



# Onboarding Essentials

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A toolkit to ensure world class  
Candidate Experience, Employee Engagement and Retention

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# Essential 4C's of Onboarding<sup>1</sup>

*Paperwork is a necessary part of the onboarding process, but it's much more than that!*

The W-4 info and benefits enrollment process are part of the required paperwork a new employee needs to complete, but a New Employee Orientation shouldn't only be a mind-numbing amount of paperwork, process and policy. Employee onboarding introduces new hires to the values, cultural aspects and people of the company. The 4C's are crucial to ensuring a positive onboarding experience.

<sup>1</sup>Tayla N. Bauer, for SHRM

A small but important part of the process. Legal and policy rules at a level that will ensure new employee is aware and agrees to comply.

COMPLIANCE



Job clarity and clear performance expectations

CLARIFICATION



Imparting organizational culture, formal and informal

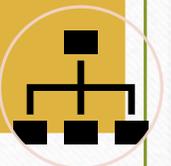
★ SoV Welcome Video

CULTURE



Mentoring on critical relationships and informational networks new employees need to understand to be successful

CONNECTION



## COMPLIANCE



It is important for new employees to understand our policies on day one, but don't overburden them with legal and policy jargon that is in excess of what they need to be able to understand and comply with our policies.

## CLARIFICATION



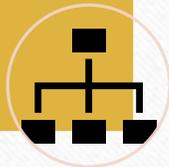
We owe it to our new employees to provide a clear and concise understanding of their job duties and performance expectations right when they start. If they feel it is in any way different than the job they thought they were getting, it should be discussed and resolved early, so it doesn't create a lack of engagement with the new hire and possibly turnover in the position.

## CULTURE



Communicating a corporate culture starts in the Talent Attraction phase and is reinforced in the onboarding phase. Consistent **Culture and Employer Branding** is key for new employees to feel they are "getting what they signed up for."

## CONNECTION



Being a mentor to get new hires connected with critical partners and support networks that are drivers to their success is key and often overlooked. Make this a priority.

# The Importance of Onboarding By The Numbers

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Most people starting a new job decide if they feel part of the team within the first three weeks.

**4%**

Of new employees  
leave a job after only  
one day  
*Bersin*

**22%**

Of staff turnover  
occurs within the first  
45 days  
*Bersin*

**91%**

Companies with an  
engaging onboarding  
program retained 91%  
of their first-year  
workers  
*The Wynhurst Group*

**58%**

Of new employees are  
likely to stay at a  
company for three  
years or more if they  
had a great onboarding  
experience  
*The Wynhurst Group*

# The Importance of Onboarding By The Numbers

**4% Of new employees leave a job after only one day**

We hired 946 people in Fiscal Year 2016. That means theoretically 38 people quit after one day, or 1 out of every 25 new hires.

**22% Of staff turnover occurs within the first 45 days**

More than 1 out of 5. This is the “magic time” of successful onboarding/retention as it’s the usual make or break phase when people will feel they are here for the long term or not.

**91% Companies with an engaging onboarding program retained 91% of their first-year workers**

That means 860 of our FY 2016 new hires will stay on if properly engaged. This means less cost of turnover (time for offboarding, recruiting costs, onboarding, retraining, etc. plus any advertising costs.)

**58% Of new employees are likely to stay at a company for three years or more if they had a great onboarding experience**

While 58% may seem lower than we may see here at the state, it reflects more of people from the “high performing” workforce population.



## Ramping Up!

- Don't wait until first day to engage with new hire
- Send out information on policy and other useful and interesting topics like company history, social responsibility initiatives, etc.



# Pre-Boarding and First Day Preparation



## PRE-BOARD

- Personal info
- Contact info
- W-4
- I-9
- Direct deposit form
- Handbooks
- Dress Code
- NDAs
- Agenda for Day One
- Links to key company info (if secure)

## DAY ONE

### WELCOME!

- Include link to video clips from the new hire portal
- Welcome card from peers
- Company “Swag”
- Org Charts
- Links to key company info/new hire portal
- Timesheet Payday Schedules
- Assign new hire mentor/buddy
- Intros
- Tours

### TECHNOLOGY AND WORK AREA SET UP

- Phone
- Workspace/  
Ergonomics
- Security access
- Computer
- Email
- Logins and access to necessary software systems
- Desk Supplies (paperclips, staples etc.)

### COMMUNICATION

- NEO plan and what happens after
- Departmental/  
Company Email Announcement
- Team Lunch
- Critical contacts/  
partners meeting



### 30 DAYS

- All required training completed
- New employee has met with all necessary partners/coworkers
- At least 3 weekly check ins have occurred
- Ask new employee if they feel they have all the necessary information and tools to feel like they can effectively do their job

### 60 DAYS

- Ensure employee is well on way to being engaged on projects and responsibilities
- Schedule 2-4 hours of 1:1 time over day 31-60 to gauge job satisfaction. What has been learned? What they still need to learn? etc.
- Perform a “new hire review” with hiring team
  - Is this the right person for this job?
  - Do they have the skills they demonstrated during interviewing process?

### 90 DAYS

- Ensure employee has thorough understanding of company, it’s processes and their job duties
- Assign larger projects with increasing responsibilities

# What Happens Next to Keep Employees Engaged?

- Maintain good communication to ensure they are highly engaged and that their career path is important to you
- Listen to their feedback - what they like, what projects and tasks they enjoy most. Also, understand concerns of where their job satisfaction is low – can it be resolved with more training?
- Create more defined career plans

Strategies  
to keep top  
employees  
engaged  
and retain  
them for  
the future

- Encourage professional development opportunities
- Be consistent about mentoring
- Include on industry related events/conferences
- Ensure project portfolio is a mix of cross functional and departmental initiatives
- Cross train where you can for educational and succession purposes
- Be consistent about scheduled check-ins
- On time performance evaluations
- Get 360 feedback for performance evaluations
- Give attainable AND stretch goals
- Public recognition should be given when warranted

# Culture and Engagement Building Activities and Strategies

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Let's brainstorm on  
ideas on how to do that!

Here are  
some ideas!

Learning ★  
Opportunities –  
Personal and job  
related

**Flexible Work Schedules**



**Buddy Systems**

**Periodic Team  
Lunch/Potlucks**

**Team  
Outings**

**LESS MEETINGS!**

**Group Volunteer Projects**



Have more questions?

Please contact us and we are happy to help!

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