Onboarding: Success From Day 1
To show this poll

1. Install the app from pollev.com/app
2. Start the presentation

Still not working? Get help at pollev.com/app/help or Open poll in your web browser
Onboarding

What Is Onboarding?

Onboarding is the process by which new employees are introduced to your organization. Convey your organizational brand and values, explain your people and professional culture, align institutional expectations and performance and provide your employees with the tools to be successfully assimilated into his or her position with a quicker ramp-up to productivity.
The Beginning

- Silicon Graphics (SGI): The unofficial release that we were hiring 10,000 new Hires.

- Shell Stores: Started with all interviewing employees in the stores and having them complete paper applications, and signing acknowledgements for all onboarding documents.
The Beginning

► What did this mean?
  ► 30+ documents to be signed by each new hire
  ► Chasing stores for the either emailed or faxed signed documents for each new hire (average 20-25 new hires per day)
  ► Passing 3-5 audits annually
  ► Completing subpoena requirements
The Beginning

- Working with the various Labor Board and DOL notices received
  - Paying large penalty fees from claims on a regular basis

- Constantly getting letters from the Social Security Administration regarding incorrect social security number usage and having to reply.
Compliance Concerns

- Labor Board
- Department of Labor
- Individual Law Suites
- Class Action Suites
- Unemployment
- Audits
Facts to Think About

➢ 69% of employees who have a great onboarding experience are inclined to stay with their company 3+ years.

➢ The average younger generation spends 9+ hours on technology per week. Paper is a deterrent and drive candidates away. If you want into a bank and they hand you a large stack of papers required to complete most will walk away.
Facts to Think About

➢ 76% of new hires feel socialization is most important.
   ➢ Onboarding documents are a required process but make them simple and fast. Help them get to the real experience of working on the job as quickly as possible.

➢ Onboarding programs can increase retention by 25% and improve employee performance by 11%
   ➢ Giving the employees the tools they need from the beginning
Facts to Think About

- Organizations with a Best-of-class onboarding process:
  - Retain 91% of first-year employees and
  - see 62% of first-year employees meet performance goals.

- 56% of new employees want a buddy or mentor.
  - Do you remember when you were a new hire somewhere? Sometimes it can be nerve racking and scary. Is there a platform they can refer back to thing quickly and easily?
Facts To Think About

► 32% of global executives said their onboarding was poor
  ► Begin your employee onboarding revamp from the top down.

► 15% of employees said the lack of an effective onboarding program aided in their decision to quit.

► It takes 8-12 months for new hires to be as proficient as their tenured colleagues.
Benefits of a Successful Onboarding

- Creates a consistent compliant process each and every time
- All processes are able to be audited
- A lot more hiring, in a lot less time, at a lot less cost
  - No more store management spending hours with applicants completing paperwork
Benefits of a Successful Onboarding

- No more HR/ Payroll individuals collecting paperwork and entering data into system.
- No more employee errors
- No more time spent gathering data for auditors, subpoenas, or other legal requirements.
- Automate all training that is assigned at the time of onboarding so training is consistent and in compliance across the company.
Benefits of a Successful Onboarding

- Auto assign benefit options at time of onboarding so appropriate benefits are offered or provided at time of onboarding so no more open enrollment meetings or someone being missed on benefits offerings.

- No more making sure you have the current I-9 form, W-4 form or other state or federal compliance forms.
Benefits to Successful Onboarding

- Social Security Administration notifications stop since employees now enter their own information.

- May establish processes within the onboarding process to verify, run background checks, tax credits, and various other pre-employment checks taking the process off management or HR to handle.
Government Compliance

- Automating your onboarding process will allow easy processing and compliance of the following requirements (depending on state):
  - EEO-1 reporting
  - Vet status reporting
  - ACA annual reporting
  - OSHA reporting
  - ERISA compliance
  - W-2 filing
  - Payroll tax filing
How Do You Start????

- Set a consistent compliant process
- Set expectations from the start with great communications and early access to handbooks and job descriptions.
  - Explain how job-related goals align with those of the company
How To Get Started

▶ Start connecting with pre-hires early with a welcome video to introduce the company’s culture, values and mission.

▶ Start communicating through technology and show that your company supports technology and supports the growth of technology in your organization.

▶ Find a solution that has an app. Not just a computer based system.
How To Get Started

- Through the onboarding, teach them how things work in your company.
  - Define what good performance looks like.

- Establish early wins. 60% of companies report that they do not set short term goals for new hires. A good way to start is to establish short term winning targets for them to accomplish (3, 6, and 9 months).
  - Continue engaging and growing your employees.
How To Get Started

- Build a sense of community through your onboarding. Then make sure it continues in your opportunity. According to Harvard Business Review, recent research reveals that 40% of adults report feeling lonely. This increases their chances of leaving a job.

- People don’t stay for jobs. They stay for people. Our employees love our customers and their coworkers.
Summary

▶ There is no one size fits all onboarding. You must review your options and see what fits your organization.

▶ No one system can do it all. Trust me, so have been through 5 system in 8 years.

▶ The initial cost to establish a good onboarding system is worth the benefits.
  ▶ Increased performance
  ▶ Improved longevity
  ▶ Improved compliance
  ▶ Overall cost reduction
Questions