



# NEW EMPLOYEE ONBOARDING

A MEDPM WEBINAR

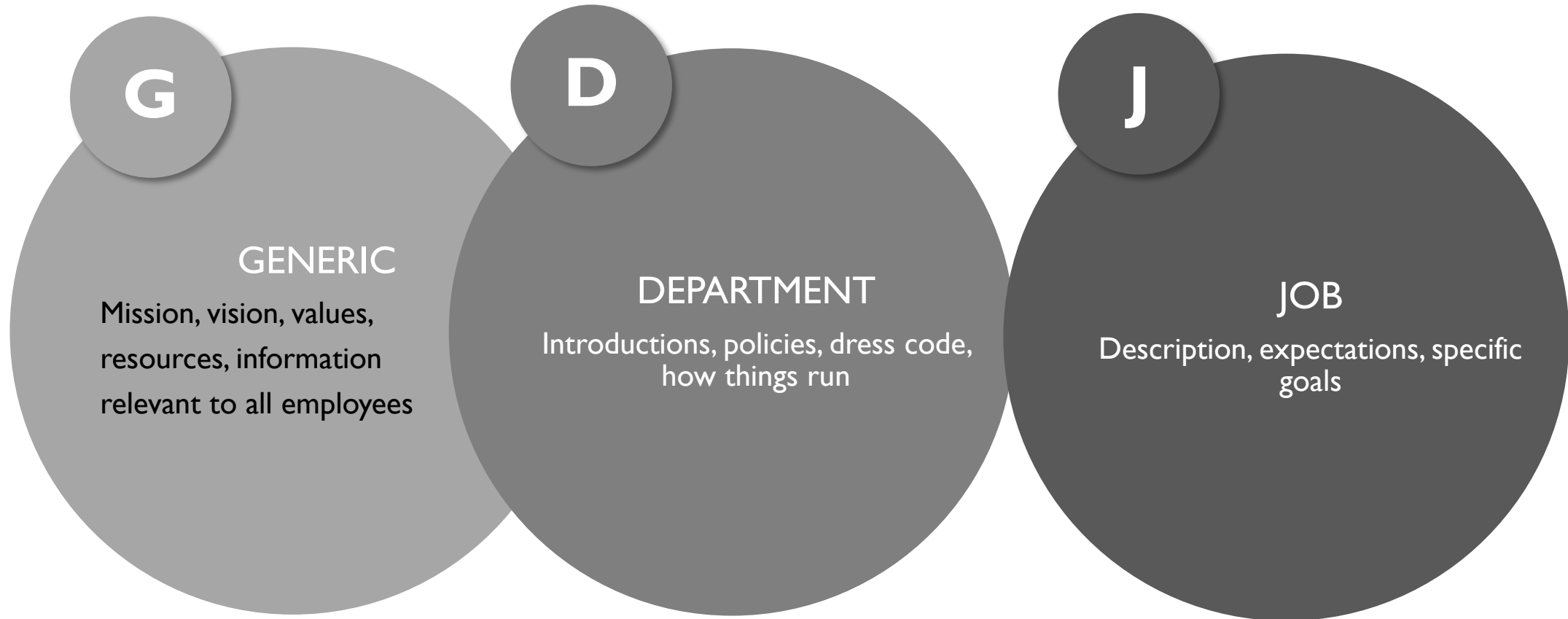


## WHY IS EMPLOYEE ONBOARDING SO IMPORTANT?

- 69% of employees are more likely to stay with a company 3 years or longer if they experienced “great” onboarding.
- 20% of employee turnover happens in the first 90 days.
- 33% of new employees look for a new job within their first 6 months.
- It costs about \$4,000 to fill the average open position.
- Organizations with strong onboarding processes experience 50% greater new employee productivity.
- It takes new employees 8-12 months to gain proficiency in their job.

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## 3 LEVELS OF INFORMATION





## REMEMBER...

- People can't learn everything they need to know about their new jobs and company in one day!
  
- Think carefully about the best time and way to deliver the three different levels of information!

# ONBOARDING PREP QUESTIONS



- **What's important for your employees to know?**
- **What impression do you want an employee to have on their first day?**



- **What are the expectations of the new employee?**



- **If you were to put together a cheat sheet for the new employee, what would be on it? (Don't forget acronyms!)**



- **How will you make the new employee really feel welcomed?**
- **What key policies and procedures must new employees be aware of on their first day to avoid mistakes on their second day?**

# THE ONBOARDING PROCESS

## Prior to arrival

Goal: Provide a comfortable onboarding that fosters confidence

## First Day (Part 2)

Goal: Make them feel welcome. A day of discovery, introductions, and discussions.

## First Month

Goal: Continue to touch base weekly

## First Day (Part 1)

Goal: Create an Orientation that introduces them to the organization at large

## First Week

Goal: Help the employee get acquainted with your org and his/her role

## Ongoing

Goal: Continue to touch base once every two weeks for the first quarter; once a month for the first 9 months



# ONBOARDING PROCESS



## Prior to arrival

- If someone else makes the offer, reach out by phone or email to welcome them. Be sure to share your contact information!
  - *See sample welcome email in resource guide.*
- A few days before they start, call to check-in and see if they have any questions.
  - *Share a few details that will ease their minds – should they bring lunch? If so, do you have fridge/freezer? Should they bring a jacket, etc.*
- Add new employee to any distribution/contact list.
- Plan their first day and first week
- Appoint a team buddy or mentor – a guide or advisor they can turn to when you are not around.
- Send an email announcement about the new employee to everyone who will be working with them.
  - *See sample team introduction letter in resource guide.*

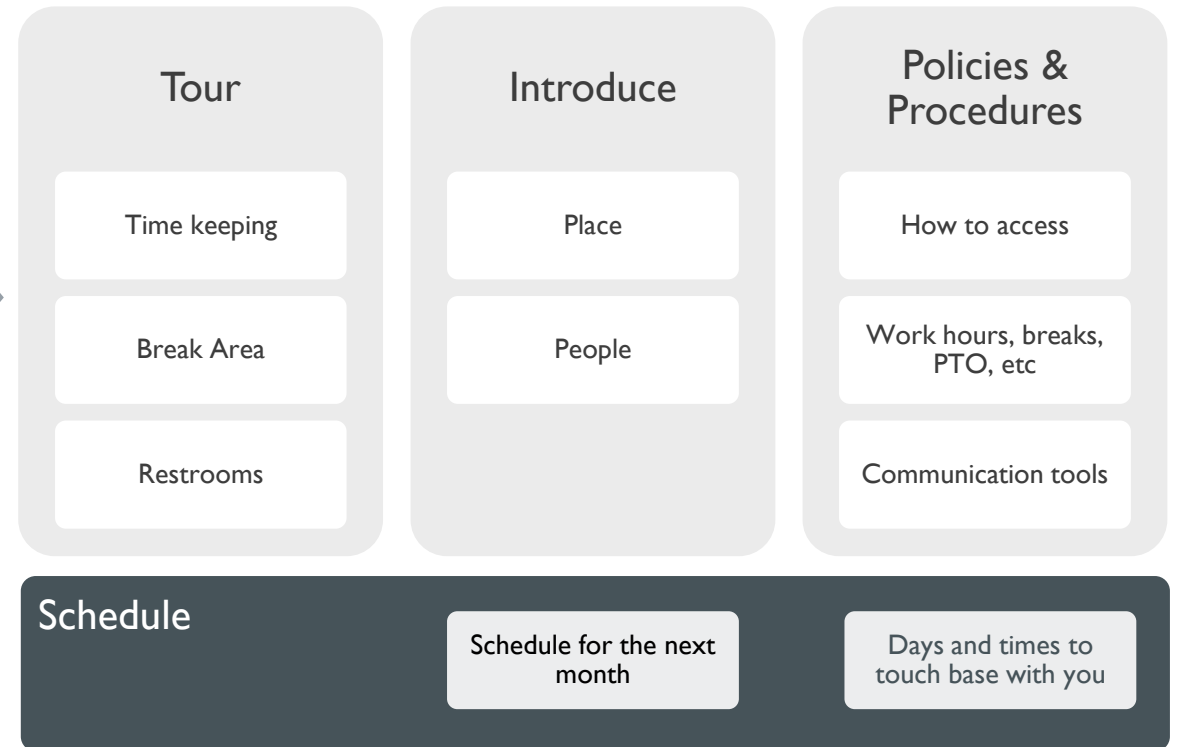
# FIRST DAY



## Part I Orientation



## Part 2 Department







## FIRST WEEK

### Goals

Make sure to share both department goals and individual goals



### Job details

Review the specific job description, responsibilities, and your expectations – including how they'll contribute.



### Touch base

See sample touch base questions in reference guide.



## ONGOING

- Touch-base and give regular feedback
- Praise successes specifically
- Discuss opportunities for improvement
- Keep setting clear, specific expectations.



# TIPS & TRICKS

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