NEW-HIRE ONBOARDING

Common mistakes to avoid

Onboarding is the key to long-term success

We're sure you've heard it before: First impressions are important. Whether it's meeting someone new or experiencing something for the first time, people form lasting judgements based on initial impressions. For every new hire who joins your company, how they feel during the first days, weeks, and months on the job will be a critical marker of their success in the role. The path to long-lasting hires begins before they even walk in the door. This guide will help before, during, and after that moment.

In this guide you will:

- Gain insight into why onboarding is so important
- Learn common onboarding mistakes to avoid
- Find a complete onboarding checklist, so you won't miss a step
- Get bonus tips to make your onboarding a success

To hire effectively, start with onboarding

The fact is, one in five new hires leave within the first 45 days of starting a job.[1] That's why it's crucial to have an onboarding plan in place. Everything from job performance and satisfaction to organizational commitment and employee retention are all dramatically impacted by this initial process.

It's common to think onboarding is only the first few days on the job. Successful onboarding actually starts before the new hire is even in the door and extends beyond the first few weeks on the job.

69%
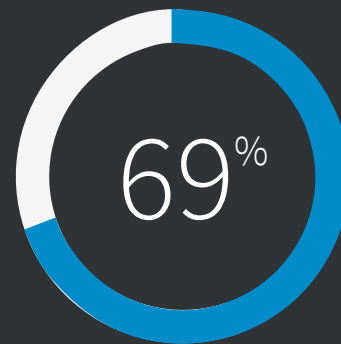
Employees that go through a structured onboarding program are 69% more likely to stay for 3 or more years.[2]

But where do you start? The reasons for investing in a systematic approach to onboarding are clear but it can often be overwhelming to begin the process. That's why we created this guide, to help keep you aware of everything you should (and shouldn't) do to prepare your new hires to stay for the long haul.

[1] SHRM, Reducing New Employee Turnover Among Emerging Adults
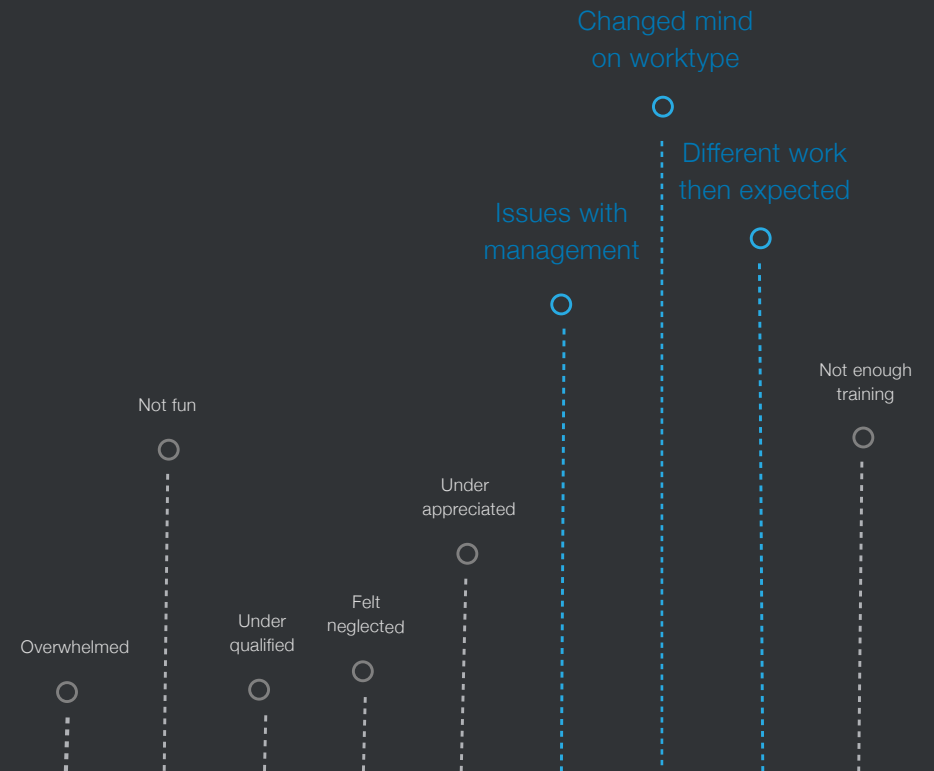[2] HR.com, 7 Need-to-Know Facts About Employee Onboarding

The #1 driver of successful onboarding?

56% of the respondents from Bamboo HR's study,[3] said that an employee buddy or mentor was one of the most important things a new employee needs to get up to speed and begin contributing quickly.

Next: The most common onboarding mistakes hiring managers make.

The top reasons why people leave quickly.[3]

Changed mind on worktype

Different work then expected

Issues with management

Not enough training

Not fun

Under appreciated

Under qualified

Felt neglected

Overwhelmed

[3] BambooHR, What People Really Want from Onboarding [infographic]

10 common onboarding mistakes to avoid

1. **Waiting until your new hire arrives to set up meetings and onboardings**. Planning ahead demonstrates to the new employee that they are valued and that you are excited for them to start.

2. **Forgetting the importance of being available**. Set up brief 1:1 sessions with new employees every day of their first week and on an ongoing basis to give them a chance to ask questions and feel confident they have your support.

3. **Disregarding the importance of a buddy system**. Assign someone from the team to be their onboarding buddy to guide them through the first few months on the job.

4 **Treating the new hire's start date as an ordinary day**. Welcome them with swag and an excited attitude to make them feel like a part of the team right away.

5 **Keeping new hires in the dark**. Be super clear about the agenda for the first week to make the unknown feel as comfortable as possible and help them plan ahead.

6 **Neglecting personal team introductions and forgetting to announce the new hire to the greater team**. Help facilitate introductions so the new team member can start building relationships – this is critical to making them feel comfortable in their new environment.

7 **Overwhelming a new hire** with grueling eight-hour, single-day orientations that overload them with information. Prioritize the most important in-person training sessions first, and offer supplemental materials that can be reviewed on their own time over the course of the first three months.

8 **Being ambiguous about the new hire's role, responsibilities, and expectations**. Make sure they are written and communicated verbally.

9 **Throwing new employees into the deep end without proper guidance**. Work closely with your new hire until they are familiar with your process.

10 **Not setting up team-building events such as welcome lunches** that encourage cultural assimilation. Be sure to plan events that foster a sense of community.

Before your new hire starts

Planning

- [ ] Confirm start date, time, place, parking, transportation, and dress code

- [ ] Request employee bio for easier team assimilation

- [ ] Identify computer needs and requirements

- [ ] Set up email address and add to company directory

- [ ] Add new hires to relevant email lists

- [ ] Grant access to key accounts, drives, systems, tools, and platforms

- [ ] Set up regularly scheduled meetings, and add the new employee to other department meetings that will be helpful to onboarding

- [ ] Define week one agenda and share with he new hire

- [ ] Schedule pertinent training sessions

- [ ] Schedule a team lunch to introduce the new hire on day one or two

- [ ] Plan the new hire's first assignment

Work environment

- [ ] Assign (and clean) desk area

- [ ] Set up workstation with laptop, computer monitor, chargers, mouse, keyboard, etc.

- [ ] Prepare phone, access cards, nameplate, printer access, and welcome pack with instructions

On their first day

The basics

- [ ] Connect with HR to ensure proper paperwork is complete

- [ ] Send a new hire announcement to appropriate teams, including bio, function, location, etc.

- [ ] Introduce coworkers to the new hire

- [ ] Provide overview of how to use the phones and video conferencing systems, book conference rooms, and access common computer programs, systems, and drives – and share processes around expense reports and timesheets (if applicable)

- [ ] Show them how to get IT support

- [ ] Present them with company swag to make them feel like part of the team

- [ ] Provide a list of nearby restaurants

- [ ] Take new hire out to lunch with some of the core team

The office tour

- [ ] Bathrooms

- [ ] Printers, copiers, and fax machines

- [ ] Office supplies

- [ ] Break rooms

- [ ] First aid kit

On their first day (continued)

Schedule, job duties, and expectations

☐ Clarify the schedule for the week, and confirm required training

☐ Review mission statement, brand values, organizational structure, and goals

☐ Review job description, duties, and expectations:

- What will the new hire be doing?
- How will they be contributing?
- What are their specific responsibilities?
- What are your goals for that person?
- What are their goals?
- What's expected in 30 days? 60 days? 90 days?
- What's the new hire's role and how does it fit within the larger team?

☐ Define how to best work together, your management style, and preferences

☐ Review internal processes and workflow overview

☐ Explain annual performance review and goal setting

☐ Give employee an initial assignment and a deadline (learn why on the next page)

The first assignment proves a new hire's value

If your new employee doesn't have anything to do on day one, they'll sit around feeling unimportant to the company and be more likely to dislike the job right away.

The first assignment, when all goes well, can instill confidence in the role, position the employee for a successful start, and help to establish productive interaction between the employee and their manager and coworkers.

In almost all cases, the "show me, don't tell me" approach to learning is extremely valuable and effective.
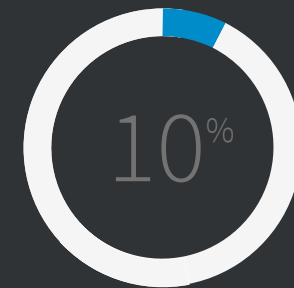
New hires learn best by doing[4]

75%
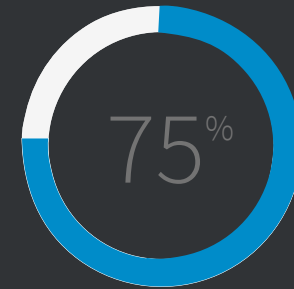
Retained from on-the-job experiences

50%
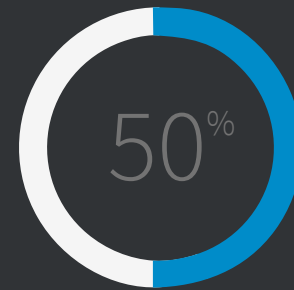
Retained from discussion

10%

Retained from reading

[4] Chronus, How to Make Your Employee Onboarding Program Strategic and Effective

In their first week

- Supply a list of helpful onboarding resources, product information/roadmap, industry research, competitive analysis, brand materials, internal process documentation, and system training links to review in their spare time, ordered according to priority

- Set up any additional training sessions

- Schedule daily check-ins to review progress on onboarding materials, discuss questions, and fill any gaps in information

- Assign an onboarding buddy (ex: someone who performs similar day-to-day responsibilities that the new hire can lean on for questions that they don't want to ask you or their direct supervisor)
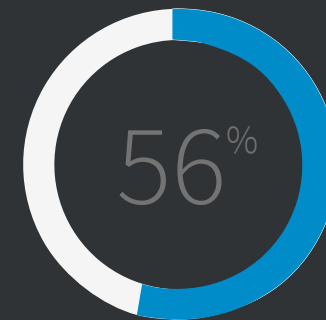
- Give new hire an initial assignment and a deadline

What new hires want in the first week[5]
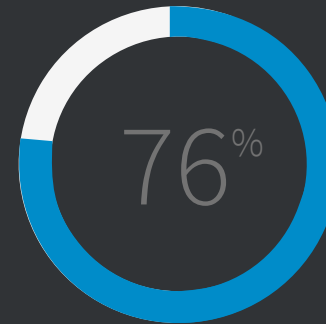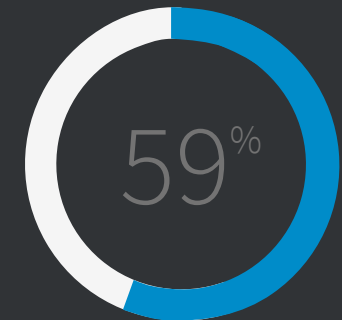
76%
On-the-job training
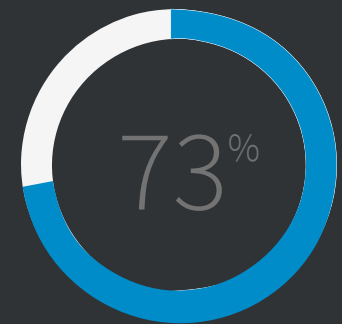
73%
Review of company polices

56%
Company tour, equipment setup, and procedures

59%
Having a buddy or mentor

[5] BambooHR, What People Really Want from Onboarding [infographic]

In their first month

- Discuss additional assignments as well as a larger roadmap of key initiatives

- Assign a mentor

- Set performance expectations and establish that you'll provide monthly feedback to the new hire regarding job performance, including a more formal evaluation annually

- Assign any other required reading (ex: books that are critical to the industry or role)

A well-executed onboarding program is key

A successful onboarding experience will impact both you and your new hires for months to come. That's why planning ahead is (not surprisingly) your key to bringing and keeping hires who will stay for the long haul. Since one of the biggest drivers of why people leave a new job is misaligned expectations, clarity is essential from the moment an offer is extended.

Why does onboarding matter that much? It sets the stage for everything from job performance to organizational commitment. Using our detailed checklists will help you lead new hires through all the growth stages from uncertain newbie to confident, motivated employee.

LinkedIn Talent Solutions

LinkedIn Talent Solutions offers a full range of recruiting solutions to help organizations of all sizes find, attract, and engage the best talent. Founded in 2003, LinkedIn connects the world's professionals to make them more productive and successful. With 500+ million members worldwide, including 75% of the US workforce, LinkedIn is the world's largest professional network.

Request free demo

Subscribe to our blog
talent.linkedin.com/blog

Check out our SlideShare
slideshare.net/linkedin-talent-solutions

Follow us on Twitter
@HireOnLinkedIn

See our videos on YouTube
youtube.com/user/LITalentSolutions

Products and insights
talent.linkedin.com

Connect with us on LinkedIn
www.linkedin.com/company/1137