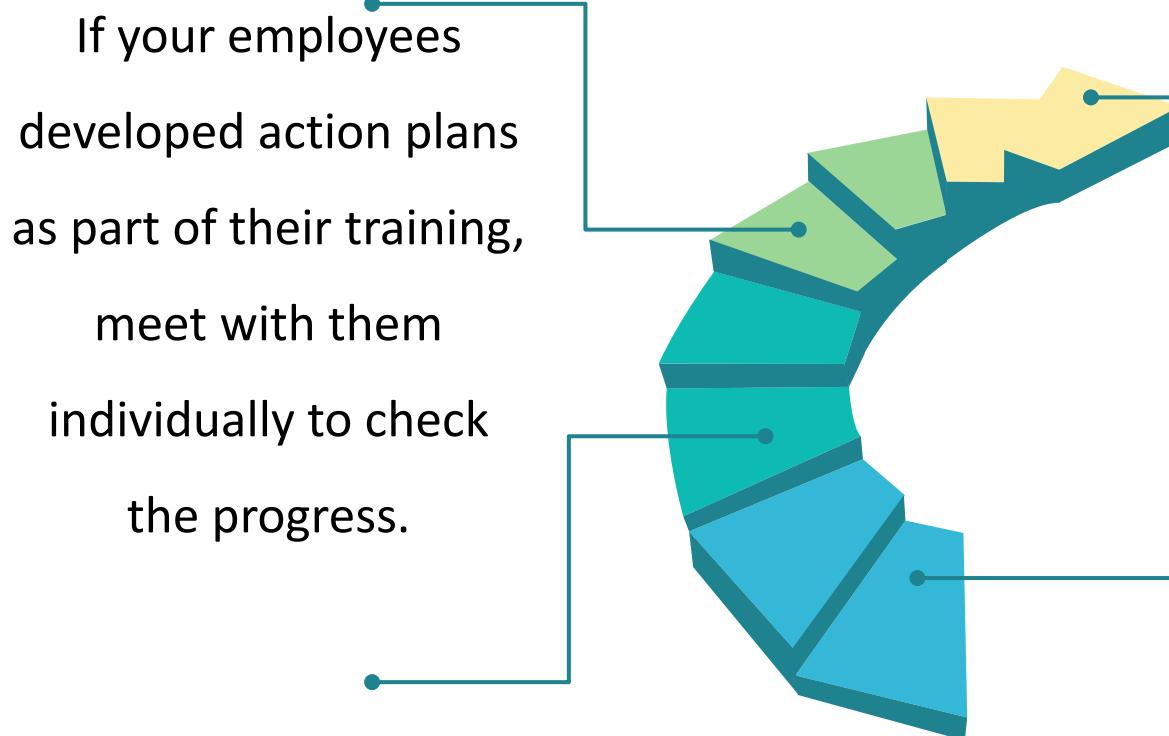
Tips for Effective Employee Follow-up

Following are a few tips to assist you with your follow-up –

- **Ask your employees how they would like to have follow-up conducted.**
- **Allow your employees to be creative with their own ways to reinforce the training and new skills they learned. Be supportive and receptive to their ideas.**
- **Assign periodic assignments on different topics from the training.**
- **Assign a "mentee" to each employee who attended the training. Ask the employee to teach one topic a week to their new "mentee."**
- **Encourage your managers and supervisors to put the skills they learned from training into practice immediately. They can lead by example.**

Tips for Effective Employee Follow-up

Following are a few tips to assist you with your follow-up –



If your employees developed action plans as part of their training, meet with them individually to check the progress.

Put together a short questionnaire and e-mail it to your employees to get their feedback.

Be attentive. Observe your employees in action as they put their new skills into effect.

You want the training to be fresh in their minds.

Practice



Let us now practice all
that you have learned
about Employee
Onboarding.

Practice

Contact the HR Department of your company and answer the following questions:

- What type of employee onboarding program/plan is followed to increase confidence, improve productivity and performance of new employees?
- What type of information is shared with the employees during orientation?

Case Study

Martin is working as Human Resource Manager in NextGen Inc., a leading software development company.

The company is planning to recruit programmers, project leaders and also managers for each team.

- 1. What type of onboarding/orientation plan should Martin prepare for recruiting people for different cadres?**
- 2. What type of onboarding program will increase employee engagement and reduce new hire turnover?**

Summary

- **Onboarding is a comprehensive process for integrating newly appointed employees in an organization and familiarizing them with the organizational culture and work environment.**
- **An Onboarding Program can definitely improve the readiness, fit and performance of every employee who takes on a new role in the organization.**
- **To make the new hires productive from the very first day, the HR team must ensure that the new hires are provided with education, information and the tools to perform their job effectively.**

Summary

- An effective onboarding process turns the new recruits into assets for the organization.
- On a company Intranet, you can make available to a new hire multimedia such as videos and podcasts that state your company's overall strategic goals, talk about your company's values, and provide employee testimonials.
- The purpose of a mentor is to help the new employee quickly absorb the organization's cultural and social norms and act according to the nature of the job.

Glossary



*Click each **alphabet** to learn more.*

Glossary

Formal Onboarding –
Formal onboarding includes selective assignments and strategies that help a new employee change in accordance with his or her new position.



*Click each **alphabet** to learn more.*

Glossary



Orientation – The most common type of program includes a brief **orientation** session where a new hire completes necessary paperwork and receives relevant handouts that explain the company's mission, policies, and expectations.

Click each **alphabet** to learn more.

Glossary

User onboarding – This onboarding process is used to increase the likelihood of a new user successfully adopting your product/service after purchase is known as user onboarding.



*Click each **alphabet** to learn more.*

Glossary

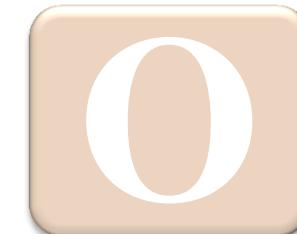


Mentor – Mentor is one who can guide the new employees in an amiable manner through all the apparent odds they are about to face in the new work environment.

*Click each **alphabet** to learn more.*

Glossary

Client onboarding – It directly impacts the client experience, servicing, and relationships leading to increased acceptance. Every client has different expectations, goals, objectives and grasp of the product or service you are offering; making it a must to include a self-introduction while onboarding them.



*Click each **alphabet** to learn more.*

Congratulations!

You have Successfully Completed the
Course on

'Employee Onboarding'!