



QUICK START **ONBOARDING**

SESSION 1: Welcome to the Program

The fastest, most practical tools for
workforce expansion you will ever see

presented by

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Welcome to Quick Start Onboarding

I truly believe that onboarding is an art. Each new employee brings with them a potential to achieve and succeed. To lose the energy of a new hire through poor onboarding is an opportunity lost.

Sarah Wetzel, Director of Human Resources at engage: BDR

If you're driving your company forward to ongoing expansion you have probably stretched out to hire new staff. This can be a challenging time for everyone. You need to keep your current people happy, while working through long To-Do lists, all the while trying to minimise the uncertainty of adding someone new to the fold. As the boss, you need to make sure all the i's are dotted and the t's are crossed. Necessity often forces the administrative parts of the process to take centre stage.

But do you remember the last time you started a new job? Your new team member does need to have their pays set up properly and their emails working, but as the new kid on the block, they have other worries pressing. Their biggest priority is often managing the social and emotional fears of new beginnings. They're nervous about feeling welcomed and valued. They want to have certainty that their boss is going to look after them at work.

Whether your new starter is joining the team onsite, or their work includes more flexible remote structures, they need to enjoy a well-crafted welcome. Provide training and orientation experiences which boost their confidence and productivity right from the start.

Take a look at these shocking facts to see what's really at stake with your staff onboarding ...

The Dirty Dozen ...

12 shocking facts about hiring staff



1

For every thousand employees working, Australian businesses lose \$13.5 million each year from ineffective training. It costs a lot when employees make mistakes, work too slowly, or start missing work altogether because they're disengaged.

2

Getting your new staff off to a great start is essential for their ongoing engagement and performance, yet sadly 4% of new hires leave a job after a disastrous first day.

3

Research indicates that it doesn't get better after that. 22% of new hires leave their employer in the first 45 days of working their new job ... this means one in five employees only work for six weeks before they quit!

4

Believe me, you want your staff to stay! It costs 2 - 3 times a person's annual salary to replace them if they leave.

5

Having said that, it can be hard to tell who will stay. 69% of employees say they're considering looking for new employment opportunities, or they've already started the search.



6 One thing you can count on though, is that your staff expect to be trained properly. 40% of employees who don't feel that they have been trained to perform well will leave their job within the first year.

7 This means the writing's on the wall for a lot of employers ... $\frac{1}{3}$ of employees report that they have received zero training, and a whopping 58% of managers said they didn't receive any management training at all.

8 A frighteningly large portion of companies admit they need to lift their game. 40% of organisations rated their onboarding programs as less than moderately effective.

9 On the flip side, there are big wins for those who get this part of their growth plan right. Companies with structured and standardised onboarding processes experience 54% higher productivity from their new staff, and twice as much engagement.



10

They also see significant gains in the metrics that show their staff will stick around for the long haul including employee turnover, absenteeism, productivity, and employee satisfaction.

11

And the cherry on the cake is the boost you get on your bottom line when you get your onboarding right. 54% of companies with effective onboarding systems report 78% increases in revenue.

12

You know that effective onboarding and management of your new staff is essential to growth. 53% of business owners believe that they can grow their business by more than 20% if they delegate even 10% of their workload to someone else. The successful growth of your team results directly in the lasting growth of your business.



Employer Brand

In a world that is more transparent and connected than ever, it is becoming increasingly clear that employer brands are defined by employee experiences, not their marketing.

‘Employer Brand’ is basically an upmarket term to describe a business’ reputation and more importantly details the reality of ‘what it is really like to work here’. The truth is that the employee voice is perceived as more trustworthy than the voice of a CEO/Director – so supporting employee success and general wellbeing is a crucial element in attracting and retaining good talent.

This comes at a time when social media continues to find its way into every aspect of our digital lives. Reviews, comments and feedback about internal practices will eventually find their way to social channels, and 79% of today’s candidates are likely to use social media in their job-related searches.

The onboarding experience for a new employee is 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 program not only bridges the gap between the experiences of the candidate and the employee. It also acts as a catalyst for employee satisfaction, engagement and retention.

In addition, an effective onboarding program increases your business reputation which ensures the attraction of right fit team members. With so many aspects of modern day workforce management changing to more flexible models of operation, creating certainty for your new starters has never been more important.

Employee orientation centers around and exists to help the individual employee, but it is the company that ultimately reaps the benefits of this practice.

Michael Watkins, Author of “The First 90 Days”

Congratulations on making bold strides into the development of your company’s long term growth.

4 Pillars of Success

This program has been designed to take you through the four key pillars of your new onboarding system. As you progress through each phase of the learning journey mapped out for you, you will see every stage of the program gives you practical steps to ensure you have each of these areas covered:



CULTURE

Ensure the new staff member understands the core values of your company. Create experiences which welcome them personally to participate in delivering on your company promises.



OUTCOMES

Map out exactly what needs to be achieved at each stage of the onboarding process to clarify the nature of the employee’s role and how this relates to the broader vision and mission of the company.



ADMIN

Build processes which minimise the administration required to onboard new staff, keeping their focus only on learning how to meet the expectations of their new role with consistent excellence.



TEAM

Welcome new employees to the team with open arms to foster an increasing sense of belonging and attachment to the company. Set up exactly what your current team will do to create this warm welcome.

6 High Values Sessions

This kit is designed to help you as a leader to set up systems which help new staff members “find their feet” and fully engage at work. This includes the weeks leading up to their first day, through to their first year anniversary.

Over the next few phases you will see a new staffing pathway roll out before you like red carpet. This program is the fast track you need to build an onboarding system that sings every time you expand your team. Endless sticky notes and reminders for things you forgot will be a thing of the past from now on. Build your very own onboarding system to make your own life easier, or pass it on to a manager and be free of the work altogether.

Over the program of 6 high value sessions you will be provided with everything you need to set your new staff members up for success. Make the first interaction with the new employee count towards something significant. Become a more productive and successful team leader with loyal staff who dedicate themselves to serving the vision of your company.

The course will help you develop your very own customised onboarding system. The way you use this toolkit will suit your company and the unique positions you are developing to grow. You might be preparing your new starter to join you in an office, a studio, or a remote team online. You might be setting them up to work at a desk, from a van, or in their own home workstation. Regardless of the physical setting or the nature of their role, the work you do in this program will give your new team member the head start they need.



Phase #2: PRE-BOARDING: Engage & Prepare

In the second session we prepare to roll out the red carpet for your new staff and make them feel like the centre of the universe. Develop the tools and resources you need to facilitate high levels of engagement and enthusiasm from your new staff member, even before their first day.



Phase #3: FIRST DAY: Orientation

In the third session we create everything you need to welcome your new team member with open arms. Develop the processes and resources to ensure that your new starter is comfortable, confident and absolutely clear on how valuable they are to the company.



Phase #4: FIRST MONTH: Absorption

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.



Phase #5: 6 MONTHS: Probation

The first six months of your new team member's employ will fly by, because that's what always happens when you're having fun! Setting highly focused goals for your new starter to achieve during this time will create momentum that fuels achievement and engagement.



Phase #6: 1 YEAR: First Anniversary

Arriving at the one year mark with your new team member is an achievement worth celebrating! As you continue to support them in striking up a string of wins, they will look forward to this exciting milestone, and start to look forward with optimism into the longer term.





Your First Day

To prepare for the development of your new onboarding program, it is important for you to identify with the experience your new starters will have. Invest just a few minutes into reflecting on the first day you had with a new employer. Think about these considerations as you cast your mind back:

- What are some of the most striking things that happened on that first day?
- How comfortable did you feel?
- Who did you meet?
- What were you expected to know?
- Were there any successful aspects of the day?
- What could have been done to make the day better?

Go ahead and write up a brief description of your own experience

Dos and Don'ts

After thinking about your previous experiences as a new employee you may well have some thoughts about how things would have worked out best for you.

Over the following five sessions you will be guided through to develop your own customised onboarding kit, complete with all the resources you need to create a winning start for your new team members.

Across the entire program, however, there are some Golden Rules to remember. As you move through each phase, keep these valuable tips in mind when preparing a warm welcome for your new starter:



DOS

✓ Explain and Answer Questions

Take the time to explain and answer questions about the culture. Show patience to help them build confidence in their role.

✓ Collective Responsibility

Create the collective responsibility for the success of the new starter by sharing onboarding duties with their peers.

✓ Ask the team

Ask current team members about their onboarding experiences to gain insight into the process.



DON'TS

⊘ Overload Paperwork

Don't bury the new starter in paperwork on their first day - make them feel welcome and happy to have chosen to work with you.

⊘ Neglect Desk & Work Space

Don't forget to handle simple logistics like workstations / desk set up + business cards. Have everything prepared and ready to go.

⊘ Cut Time Short

Don't expect your new employee to "hit the ground running". Understand that the time you invest in getting them up to speed is a reflection of the importance of their role.



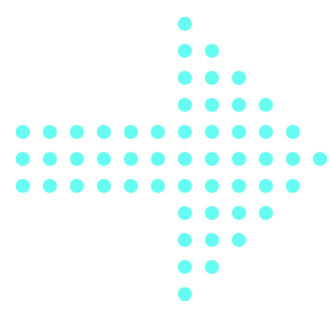
Your Goal & Expectations

We've all heard just how important it is to set clear goals and write them down. In fact, studies show you are 42% more likely to achieve your goals if you write them down. So, before you embark on the Quick Start Program, it is vital that you establish exactly what you want to achieve. As you set your intentions, consider these questions:

- Why did you enrol in this program?
- What are your aims for your business?
- What questions do you have about creating a successful onboarding program?
- How will the work you do in this course benefit your company?
- What would you like to leave the program with?
- How will you know if the work you invest here has been successful?

Go ahead and set some Specific, Measurable, Achievable, Realistic and Timely goals

Next Steps



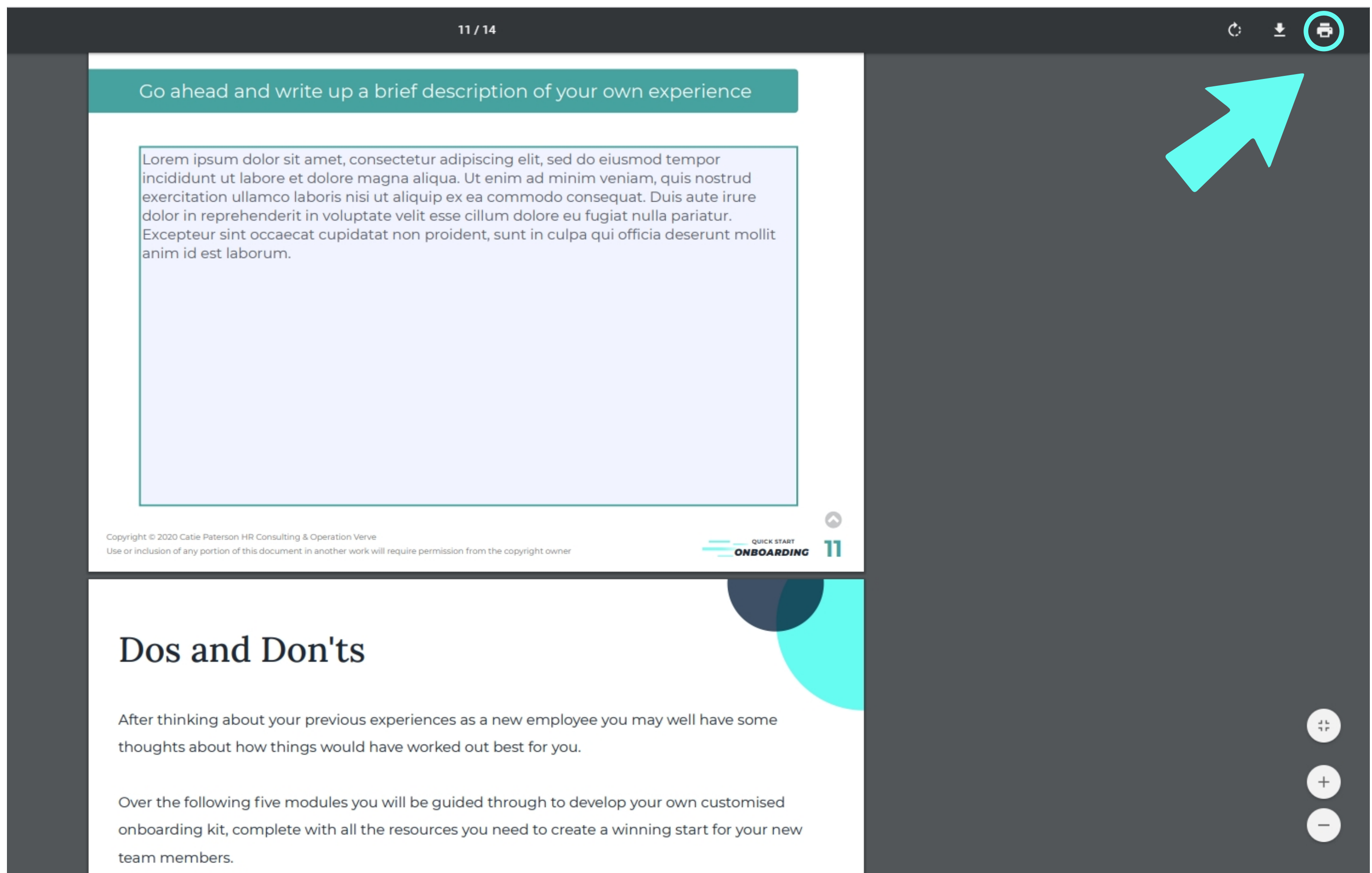
In this Welcome Session we have taken you back to reflect on your own experiences as a new hire to help you connect with the experience you will be creating for your expanding team. We have then looked forward towards what the next few sessions hold for you, and the goals you have set for yourself as you make your way through.

In our next session we will explore ways you can set your new employee up for success even before they show up for their first day. The Pre-Boarding phase is an important one to set the pace for your new starter. Managing this part of the Onboarding process well will send a powerful message. By crafting a positive experience you will demonstrate your company is:

- Serious about it's Vision & Mission
- Invested into genuine building connection and positive rapport
- Genuinely looking forward to the new starter's first day
- A rewarding, progressive place to work

Now the stage is set ... let's begin!

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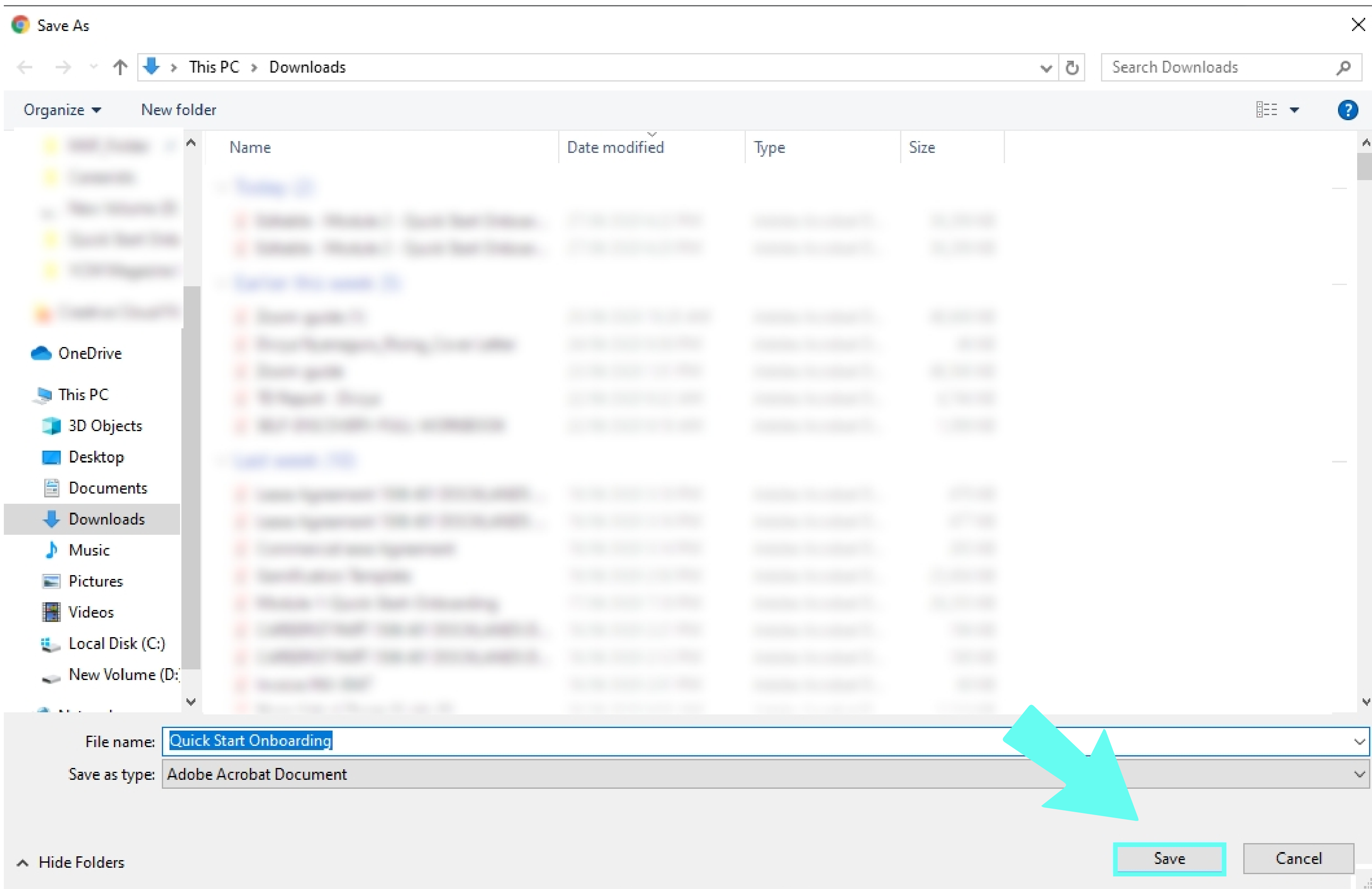
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