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A 2023 Guide to

Simplify Your Employees' Onboarding Process

67%
Trained

36%
Qualified

3%
Unqualified

24%
In progress

Name	Status	Enrolment date	Cours
Chris Hansen	◉	23/01/22	3
Anne Weis	◉	25/01/22	
John Wayland	◉	27/01/22	
Shirley Keel	◉	31/01/22	
Herman Byrnes	◉	02/02/22	
Teresa Moore	◉	04/02/22	

Loved it	😍
Really good	😀
Okay	🙂
Bad	🙁
Pretty bad	😩

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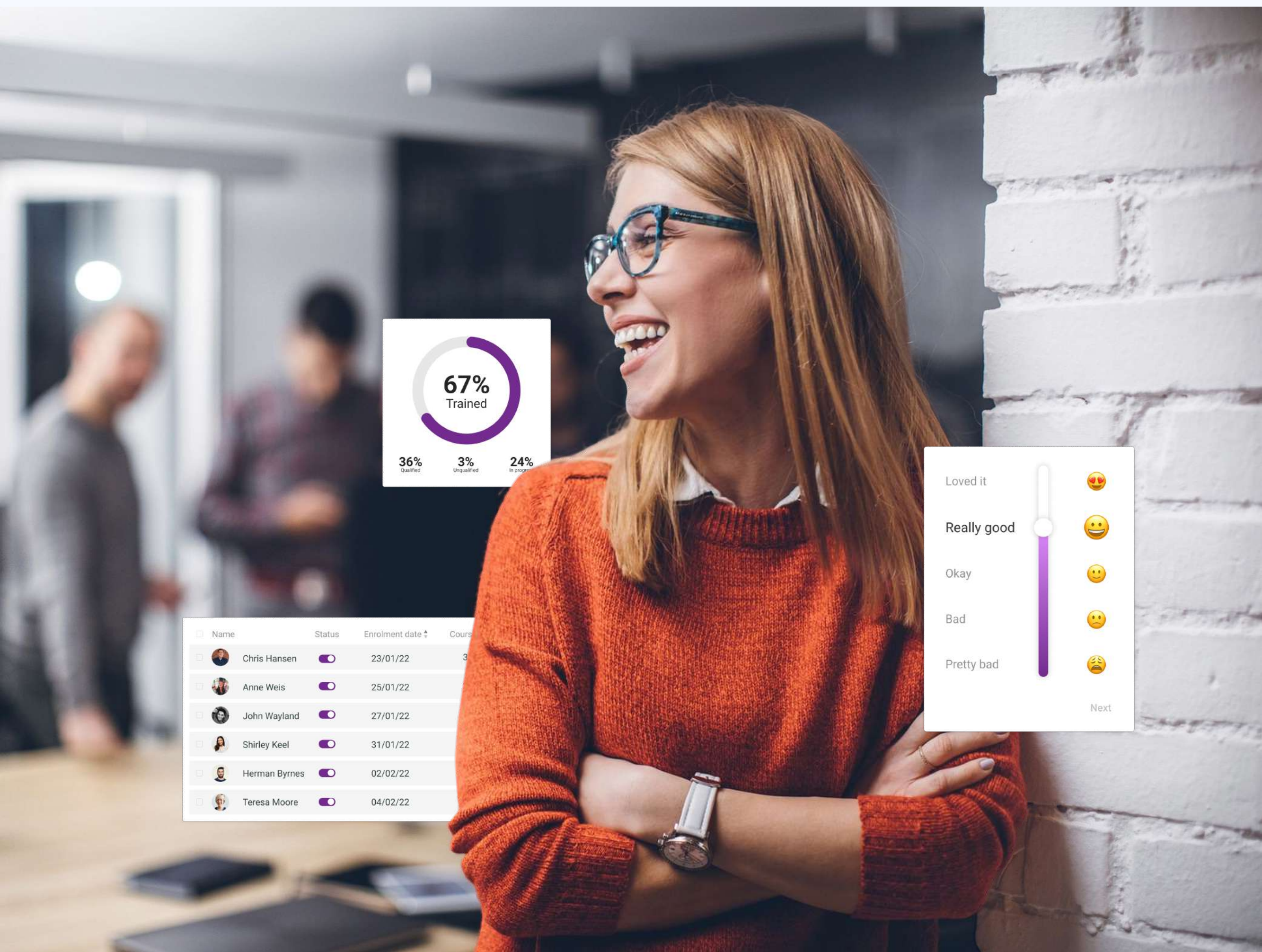
What will this guide explore?

The secret of most successful businesses is creating a happy and positive environment for the employees, especially the new hires. Besides a higher retention rate, a happy workplace also contributes greatly to the future of a business.

Almost every great entrepreneur globally agrees that a happy workplace improves productivity, reduces time, and increases work output.

Therefore, if you are also an entrepreneur and willing to cultivate a happy workplace for your new hires, this guide will help you to a great extent!

What are the challenges the workforce is facing?

The onboarding process can break or make the experience of new hires. For instance, a human resource statistic revealed that almost 30% of the new hires leave within 3 months of joining. While the reason behind it cannot be attributed only to the onboarding process, it is definitely one of the crucial aspects. However, to find the solution first, you need to put yourself in the shoes of new hires. It means you need to understand their challenges and the experience they expect from their new workplaces.

Following are some common challenges new hires often face.

1. Overload of information

New hires often feel nervous in their early days in a new workplace. At the same time, they are exposed to several pieces of information about the company, how it works, work ethics and likes.

Therefore, it is not unusual that they feel overwhelmed with too much information on the first day of joining.

2. Lack of on-the-job training

A standardized training program is crucial to improving the retention rate of new hires. Only through a proper training module or program you can coach your employees and make them understand your business goals.

As per statistics, a formal onboarding program can improve employee retention almost by 50% among new hires.

3. No proper idea of company policies

Every company has a set of rules or policies that the employees need to know and follow. However, if they do not get an employee handbook of the company in their initial days at work, they hardly get any idea of the company policies and miss out on valuable information.

No wonder it confuses both the new hires and the employer.

4. Little knowledge about the office setup, equipment

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5. Absence of a mentor

Having a mentor at a workplace helps new joiners adapt to their work culture better and faster. It also broadens the scope for acquiring knowledge which eventually helps them in their career.

A statistic says 79% of millennials consider mentoring a vital aspect of career growth.

6. Understanding their roles in the company

A recent study shows that 40% of working adults feel lonely at work.

This is more common and prominent for new hires who feel isolated and foreigners in a new place. It often compels them to leave their jobs, if it persists for a long time.

Therefore, it is crucial for companies to build relationships with their new hires and introduce them to a larger group soon after they join. It will help them understand their worth and job profile better at work.

The importance & common mistakes of onboarding

The challenges discussed before can be addressed efficiently through a good onboarding program. Following are the reasons your business or company should adopt a smooth process of onboarding.

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1. It helps new joiners acclimate better

An onboarding program is important for new hires as it helps them acclimate better to the company they are working for. It is more than telling them where to have lunch or how the office coffee machine works!

Good acclimation involves giving out valuable information about the company, its expectations from the new hires, and its goals and objectives.

Ideally, during the onboarding process, the employer and the employees should sit face-to-face and discuss how the new hires can contribute to the company.

At the same time, the employers should also inform the new hires about what they can expect from the company. It includes a detailed overview of the growth opportunity, employee benefits, etc.

2. Improves employee engagement

The driven and engaged workforce is the secret component of any successful business.

According to a report, a highly engaged workforce drives sales by 20% and profitability by 21%.

If you also want to drive business growth and maximize profits, it is high time you focus on providing a comprehensive onboarding experience to new hires. The engaged employees contribute to:

- Reduced turnover rate
- Improved quality of products/services
- Lower absenteeism rate
- Right customer evaluation

Proper onboarding helps you achieve most of these pointers for your company with a motivated and engaged workforce!

3. Boosts retention of new hires

Perhaps one of the surprising human resources stats is that almost 1/3rd of the new hires leave a company within the first 90 days!

One of the reasons would be they got a poor or no proper onboarding experience in their new workplace. Clearly, with little knowledge about the company, individual job roles and lack of other information disorient the employees, leading to a poor retention rate.

On the other hand, smart and effective onboarding not only motivates the new hires but also improves their productivity to a great extent.

Hence, it is quite apparent that a strong onboarding program is requisite for a happy workplace. However, some common mistakes on the management part can ruin the ecosystem. It includes:

i. Not starting the onboarding beforehand

Many companies start the onboarding process only when the new hires are on their first days in the office. It means that day goes into boring paperwork and other such formalities. Consequently, the new employees remember their first days at work as uninteresting.

However, it can easily be avoided if the recruiting team decides to start the paperwork and other formalities beforehand. It allows the new hires to get the essence of their workplaces from the very first day as we know first impression matters!

ii. Unclear expectations and goals

If you want to turn your new hires into the efficient workforce of your business, you need to be transparent about what you expect from them and what they can expect from you in return.

Onboarding is the perfect time to discuss the challenges of their job roles and how to deal with them without any filter.

However, most times, the reality is different.

A study found that almost 43% of new hires leave their jobs as they do not match their expectations.

iii. No formal process

While hiring new employees for your company, you must follow a structured way to transfer knowledge. The lack of a systematic and formal onboarding process hampers the employee experience and affects the retention rate.

You can assume the necessity of a proper onboarding schedule or structure through a study that shows that almost 88% of new joiners complained about not having an onboarding program.

iv. Confusing onboarding with orientation

Although used synonymously, onboarding and orientation are two different aspects of human resources.

Orientation is just a part of the onboarding process. Typically, it involves routine paperwork and other formalities that HR can wrap up within a morning or evening. Clearly, it is more about the administration than the work culture and the bigger picture.

On the other hand, onboarding is a continuing process that takes some time and helps adapt the new hires to the work culture.

v. Ignoring the feedback

Contrary to popular belief, onboarding is a two-way process where employees and employers should communicate with each other actively. Therefore, you need to give feedback to the new employees about their progress and mistakes. Similarly, they should also be encouraged to give feedback on their experience at the company.

It will help build a healthy and happy workplace as the employees feel heard. At the same time, you can also get a new perspective that helps you reconsider office policies, etc.

Another mistake or rather issue that recruiters face nowadays is curating the proper onboarding process for remote teams of new joiners.
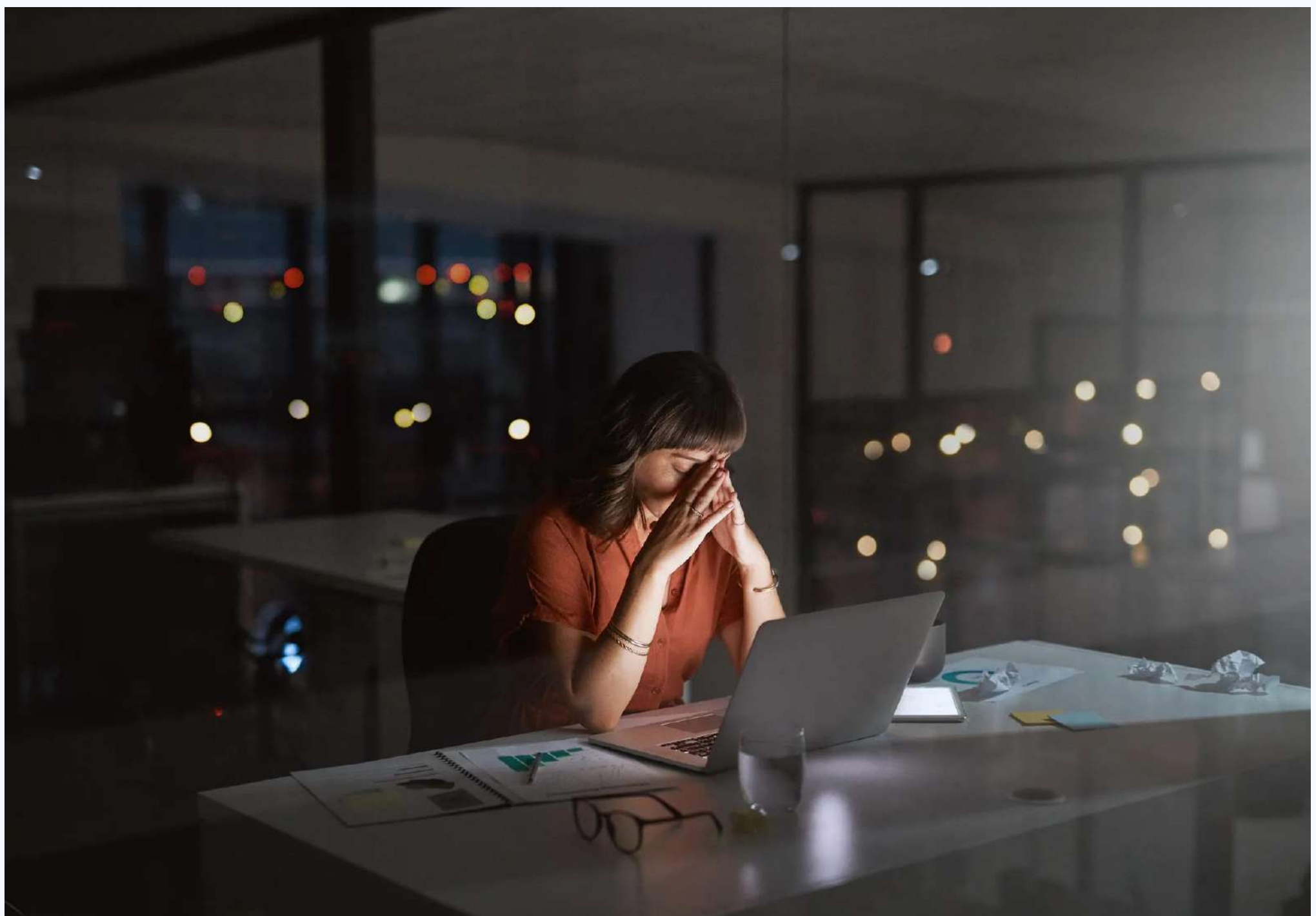
How to onboard remote teams?

While remote working impressed a large section of employees across sectors, it posed some challenges in terms of onboarding. A smooth onboarding of remote teams is not easy.

However, you or your organization can take some notes to make the entire process as smooth as possible. Here's how!

1. Develop a 14-day plan

Since the remote workers are not physically present at the office, you need to have a robust and organized onboarding plan that actually works. For instance, you can arrange 3 to 4 meetings (as required) daily, send them some video links, etc., to start with.

It will make them feel included, and they can get an insight into the projects they will be working on and get to know their colleagues. Likewise, you can also approach them personally for ice-breaking and make them comfortable. Try to continue it for at least 2 weeks to see its outcome.

2. Onboarding in groups

If you get multiple new hires, it is better to onboard cohorts. It has several benefits like it saves your time by training several people at the same time. Likewise, it also reduces your effort while training them in a group.

On the other hand, the new hires also get a feeling of community, and they can also practice healthy competition among themselves. Onboarding in batches helps you and your team to invest resources in the right place at the right time. For instance, you can arrange sessions with seniors where they can give valuable insights to new hires without repeating the same thing to each individual separately.

3. Begin with small assignments

For a smooth remote onboarding, divide the schedule into 30, 60 and 90 days.

Start by giving them a small project in the first two weeks. Select a project that requires cross-team collaboration, knowledge discovery, etc.

It will help avoid information overboard, confusion and mismanagement. The new hires can also head start from day one with a real project at their hands. It will give them confidence and prepare them to work towards individual and institutional goals.

4. Make room for feedback

Although we often ignore it, small and constructive feedback can do wonders, especially for remote new hires.

Data shows that companies that give regular employee feedback experience an almost 14.9% lower turnover rate than their counterparts.

However, besides giving them feedback, you should also be open to feedback. Ask your new hires to closely follow the existing process and inform them if they experience some hiccups. It will allow you to improve or alter your current onboarding process for better.

5. Employ a time-tracking tool

Managing a remote team is challenging, considering the location and time barriers. However, you can address it efficiently with the right technology. For instance, you can use a time-tracking tool to review their performances, give instructions, set objectives and amp up their productivity.

Also, encourage the new joiners to use proper tools to utilize their time wisely. It will also help them to concentrate better and avoid distractions when working remotely.

These tips will help you ensure a smooth remote team onboarding without glitches.

5 ways to better onboard & train new hires

Check out the advantages a study by the Aberdeen Group and iCMS uncovered about an efficient onboarding process:

60%

year-over-year improvement in revenue.

63%

year-over-year improvement in customer satisfaction.

Onboarding improves company ROI by more than **$79,000/ year.**

Whether remote or onsite onboarding, you need to tick off most of the following pointers if you want to make it a success. Take a look!

1. Hire right

Your business starts with people. Therefore, you must choose the right human capital when planning to scale your business. Even a single job opening gets hundreds of applications. Hence, you must clearly understand the business to select the right ones for the job role the company is looking for.

Right hiring is not limited to checking the applicants' skill sets. You must also consider their personality, temperament, body language, etc. Although it is impossible to gauge an applicant's capability at the very first meeting, a thorough interview and a proper hiring process will help you pick the best suit for the job.

2. Curate a robust organizational structure

A business excels only when it has a strong organizational structure which includes great leadership and clear communication. The whole point is to help the new hires know where to approach if they have any doubts or questions.

Appointing a hire manager also fares well as they can train the new employees to bring the best to the table. At the same time, the existing employees can also learn how to train and contribute in the future.

Having confusions and questions are natural for new hires. Thus, they must know whom to report to, who assigns tasks and so on. This well-defined onboarding structure expedites the entire process, making the new hires more engaged and productive from day 1.

3. Focus on onboarding training

The initial days at work are crucial as it is when new hires learn about the work culture and other vital aspects of their job. No matter how efficient employees are, they need proper training to deliver what their new job role expects from them.

Data shows that almost 71% of new hires find it easy to do their jobs rightly after long onboarding training.

Nowadays, most companies also opt for online training sessions available on e-learning platforms. These 10 to 15-minutes sessions cover different fields and skills.

Mostly, these sessions are pre-recorded; allowing new hires to learn at their own paces and better understand the goals, role expectations, etc. However, they also need a dynamic management or recruitment team along the training.

4. Review and cross-train

As a company, your role does not end with giving formal training. You also need to track and review their progress after some initial days of joining. It will give the company a chance to see if new hires can perform their job daily and clear any doubt they may have.

During this point, you can also engage them in cross-training. It lets them learn different roles so they can work fine as a replacement if other employees are on leave, sick or unavailable.

5. Makeshift to online solutions

Considering the current digital boom, there is no way you should stick only to an onsite onboarding program. Instead, you can opt for a reliable online platform that streamlines your business's onboarding ecosystem and trains new hires efficiently.

Kprise is an organized platform for collaborative learning. We offer a learning platform to empower your employees and boost your business growth. Our realistic and effective LMS, combined with collaborative tools, helps you tap the unique talents of your new hires.

Book a demo call from us and turn your workplace into a happy one with proper training and mentoring.

EFFICIENT ONBOARDING FOR YOUR NEW HIRES WITH MyPass LMS

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