

# On Boarding New Hires

Successful Employee Assimilation

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# On-Boarding-Introduction

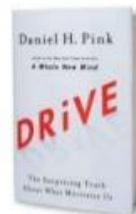
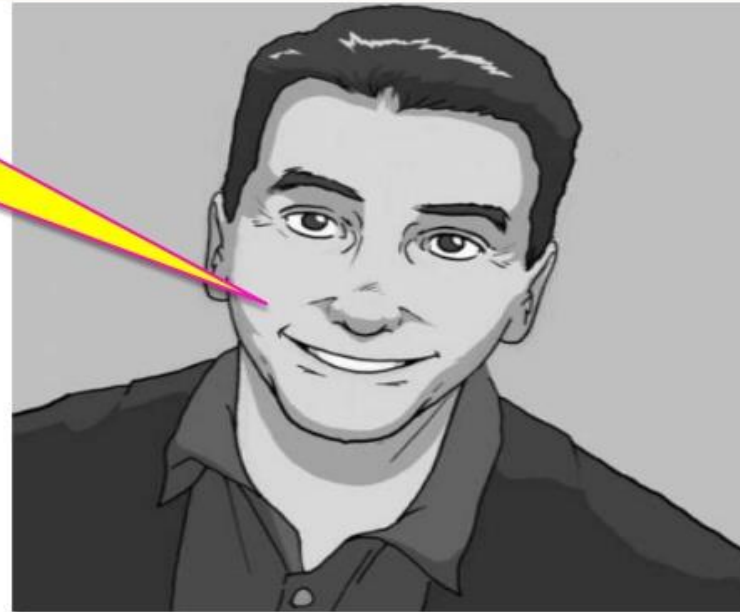
- 22% new employee turnover occurs in the first 45 days of employment
- In first 6 months: new employees make decision whether or not to stay
- The cost of losing an employee in the first year: 1 1/2 to 3 times their annual salary
- On boarding program
  - Employees up to speed faster in job
  - Help foster sense of community
  - Ensure policies are reviewed and read

Providing true early support is the single most important thing a company can do to energize new hires and gain long-term loyalty and ENTHUSIASM !!!!

# Motivation

## What (Really) Motivates Us?

Mastery  
Autonomy  
Purpose



# Goal



**Give new hires the tools  
and resources to  
succeed, but do not  
hold their hands.**



# Components

Depending on formality of program can be just compliance, all four, or elements of each part below

- Compliance
  - Provide basic legal information and training on rules and regulations
- Clarification
  - Clarify roles and expectations
- Culture
  - Introduction to organizational norms
- Connection
  - Helps to establish networks and relationships

# Best Practices

- Recruitment and hiring:
  - make sure prior to hire questions are answered and the entities message about what it philosophy is is provided and consistent.
- HR Processes:
  - Employees must be adequately informed of benefits, policies, and emergency procedures—this should be done in first 2 days of employment
- Knowing the space and team:
  - Physical tour to familiarize employees with space, including informing employees of broader culture and goals. Introduce new employees to co-workers and managers
- Tools and equipment:
  - Have employee's tools and equipment ready to do job (i.e. phone, computer etc. )
- Training:
  - New skills and expectations of business---Should be done as soon as possible

# Before First Day

- Office Space Ready
- Inform Team of New Hire-So they can do their checklist
  - IT (computer and phone), Maintenance (keys), Payroll etc.
- System Access (IT)
  - Email, phone extension, internet
- Explain to Employee Orientation/OnBoarding is not just paperwork

What's the first  
thing that comes  
to mind when I say  
**orientation?**



**This?**



# Reality—Don't Forget Feelings



# First Day

- Meet Employee designated time
- Complete Employment forms
- Review Benefits
- Review HR policies
- Provide description of Organization hierarchy
- Provide passcodes, keys etc
- Review Job Description
- Show employee work space, give tour of organization and explain company culture
- Introduce co-workers

# HR Forms

- New Hire form
- Payroll (w-4, I-9, direct deposit, etc)
- HR forms: confidentiality, policy acknowledgements, emergency contact, etc.
- HR (cont'd): phone, email, keys, FAQ's (where is bathroom, who can help with...., etc.)
- Review important employment policies
- Contact information for staff if relevant
- Provide Job Description, discuss, ask employee if questions,
  - Sign Job description

# Payroll

- Paper work and Payroll system must identify
  - Exempt or Non exempt
  - Full Time or Part Time
  - Compensation Time earned or not
  - Flex Time or not
  - Classification --per statute
    - Seasonal
    - Temporary
    - Permanent
    - Short Term

EXPLAIN TO EMPLOYEE WHAT THIS ALL MEANS!

# Policies MUST be reviewed

- Discrimination
  - What is it,
  - Why needs to be reported
  - Who report to
  - What will happen when report
  - retaliation
- Time
  - How to record time (regular, flex, comp etc.)
  - What is pay period, explanation of deductions
  - Policies (breaks, lunch –DO NOT DO WORK WHEN ON LUNCH BREAK)
  - No one else signs time sheet
  - What to do if Mistake in pay.

# Policies –Con't

- Process to call in sick, tardy etc.
- Standard of Expected Conduct, with co-workers and public
- Cell phone use and social media
  - When and how appropriate
- Computer and Internet Use
  - Who owns equipment
  - Expectation of privacy

# Policies –Con't

- Grievance Policy
  - How to use and when to use
- Workers Compensation Policy
  - Must report and where to find forms
- Confidentiality
- Ethics-code of conduct

Do this on Day 1. Then give employee an hour to read policies on site and ask questions about any policy



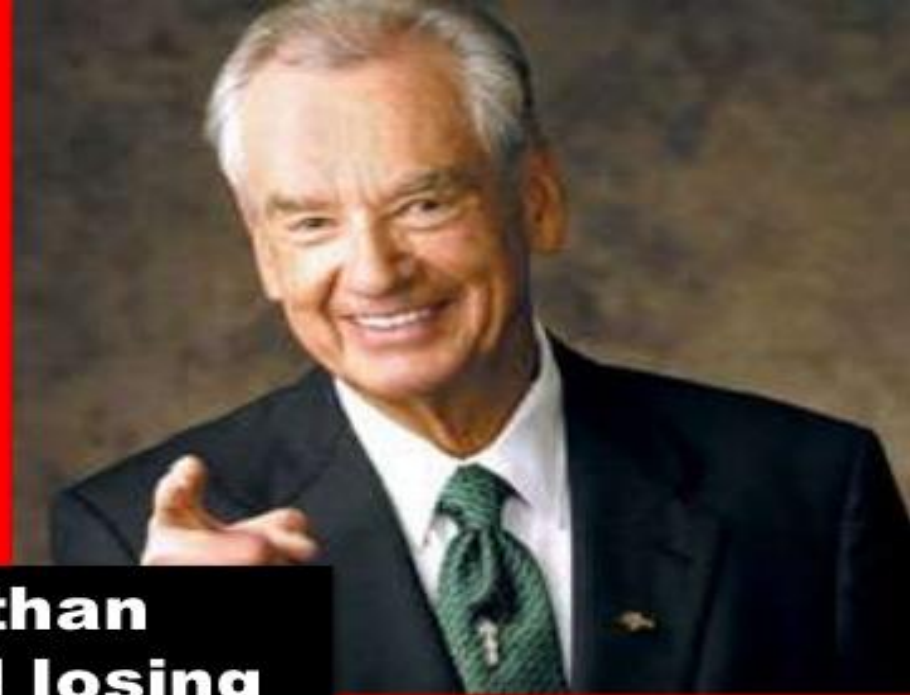
# Manager

- Within first two days
  - Meet with employee
  - Explain performance expectations
    - How will provide feedback to employee
    - Formal performance review or not (if so how often)
  - Review job description
  - Provide necessary training
  - Explain how to communicate/reach manager
  - Check in with new employee after 1 week, 2 weeks etc.
    - Identify questions and gaps in knowledge

# Training

- NOT A WASTE OF TIME
- MUST BE DONE
- NOTHING MORE IMPORTANT

Need to be patient, detailed, unhurried. Must be willing to answer questions, show examples and provide guidance



**“The only thing worse than training employees and losing them, is NOT training and keeping them.”**

**Zig Ziglar**

## Get 'em Talking!

Don't forget that younger employees most likely have questions about career and work norms that older hires may take for granted.



**Ask** people from the start how they prefer to be managed.

**Explain** what success looks like so your employees won't waste time on things that don't matter.

# Give Feedback



My grandpa used to say that "no news is good news." (Not true, but I love him anyway.)

**In the same study of more than 584 employed Americans:**

**- 58% hadn't received any kind of useful feedback from supervisors in the last six months.**