

Employee Onboarding

The Link Between Hiring and Retention



Onboarding

The process by which new hires get adjusted to the social and performance aspects of their jobs quickly and smoothly, and learn the attitudes, knowledge, skills, and behaviors required to function effectively within an organization.



Insurance



Effective Onboarding Programs Will:

- Assist with recruiting and retention
- Boost employee performance and business growth
- Build trust and alignment within the organization
- Establish a strong connection with employee
- Enable open communication
- Decrease turnover



What Happens Without An Effective Onboarding Program?

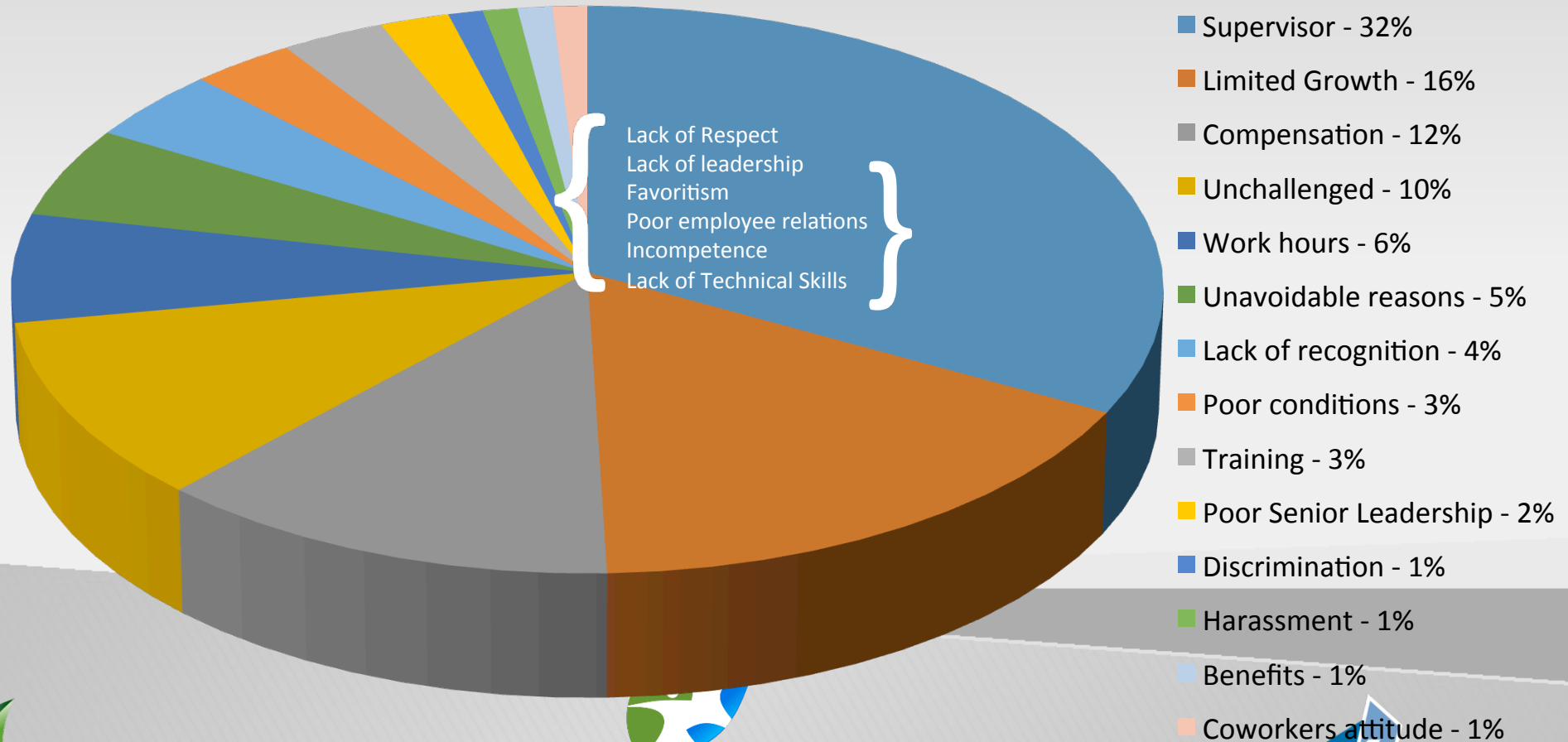


EMPLOYEE TURNOVER STARTS WITHIN 15 BUSINESS DAYS



TAKE YOUR CUES FROM WHY EMPLOYEES LEAVE

Research provided by the Saratoga Institute



Your employees are the image of the company.
They represent the company 24 hours a day, 7 days
a week.



To Succeed, Your Onboarding Program Must:

- Be a customized program, specific to the employee
- Have a fully engaged management team
- Enforce the need for open, ongoing, and constructive communication
- Extend a minimum of 12 months



Onboarding: 3 Keys To Success

3 Key Elements

- Communications
- Training
- Mentor / Supervisor relationship

3 Key Time Periods

- Pre-hire Experience / First Day / to 30 days
- 30 days to 6 months
- 6 months to end of first year



Overall 9 block style Onboarding Program - Exercise

	1 st day, 1 st week, 1 st month	30-180 days	6-12 months
Communication (what to do)			
Training (how to do)			
Mentoring (why you do)			



COMMUNICATION – THE WHAT

1 st day, 1 st week, 1 st month	30-180 days	6-12 months
Alignment with what the job is all about and who all they will be interacting with	Clarity in what is expected from this employee and how to measure progress toward those goals	What the future holds and how to get there as it relates to this employee
<ul style="list-style-type: none">• Mostly about Orientation in this time frame• Ex. Explain company organizational chart and protocol for reporting and permissions	<ul style="list-style-type: none">• Ex. Establish and review with employee clarity in job performance objectives including target date	<ul style="list-style-type: none">• Ex. Begin discussions on promotional timelines or sales achievement goals that would lead to promotion potential



TRAINING – THE HOW

1 st day, 1 st week, 1 st month	30-180 days	6-12 months
Mostly orientation	Introductions to new equipment, systems, and procedures as employee is given new responsibilities	Training is less frequent and more targeted to advancement to new skills
<ul style="list-style-type: none">• Ex. Computer /IT orientation, software basics on programs not familiar with• Informing where resources are and how to get them	<ul style="list-style-type: none">• Ex. Enroll in future classes surrounding advance program training• Ex. Establish Monthly Peer meetings / Discussion Groups	<ul style="list-style-type: none">• Ex. Schedule Leadership Development reviews and training as applicable



MENTORING – THE WHY

1 st day, 1 st week, 1 st month	30-180 days	6-12 months
Meeting with key leadership – Talk about philosophies, historical, and most importantly-What the Future holds	Focus on the Why your company does what they do – what makes you different	Focus on the long term vision -The Carrot
<ul style="list-style-type: none">Ex. Establish 15 minute beginning of day & 30 minute end of day meeting with mentor	<ul style="list-style-type: none">Ex. Weekly PAR (Progress, Analysis, Review) meetings with mentor to identify progress towards goals	<ul style="list-style-type: none">Ex. Coaching to performance – Continue PAR focusing on metrics of performance



One size does not fit all

Baby Boomers

Current age: mid 50s – late 60s

- Focused on the process
- Clearly defined Onboarding map
- Extend Onboarding Beyond 6 months
- Level of Respect

Gen X

Current age: mid 30s – early 50s

- Focused on learning (Entrepreneurial)
- Mentor Program
- Objectives & Timelines in Onboarding
- Work/Life Balance

Gen Y

Current age: under 32

- Focused on social
- Enable Contribution
- Link Onboarding to Learning
- Flexibility/Buddy system/Networking



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