



Onboarding Done Right: 8 Proven Elements That Empower and Engage



Successfully onboarding new employees is crucial for any organization aiming to achieve long-term success. It's a critical process that either sets new hires up for success or leaves them feeling overwhelmed and disengaged. The key to a smooth onboarding experience is having a well-planned strategy in place that helps new employees integrate into the company culture and understand their roles and responsibilities.

It's your first and best opportunity to establish expectations and position employees for success. While it doesn't have to require a lot of time and effort to be successful, it does take some thoughtful planning. It's a process, not an event.

As you evaluate your company's onboarding program, keep the following three goals in mind. A well-executed onboarding program should help new employees:

1

Feel welcome.

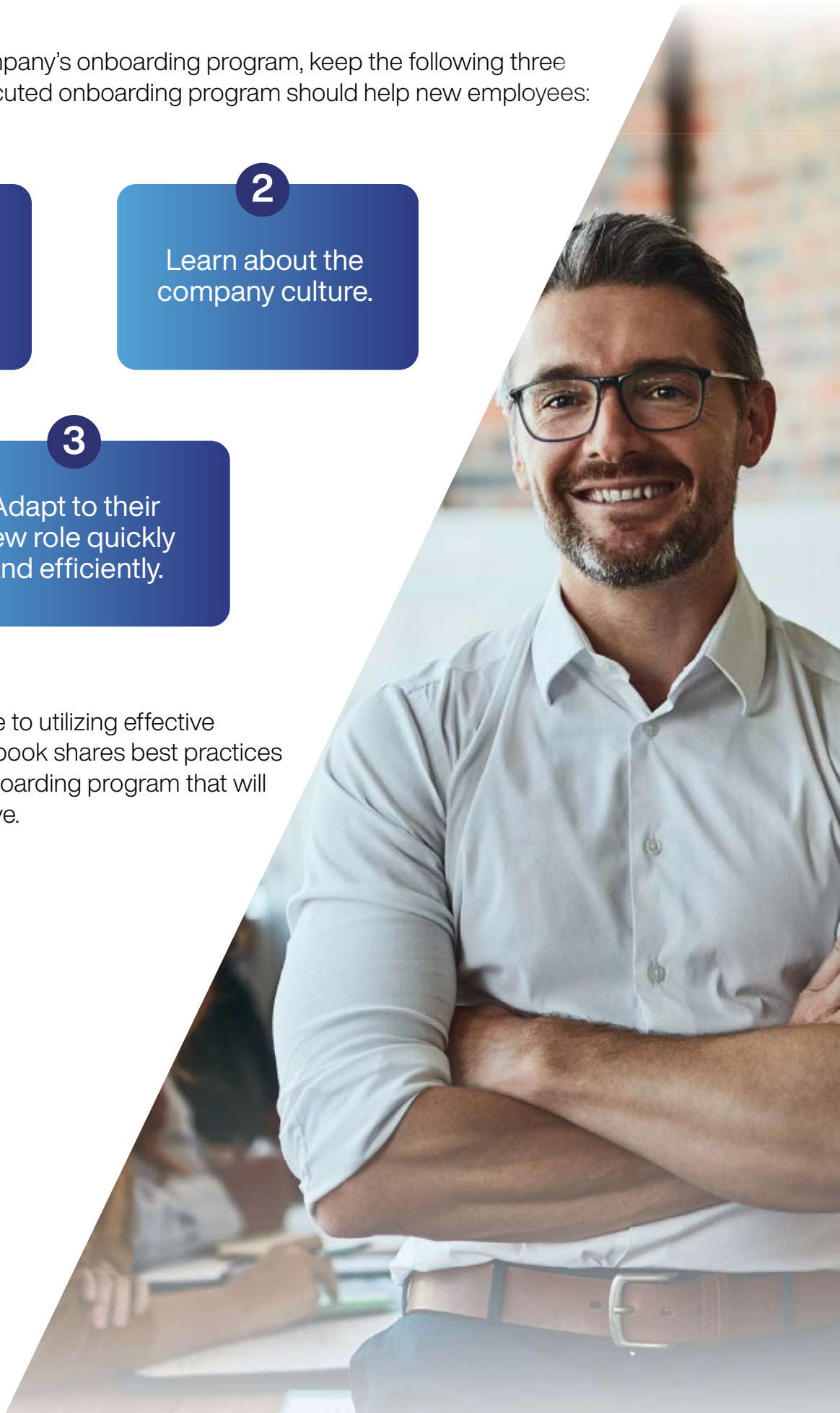
2

Learn about the
company culture.

3

Adapt to their
new role quickly
and efficiently.

From timing and structure to utilizing effective learning strategies, this ebook shares best practices to help you create an onboarding program that will help new employees thrive.



A CHECKLIST FOR SUCCESS

Sometimes employers struggle with knowing where to start or having the time and energy they “perceive” is needed to revamp an existing onboarding program. After all, is it really that important?

Recent research¹ suggests the answer to that question is a resounding “Yes!”

82%

The increase in new hire retention among organizations with strong onboarding processes.

78%

Organizations invested in onboarding reported increases in revenue in the last fiscal year.

\$1,500

The average cost of onboarding new hires.

Sarah Wetzel, Business Development Manager at BBSI, adds, “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.”

Wondering how your organization’s onboarding program stacks up, or perhaps looking for ways to improve? Look no further; here are the eight elements of a successful onboarding program.





8 ELEMENTS OF A SUCCESSFUL ONBOARDING PROGRAM

1. Uses On-Demand Courses to Reduce Onboarding Time

Considering traditional in-person onboarding can take between 3 – 7 days (or 24 – 56 hrs.), on-demand courses can be a great way to reduce onboarding time, roughly 40% on average. With e-learning platforms, employees can learn at their own pace, on their own time, and from anywhere while also ensuring all employees receive the same level of training, regardless of location or availability.

2. Starts on Day One

Studies have shown that early onboarding is critical to retaining employees. Therefore, it is important not to dismiss the importance of being organized right from the start. Employees should not be left guessing about what happens first.

Create and share an onboarding schedule with new hires and set clear expectations about the intent and purpose of onboarding coursework and routines. Reaching new employees right away can make the difference between an employee who flounders and one who quickly finds a sense of purpose and belonging within your organization.



3. Takes Advantage of Your Learning Management System (LMS)

Your LMS should be the workhorse behind your onboarding and training programs, but organizations often fail to use them to their full capabilities. A robust system that includes templates, guides, drag-and-drop features, and more will allow you to record, edit, and save your unique onboarding content. Those items can then be assigned individually or added to an existing course to address general topics you want all employees to learn immediately, such as compliance basics and company culture.

4. Introduces Your Organization

Onboarding is the best time to communicate what matters most to your company. It provides a unique opportunity to share your company's priorities, culture, and mission while setting clear expectations for employees.

Employing virtual options to introduce key personnel, as well as team members who work across various locations, provides companies with an easy way to personalize a new employee's experience and make a large organization seem smaller. Helping connect new employees to the company and culture is a key piece of the onboarding puzzle.



5. Creates Clear Pathways for Employee Growth

Onboarding provides an early opportunity to show employees what a future with your company could look like. And using a well-developed LMS allows you to assign role-specific professional development so employees have a clear path for career growth. Communicating a process for employees to advance their careers within the company makes them much more likely to stay.

Motivated employees will appreciate knowing what steps are needed to advance their careers, so it's important to create role-specific onboarding content that answers the following questions:

- For each position, which roles will naturally follow if performance warrants promotion?
- What skills are needed to progress along a specific career path?
- What performance indicators will determine whether an employee is ready to advance?
- What training is necessary for each role?
- How will employees receive feedback regarding performance and progress?

Answering these questions during onboarding encourages retention by helping employees understand what it takes to grow their multifamily careers within your company and giving them hope for their futures.





6. Engages Employees

Please stop boring your employees! Expanded functionality in the virtual space provides ample opportunity to engage employees in meaningful and creative ways during onboarding. Whether your onboarding is in person, online, or in a hybrid environment, you should utilize collaborative features to keep participants interested, engaged, and actively participating.

Some examples of ways to engage employees during onboarding include:

- Surveys
- Question/Polling
- Share screen
- Table talks
- Video chat
- Whiteboard
- Transfer presenter
- Breakout meetings for group discussion and activities

What that looks like in practice may vary, but below are some examples.

- Play a guessing game during live onboarding using a polling feature for participants to respond.
- Hold a trivia contest using the question feature.
- Ask questions that use the imagination and award the most creative answer.
- Add funny video clips or creative quizzes to on-demand onboarding.



Regardless of how you conduct onboarding, keep it interesting!

7. Prioritizes Compliance Training

Compliance costs can be extremely high, with an average of \$4 million in lost revenue due to a single non-compliance event.² And your primary exposure is untrained employees.

Use onboarding to help get employees trained on compliance topics as early as possible. In addition to general Fair Housing topics, create custom content to address any compliance risks unique to your company or to emphasize any high-priority compliance practices.

8. Motivates Employees

Use incentives to encourage employees to participate in and complete onboarding. Incorporate a mix of awards, prizes, competitive leaderboards, and acknowledgment in newsletters and meetings. With an LMS that allows for customization, you could even create custom onboarding awards to recognize stages of completion or to give prizes for games played during onboarding.



“When people are financially invested, they want a return. When people are emotionally invested, they want to contribute.”

- Simon Sinek

Onboarding is your company's opportunity to engage the hearts and minds of your employees. And a well-designed onboarding program can make a big difference in a new hire's success. By providing employees with the information and resources they need to get up to speed quickly, you can help them feel more confident and productive in their new role.

As a result, your organization will reap the benefits of increased productivity, reduced turnover, and improved employee morale.

When your onboarding program includes these eight proven elements, you create a welcoming environment that will help your new hires succeed and stay.

Ready to create an onboarding experience that delivers results and enables employees to thrive?
Talk to a Grace Hill expert today to learn how you can elevate your onboarding process.

¹ Zippia.com, "17 Incredible Onboarding Statistics [2022]: HR Trends In Hiring, Training, And Retention"

² <https://tinyurl.com/3man4afs>

