



Employee Onboarding Playbook

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Employee onboarding is important as it plays a crucial role in setting the stage for a new employee's success within an organization. Employers should never overlook the significance of a well-structured employee onboarding process. These initiatives not only start the process of integrating new hires even before their first official day on the job but also wield a substantial influence over the level of success that employees can achieve within the organization.

This playbook is an attempt to layout various strategies and methods for effective employee onboarding. Companies must recognize that a smooth and successful onboarding process can help new hires feel welcome, valued, and prepared to do their best work.

88% of organizations struggle with onboarding.

54% of organizations with onboarding processes saw increased employee engagement.

71% of employees feel more prepared to do their job after a good onboarding program.

36% of businesses experience a lack of technology that automates and organizes onboarding processes.

Benefits of a Robust Onboarding Process

Employee onboarding is important for several reasons, as it plays a crucial role in setting the stage for a new employee's success within an organization. Here are some key reasons why employee onboarding is important:

- **Smooth Transition:** Onboarding helps employees transition into their new roles and workplace, reducing the stress and uncertainty associated with starting a new job. It helps them feel welcome and comfortable from day one.
- **Productivity:** Effective onboarding programs help new employees become productive more quickly. They learn about their roles, responsibilities, and the company's processes and culture, enabling them to contribute to the organization sooner.
- **Retention:** Employees who have positive onboarding experience are more likely to stay with the company. It sets the tone for their entire employment, and when they feel supported and engaged from the beginning, they are less likely to seek opportunities elsewhere.
- **Engagement:** Onboarding programs can help new employees feel engaged and connected to the company. They learn about the company's mission, values, and goals, which can inspire a sense of purpose in their work.

- **Cultural Assimilation:** Onboarding helps new hires understand the company's culture, values, and norms. This knowledge helps them align their behaviors with the company's expectations and fit into the organizational culture.
- **Compliance and Training:** It ensures that employees receive essential training and information related to company policies, procedures, safety protocols, and legal requirements. This is especially important in industries with strict regulatory standards.
- **Reduced Turnover Costs:** High employee turnover can be costly for organizations in terms of recruitment, training, and lost productivity. Effective onboarding can reduce turnover rates, saving the company time and money.
- **Improved Performance:** Onboarding provides employees with the tools and resources they need to succeed in their roles. When employees feel confident in their abilities, their performance tends to be better.
- **Enhanced Team Collaboration:** Onboarding can facilitate team building by introducing new employees to their colleagues and helping them establish relationships within the organization.
- **Feedback Loop:** It provides an opportunity for new employees to ask questions, seek clarification, and provide feedback about their initial experiences, which can help organizations make improvements to their processes and culture.
- **Brand Reputation:** A well-structured onboarding process can enhance the company's reputation as an employer of choice. Positive experiences are often shared by employees, which can attract top talent to the organization.

Quick Steps to Onboard

Employee onboarding is not just a routine administrative process; it is a strategic investment in the success of both the employee and the organization. A well-designed onboarding program helps new employees integrate into the company culture, become productive faster, and ultimately contribute to the company's growth and success. Compliance, clarification, confidence, connection, and culture are core components of employee onboarding. They represent different aspects of the onboarding process that collectively contribute to a successful and effective transition for new employees into the organization.



Get Compliance formalities done without delay

Compliance in onboarding refers to ensuring that new employees understand and adhere to company policies, legal requirements, and regulatory standards relevant to their roles. It helps prevent legal and regulatory issues, ensuring that the organization operates within the bounds of the law.

Hints & Tips

- Paperwork like proof of education, employment, identity etc.
- The badging process for a smooth entry and exit from premise
- Provisioning tasks like equipping new employees with computers and phones
- Allotting workspace and settling the employee down
- Providing information about workplace policies, safety guidelines, data security, and any industry-specific compliance requirements.

Companies can improve employee experience in this category by automating the whole process and using HR technology to streamline HR processes around this area. Storing compliance related documents securely is also an employer obligation that cannot be done away with. Automating this entire process through technology is the way forward.

Clarify Roles and Responsibilities

It is very important that new employees have a clear understanding of their roles, responsibilities, and expectations within the organization. Organizations hire new employees with specific job roles in mind, making it crucial to provide clarity on their responsibilities, processes, and the company's policies.

Hints & Tips

- Instill a sense of readiness and confidence in the employee's decision to join the organization and their own capability to excel.
- Incorporate methods that facilitate new employees' understanding of their roles.
- Make sure to assign an onboarding buddy who can answer questions in case the hiring manager is busy.
- Detailed job descriptions, goal setting, role-specific training, and one-on-one discussions with supervisors can be part of this process.
- Investing in an onboarding tool or software to streamline this process would be wise and might even boost employee satisfaction.

A clear structure and guidance are essential for both individual and team success. Providing answers and clarifications at the right time reduces confusion, prevents misunderstandings, and sets the foundation for job performance.

Impart Job Specific Training & Skill Development

Building confidence in onboarding means providing new employees with the knowledge, skills, and resources they need to perform their jobs competently and effectively. It is a state of mind and refers to how much a new employee feels they can do the job well and tackle new challenges.

Hints & Tips

- Job-specific training, skill development, access to resources and tools, and opportunities for hands-on learning, with timely communication.
- Schedule intro sessions with different departments. The new employee understands what other teams do at a high level and it will broaden their learning.
- This practice will speed your new employees' integration into your company and facilitate collaboration between departments.
- Skill development courses can be a mix of both online and offline sessions. Onboarding software can be programmed to include various activities with scores and grades.
- Curate courses that suit the education and experience of the new employee. Do NOT prescribe a generic course design.

When employees gain confidence through this experience, it not only enhances their self-esteem but also fosters a positive perception of their colleagues and reinforces their decision to be part of the organization. When employees feel confident in their abilities, they are more likely to contribute to the organization's success and adapt to new challenges.

Help Employees Build Connections

Connection in onboarding focuses on helping new employees build relationships within the organization, both with colleagues and supervisors. It refers to how accepted, recognized, and valued new employees feel.



Hints & Tips

- Arrange for the reporting manager to take the new employee for lunch on the first day.
- Make sure that the onboarding process includes new employees meeting coworkers virtually or in person.
- Include team-building activities, mentorship programs, introductions to colleagues, and networking opportunities.
- Introduce the new employee to the team, either during the team huddle or a short standup.
- Encourage ice breakers, interests, and life experiences to lighten introductions.

Strong interpersonal connections contribute to a sense of belonging and engagement, which can improve job satisfaction and retention. The sense of connection plays a pivotal role in affirming employees' confidence in their decision to become part of the organization. The foundation for these meaningful connections is laid during the onboarding process.

Communicate Company Culture

Addressing culture in onboarding involves imparting an understanding of the organization's values, mission, norms, and overall work environment. Companies convey these in various ways to new employees including company history, rituals/traditions, narrative accounts and stories, company policies and guidelines etc.

Hints & Tips

- Organize an intro session covering the company's vision and goals. A strong cultural fit helps employees align their behavior and decisions with the company's ethos.
- Provide an HR platform to share stories of the company's inception, evolving norms, mission etc.
- Include a program to impart knowledge on values and priorities using case studies or group activities.
- Activities like Culture orientation sessions, sharing company stories and history, and integrating cultural values into training and communications could go a long way.

These onboarding experiences build the confidence, connections, and cultural alignment needed for new employees to thrive within the organization. An effective onboarding program addresses each of these aspects to create a well-rounded and successful employee transition experience.



Successful Employee Onboarding: Some Do's and Don'ts



Do's

- ✓ Employee experience must drive the onboarding strategy.
- ✓ Use AI and automation to understand user behavior. This will also automatically adjust the program to user preferences.
- ✓ Make the onboarding experience completely digital. Use a software or platform that can give a custom and cross device experience.
- ✓ Make it flexible and relatable, not too rigid in terms of scores and grades.



Don'ts

- ✗ Do not make it a one size fits all generic experience for all newcomers.
- ✗ Avoid using manual onboarding solutions that offer disconnected modules.
- ✗ Do not use outdated onboarding tools that are HR centric.
- ✗ Do not use a tool as a substitute for direct communication and interaction.



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