




101 ONBOARDING

Your Guide to Creating Connection
& Belonging from Day One

CREATED BY

The Conversations
That Matter 



“An effective onboarding program is not just a nicety—it’s a necessity. The faster new hires feel welcome and prepared for their jobs, the faster they will be able to successfully contribute to the firm’s mission”

Talya N. Bauer, Ph.D.,

A leading researcher on onboarding.



Impacts of Successful Onboarding Plan



EMPLOYEE TURNOVER | A significant percentage of new hires decide whether to stay with a company long-term within the first few months of employment. Organizations with a strong onboarding process improve new hire retention by 82% and productivity by over 70%, according to the Brandon Hall Group.

ENGAGEMENT | Poor onboarding can lead to lower employee engagement. Engaged employees are more likely to stay with their employer, perform better, and are less likely to burn out. Gallup has found that businesses with highly engaged teams show 21% greater profitability. (GALLUP)



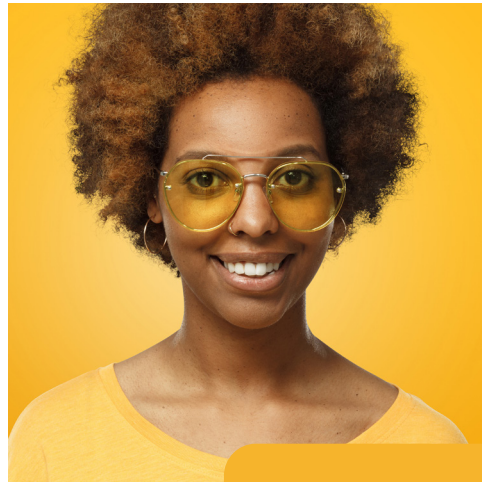
PRODUCTIVITY | A good onboarding process can help a new employee reach full productivity in as little as three to six months. This is a considerable improvement over the up to 12 months it can take without such a process. (SHRM)

HR leaders could spend anywhere from a few days to several weeks designing a comprehensive onboarding program that spans an employee's first day to their first 90 days, depending on the depth and breadth of the program.

The Four Basic Needs



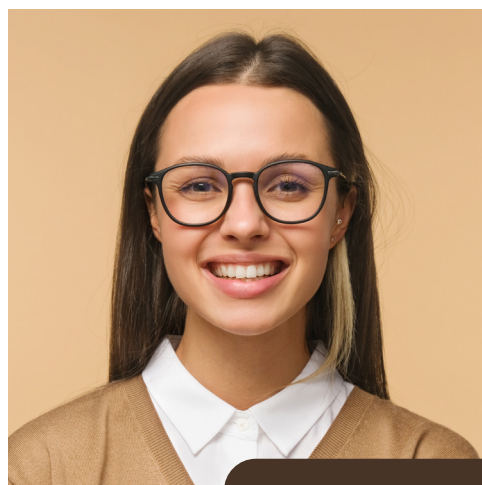
I need
certainty



I need
novelty



I need
significance



I need
connection

Before They Start

- Who are the 10 people they need to know in the first week?
- Who needs to have coffee or lunch with them?
- Who will be an advocate for the work and their role?
- Who may act as a guide & mentor for the new employee?
- First Email in their inbox: from the CEO or, a welcome video recorded just for them.
- Day One Lunch Reservation
(Virtual: send Door Dash gift cards to still have “lunch together”)
- Who can attend the welcome lunch & who should sit next to them?

Mail Before Day 1:

- Company Swag
- Hand-written card
- Starbucks Gift Card
(or e-card)
- Flowers

Don't make it awkward...come prepared with easy "get to know you" questions. Where you grew up, how many people in your high school graduating class, hobbies, activities, interests, family, least favorite ice cream.

Day 1



Think About

- What do I want them to think about?
- How do I want them to feel?
- What do you hope they will share with others about their first day?

Day 2



How do you want them to feel as they are getting ready for Day 2



What is your connector plan - who will you want them to connect to, have coffee with in the first week? (Virtual - you can send a Starbucks/coffee cards the week prior as a precursor to "we are so excited for you to start"?)



How will the team integrate them into their week and their work?

Day 3



Who will review the job description and provide the connections, structure and resources to help them?



Who else should they meet in the business?



What meetings or interactions are important for them in the first three days?



Who can they shadow for a day/half-day?

Day 4



What's their take of their first 3 days?



Where do they need more clarity?



Who else do they need to know?

Day 5



What do you hope to learn in your Week 1 check-in?



Ask for their observations & where they see themselves being able to contribute quickly.



How can you be inspirational and affirmative with your observations of their first week?

Week 2

Conferences, Meetings,
Introductions

Industry education: podcasts,
books, resources - give them
guidance to develop themselves
vs leaving it to chance

Week 3

Work output & deliverables
expectations

Month 1

Topics, Themes, Content,
Work to Learn About

Month 2

Topics, Themes, Content,
Work to Learn About

Month 3

Topics, Themes, Content,
Work to Learn About

Planning Grid

What do you want them to know, learn, and master by Month 1, Month 2 and Month 3...

In 90 days, you will...

	KNOW	LEARN	MASTER	Resources & Connections
Week 1				
Week 2				
Week 3				
Week 4				
Month 2				
Month 3				

Your 90-day Onboarding Plan

ACTION PLAN

Employee Name

Role

Title

Number of Teammates/Peers

Number of people on their team (if they are a people leader)

What are you most excited about in having this person join your team/your organization?

What do you see as the potential for them to contribute, influence, and add value?

Reflect

Acknowledge: their background, experience

Inspire: where they can make an impact and why they are needed in that role

Activate: connect them with the right people early and often

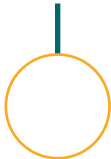
*What about their
Day 1 is important
for you? For them?
For the team?*

*How do you want
them to feel after
their first day?*

*What do you hope
they will share
about their Day 1?*

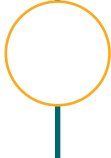
*How do you
want them to
feel coming
into Day 2?*

Your Onboarding Plan



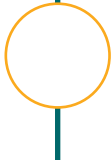
WHAT

Give them a plan (share the 90 day know, learn, master, connect plan)



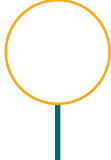
WHO

Who do they need to know



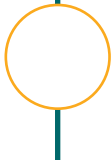
WHEN

Craft the timing that works best for introductions, learning, attending meetings, shadowing



WHERE

Be intentional about the environment and how it showcases your company brand



HOW

Who else can you pull in to ensure you are designing this onboarding experience that represents your leadership, the business and the capability of the team?

Your On-boarding Plan



WHAT

Give them a plan
(share the 90 day know, learn, master, connect plan)

WHO

Who do they need to know

WHEN

Craft the timing that works best for introductions, learning, attending meetings, shadowing

WHERE

Be intentional about the environment and how showcases your company brand

HOW

Who else can you pull in to ensure you are designing this onboarding experience that represents your leadership, the business and the capability of the team?

Upcoming Training Opportunities

JUNE
11-12

MANAGER essentials

For new or
struggling
people leaders.

Our new two-day program will equip you with the tools, mindset, and processes to help you be the manager you've always dreamed of!

What to Expect:

Day One: Understanding You & Your Team

- Determine where you are at on your leadership journey
- Everything DiSC® Management
- Leading effective 1:1's and team meetings
- Coaching for development: be in expert in questions, not answers

Day Two: Communication & Accountability Management

- Practice & role play giving feedback
- Having hard conversations
- Expectations & accountability
- Communicating with Clarity & AIM Model

Join us as we navigate the
Manager Journey, June 11-12



3 WAYS WE HELP CLIENTS



1. We'd love to have you in our next Manager Essentials Workshop in June. Limited spots available. Scan the QR code to learn more.
2. Want to design a workshop or training for your team? Let's connect for a discovery call.
3. Looking for a speaker or moderator for an upcoming event? Let us know more about your audience and goals. If it's not us, we know many wonderful speakers!

Visit us at TheConversationsThatMatter.com to learn more about who we are, what we do, how we serve our clients or email info@TammyKrings.com

We help people understand people.

Tammy Krings, CEO & Founder

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