A Guide to Successful Employee Onboarding

allsop

What is Onboarding?

Onboarding is defined by Collins English Dictionary as 'the induction and assimilation of a new employee into a company or organisation.'[1]

Onboarding can include many different elements depending on your company and the role your new employee will be placed in. The onboarding process should, however, equip your new employee with the knowledge and skills to be able to excel in their new position.

Why does your Company need Onboarding?

20%
of employee turnover occurs within the first 45 days

69%
of employees will remain with a company for 3 years if they experience a great onboarding experience

Onboarding is an important process for companies, like yours, to get right. A positive onboarding process contributes to higher job satisfaction, improved job performance and greater levels of commitment to your organisation.

Research supports the need for a consistent onboarding process. Statistics reveal that 20% of employee turnover occurs within the first 45 days of employment.[2]

Not only this, 69% of employees are more likely to stay with a company for 3 years if they experienced a great onboarding experience.[3]

When considering that the average cost of replacing an employee can be between 16 and 20% of their salary it is vital that employee turnover is minimised and a great onboarding process can be one way to help reduce turnover.[4]

1 Collins English Dictionary
2 Octanner Blog
3 Octanner Blog
4 Contract Recruiter

Benefits of Onboarding

Attract and Keep Top Talent

In the ever-competitive job market, it is important that you make a great first impression on your new employees. You've put a lot of time and effort into the recruiting and interviewing of your new team member so it is important that the same time and effort is put into the onboarding experience. As a successful company, it may be easy for you to match salaries and specific perks. It is, however, the intangible benefits that most employees stick around for. These can include a thriving company culture and good relationships with managers and other team members. Both can be shared and encouraged from the start of employment with a consistent onboarding process.

Foster Engagement

An onboarding program is important for communicating your company's core values and culture. By communicating this effectively, you can encourage employee engagement. Introducing co-workers and management to establish good working relationships is another great way to engage your new employees. Engaged employees are typically more productive and perform better in their role.

Encourage Open Communication

Communicating organisational practices and promoting a transparent culture helps to build trust. The onboarding experience provides an ideal opportunity for new starts to ask questions and share concerns or feedback.

Decrease Employee Turnover

Whether an employee chooses to leave because of poor fit or they simply want a new challenge. An employee leaving can have an impact on your bottom line as well as team morale. Onboarding helps to ensure that employees feel welcome and fit with the organisational culture from the start. It also opens lines of communication to ensure that employees are able to resolve any issues early on.

Zappos is so protective of their culture, that after one month new employees are offered $2,000 to quit if they feel after their month of onboarding that they are not a good fit with the company's culture.[1]

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1 Sapling

What are the Key Parts of a Good Onboarding Process?

A good onboarding process has many different elements that generally need to be handled simultaneously. This, therefore, reinforces the need to have a structured process in place to ensure your new employee settles in fast.

The next section details the five key areas that need covered. As every business is different, there may be additional areas that you need to cover within your own company.

1. Compliance

Both legal compliance and compliance with your company's guidelines.

Requirements can include:
- Contracts of employment.
- Informing HMRC of your new employee and their tax code.
- Reading the company handbook and any additional policies.
- Health & Safety training.
- Any additional legal requirements that are relevant to your business.

2. First Day Essentials

The essentials to consider ensuring that your new employee feels part of the team as soon as possible:

- Workplace location and directions if required.
- Ensuring they know who or where to report to once they arrive on their first day.
- Ensuring there is a free desk or suitable workspace available.
- Issuing them with a uniform or any branded items if applicable.
- Setting up their work phone.
- Providing a computer and ensuring this is set up properly.
- Ensuring they have log in details to any specific systems or software that are used in your business.
- Ensuring they have internet access.
- Getting them set up for payroll.
- Setting up and showing your new employee how to use company and team procedures, such as booking meeting rooms or requesting annual leave.

3. Essential Training

Nearly all new employees will require some training once they start. It is best, therefore, to have a consistent approach to this by providing employees with the learning opportunities to ensure they can succeed in their new role:

- Arrange any required role-specific training.
- Introduce them to your current learning processes, systems and policies. This ensures your new employee knows what is expected of them and it shows them that a provision for their development has been made.
- Depending on the nature of the job, you may also consider carrying out a skills assessment to gauge their ability and this can then directly affect their ongoing personal development plan.

4. Introduction to Management

Good management of your new employee ensures that they can excel in their role:

- New employees should be introduced to their line manager and have an understanding of the job they do and how their role supports that.
- At this stage objectives and goals for 30, 60, 90 days may be set or similiar objectives based on how your company measures employee performance. This ensures that your new employee knows where to focus and encourages regular check-ins with their manager.

5. Cultural Engagement

- Explain and communicate your company culture and values.
- Ensure they are introduced to their direct team, and any other team members that they will work closely with on a regular basis.
- Introduce your new employee to the rest of the key people in your organisation.
- Set up a welcome event, perhaps a team breakfast or 'First Friday' after work drinks.

Examples of Great Onboarding

Social media giants seem to be leading the way in delivering a great onboarding process. Here are a few examples of how onboarding is handled at three of the biggest social media companies.

Twitter

Twitter has a 'Yes to Desk' onboarding process. The onboarding begins as soon as the candidate says yes to the job. On their first day employees will be given their strategically placed desk, with a t-shirt and bottle of wine waiting for them. As well as this they have breakfast with the CEO, the all-important office tour before group and role specific training starts.

Facebook

At Facebook new hires are put through a six week boot camp onboarding process teaching the candidate about the company culture and their new role. With a lot of the ground work being covered before an employee starts, new hires are given their first project on their very first day, showing Facebook's trust in their new employees.

LinkedIn

LinkedIn uses the popular icebreakers and communicates their company culture during their initial onboarding process. On their first day employees also receive their 'New Hire Onboarding Roadmap.' This is specifically designed to help the new employee on their transition into the new company. The week-by-week guide provides support to ensure they are productive and successful in their new role.

Source: [Sapling](#)

You don't, however, have to be the size of Facebook to be able to deliver a great onboarding experience, many companies have been able to improve the experience they offer new employees by investing in a digital solution to deliver their onboarding experience.

Using a digital solution ensures that a consistent process is followed for every new employee starting in your company.

Benefits of Digital Recruitment and Onboarding

Interviewing and onboarding new employees can be a big task for businesses. Once you've found the right candidate it is important that they have a positive onboarding experience. This is to make sure that they are welcomed into the company and given the tools to ensure that they perform in their job role. Many companies have ditched paper processes for interviewing and onboarding and switched to a streamlined digital solution. Continue reading to learn just some of the business objectives that this achieves.

Improved Compliance

By digitsing your interview and onboarding process you create secure records of all data that is collected. The risk of interview notes being lost or misplaced is eradicated. Delivering onboarding and training via a digital method, such as a mobile solution, allows for electronic signatures to be collected. These documents and signatures create a full record of proof of interview, induction and training. This protects you and your employees.

Streamlined HR Processes

Interview notes and any required documents are uploaded and sent automatically to the HR department. HR is no longer having to chase managers for new start details. This ensures that all related processes are completed. With all actions being completed in one central solution, there is increased data visibility and the need for data re-entry is removed. This helps to ensure that processes are streamlined and completed in a much more timely and efficient manner.

Improved Employee Retention

Switching to digital onboarding helps to provide an improved onboarding experience for your new employees. It ensures that your onboarding approach is consistent and that new employees have access to all the correct training, resources and information that they need to be able to succeed in their new job role. Revisiting the previous statistic that 20% of employee turnover occurs within the first 45 days, it is important to get the onboarding experience right.

At Allsop we have developed a mobile onboarding solution and succesfully implemented it with our customers. Our solution has a basic workflow, but with all of our solutions it is fully customisable and can be developed to suit the exact needs of your business.

How our Solution Works

01
Online Job Board
Available job opportunities are advertised on your chosen online job board.

02
Application Dashboard
Collecting all data from the online job board. The dashboard presents a high level view of all job applicants. All application forms and applicant details can be reviewed in the portal and the appropiate action taken.

03
Interview Process
Successful applicants progress to interview stage. Interview times are arranged on the solution and updated in your digital diary. The interview is carried out on a tablet or mobile device, with all information and interview notes collected.

04
Candidate Progression
All information gathered during the interview process is automatically fed back to the office and updated on the portal. Candidates are split between successful and unsuccessful.

05
Letter of Offer and Onboarding
Letters of offer are recieved and if accepted the candidate recieves their contract of employment. Managers can now begin the onboarding process delivered via a mobile device.

06
Continued Training
Initial necessary training is deliveried via a mobile device. Managers collect signatures from new employees as proof of training received. Ongoing training can also be provided throughout employment. Reminders can be set up to ensure that employees receive the correct training at the correct stage of employment, ensuring employee progression.

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About Us

We are based in Belfast and work with a wide variety of clients to deliver a range of custom software solutions. We develop cloud-based web and mobile software solutions that enable our clients to implement more efficient and modern processes throughout their business. At Allsop, we work with all our clients to understand their businesses from the ground up. Building on the assets that you already have, to minimise the process of change, whilst maximising its impact.

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