



# Five steps to get your new starter up and running fast

Prepared by Operation Verve

# GIVE YOUR NEW STARTER A HEAD START

Hiring new staff can be challenging for everyone.

You need to minimise the uncertainty of adding someone new to the fold whilst keeping up with both practical and administrative parts of the process.

The highest priority, of course, is developing the competence and independence of your new starter as fast as possible.

Whether your new starter is joining the team onsite, or their work includes more flexible remote structures, it is essential that they're provided with a well-crafted onboarding experience.

The five step process outlined in the following pages will allow you to develop your own customised onboarding system. Use your new system again and again to multiply workplace engagement and productivity across your entire team.



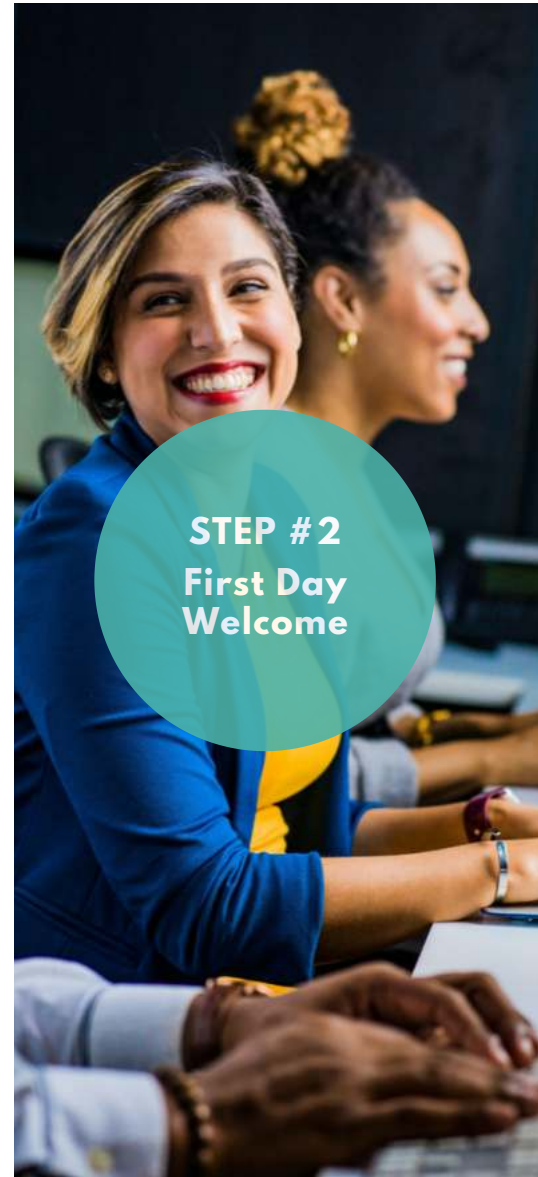
# 25%

Effective onboarding programs can increase retention by 25%

## SOME SERIOUS NUMBERS

- Effective programs can increase retention by 25% and improve employee performance by 11%.
- Best-in-class businesses are 35% more likely to begin onboarding processes before day one.
- The #1 thing missing in most onboarding programs: clear job duties and expectations.
- After both operational and cultural onboarding, 92% of new starters felt like productive contributors to their organisation after one month on the job.

# FIVE STEPS TO ONBOARDING





## STEP #1

# ENGAGE AND PREPARE

## Preparation

Preparation is the key and this also applies to creating a great onboarding experience. Prepare well and ensure you put together all the tools and resources the new starter needs.

Make sure you have everything covered to make them feel welcome and ready to make a difference to your business.

This should include completing a checklist, to make sure you haven't missed anything, information on your business as well as sending out a message to the team letting them know someone will be joining them.

## HINTS AND TIPS

- Welcome your new starter with a personalised message and a gift.
- Give the new starter a confidence booster by ensuring they have all the information they need to prepare for their first day.
- Involve the team in preparing to welcome the new starter.



## STEP #2

# FIRST DAY

First impressions are vital! The truth is, most new employees decide whether they feel at home in a new job during the first three weeks.

Employees feel 18 times more engaged if they are onboarded correctly.

Businesses with highly engaged workforces are generally 21% more profitable than those with poor engagement.

Losing an employee in the first year will typically cost at least three times the employee's salary.

## HINTS AND TIPS

- Make sure you confirm all their details to ensure they can get paid.
- Ensure the first day agenda covers off 'how we do things around here.'
- Hold a team get-together to officially welcome the new starter.
- If you are the manager, it is a good idea to follow up at the end of their first day to see how they are settling in.

# AGENDA AND ORIENTATION

### Buddy up

Buddy new starter up with a teammate.  
Buddy introduces new starter to the team.

### Desk ready

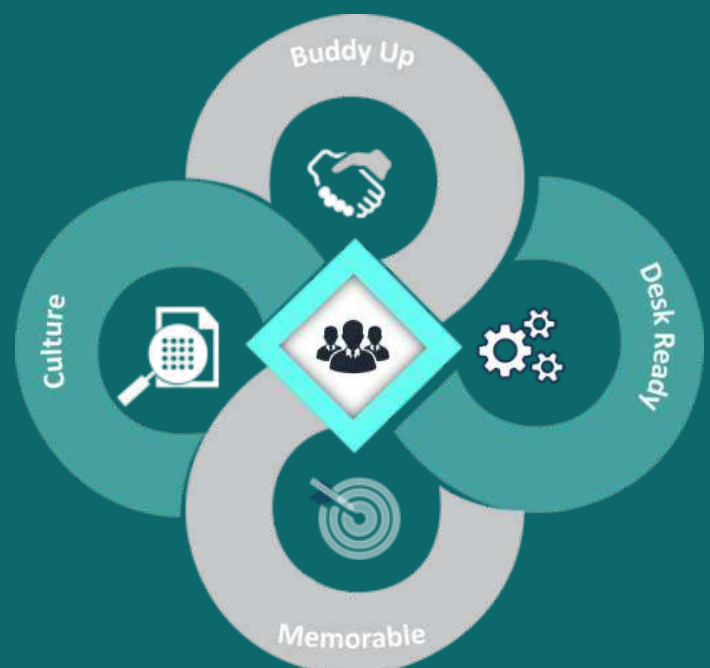
Prepare your new starter's desk, login, security pass, access to folders, email, etc.

### Make it memorable

Provide a copy of an induction program (times confirmed). Remember to drip feed information.

### Culture

Provide a culture session to convey your core company values and expectations of the role.



## STEP #3

# FIRST MONTH

Planning out a highly professional and supportive first month for your new team member is vital.

Their success in these first few weeks is central to their investment into the responsibilities of their role and the contribution they can make to fulfilling your company mission.

# 24%

of new hires leave within their first 30 days

## HINTS AND TIPS



### Culture

Ensure the culture shines throughout the new starter's first week.



### Team introductions

Ensure the new starter meets as many people as possible.

Plan how to re-introduce key people, remembering that the first introductions will be the start of many in the first week.



### Goals

Spend some time with the new starter to review their position description.

Set goals for their professional development.



### Inspire

Engage with the new starter at the end of each week to provide support and answer any queries they may have.



# FIRST MONTH

## Setting SMART Goals

**S**

Specific

**What, where, how?**

A specific goal is distinct and defines as much of the goal as possible. It contains no ambiguous language.

**M**

Measurable

**From and to?**

A measurement gives feedback and specifies what the completion of the goal looks like.

**A**

Achievable

**Who?**

Goals must be clearly assigned. Providing required resources make the goal achievable for individuals or groups.

**R**

Realistic

**Feasible?**

Goals should be realistic and challenging, yet attainable within the given timeframe.

**T**

Time-based

**When?**

The deadline set for the achievement of the goal must be aggressive, yet realistic.

## STEP #4

# PROBATION PERIOD - THREE TO SIX MONTHS

Manager work satisfaction rose by 20% when their employees were provided formal onboarding training.

The cost of poor onboarding doesn't just affect your employees. It has huge impacts on your bottom line.

Businesses that leave onboarding to chance experience failure rates of 50% when it comes to retaining new talent.

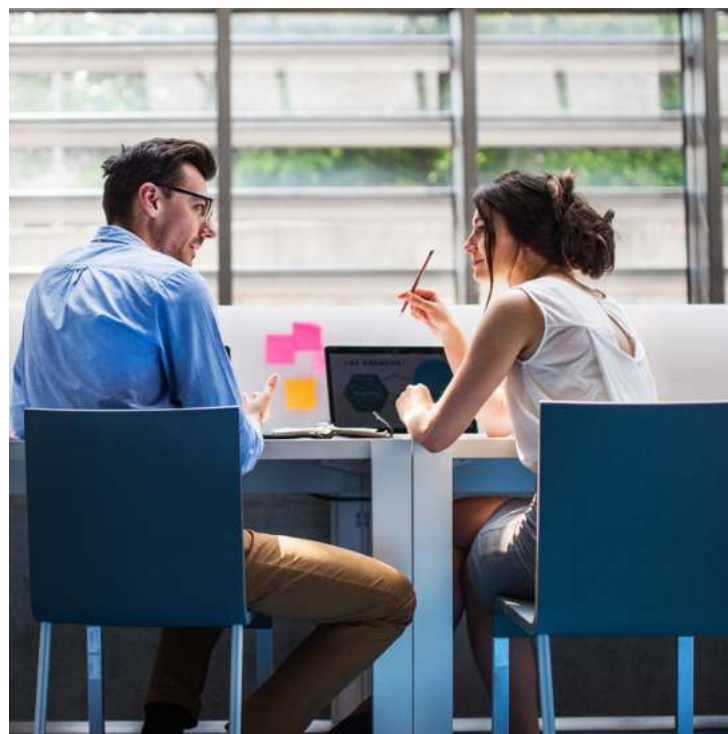
Six months has passed and the time has flown for both you and the new starter. By now you would have established a positive working relationship where the communication is two-way ensuring that the goals set are achieved and the new starter is feeling comfortable in the team and business.

# 69%

of employees are more likely to stay with a business for three years if they experienced great onboarding.

## HINTS AND TIPS

- ▶ Make sure you meet with the new starter at least twice during their probation period. Use their position description and review probation goals to help keep these sessions on track.
- ▶ Try and get feedback from their peers and buddy on how they are settling into their role and the business.
- ▶ Last by no means least, formally communicate to the new starter (and the team) that they have officially completed probation.
- ▶ It's celebration time!





**STEP #5**

# FIRST YEAR ANNIVERSARY

**First year**

Businesses with a standard onboarding process experience 50% greater new-hire productivity.

40% of turnover happens in the first year of employment.

It typically takes eight months for a newly hired employee to reach full productivity, yet the average onboarding program lasts only three.

**Towards first year anniversary**

By now the employee has begun to make solid steps walking in the right direction and now can be made to sprint if given further guidance. Keeping a great performer keeps the business successful and turnover expenses as low as possible.

## HINTS AND TIPS

- Conduct their yearly review by discussing their performance in the role as well as the goals achieved; use a competency checklist and review form.
- Ensure you set the next 12-month goals and development plans to help support their career and the business.
- Make sure you acknowledge their anniversary.



# QUICK START ONBOARDING PROGRAM

The experience you provide for a new employee in the first year with your company creates the most crucial opportunity for setting expectations on how their experience will be during their time with you.

Onboarding is a critical point in managing and keeping great team members. A comprehensive onboarding program not only bridges the gap between the experience of the candidate and the employee, it also acts as a catalyst for employee satisfaction, engagement and retention.

# 25%

increase in retention for businesses who have implemented a highly effective onboarding program



Taking action is essential for you to achieve the results you're looking for with your new staff, but you don't have to do it alone.

If the insights here have flipped a leadership switch within you, chances are you're ready to set up a sophisticated onboarding system to support your team as it expands.

**Want to find out more about our Quick Start Onboarding Program?**

Contact Catie Paterson from [Catie Paterson HR Business Consulting](#) or [Kerry Anne Nelson](#) from Operation Verve for more detailed information.

# MEET THE TEAM



Kerry Anne Nelson is the go-to person for all things process management. Whether you're developing a checklist to help your staff work well, templates, instruction videos, process manuals or training resources, she can help you get it all sorted fast.

**Contact Kerry Anne** if you would like to lock down solid processes which increase the efficiency and confidence of your team.

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**[BOOK A CALL HERE](#)**



Catie Paterson prides herself on being your bottom line; an extension of your business that offers tailored, result-driven and practical solutions no matter how small or large your business.

From start-ups that require occasional human resources (HR) guidance to large businesses implementing HR projects on a national scale, Catie has the experience and passion to deliver the services you need.

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# Next steps

If you're keen to bring your customised onboarding kit together sooner rather than later, we are here to help. With a bank of checklists, templates and video resources, getting some direct help will make this process super fast and pain free for you.

Contact Catie Paterson at Catie Paterson HR Business Consulting or Kerry Anne Nelson from Operation Verve to discuss how you can provide stability and confidence for the people in your growing team. Expand your workforce the easy way!

## BOOK A CALL TODAY!

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Kerry Anne: [BOOK HERE](#)