

50 Onboarding Best Practices

1. Create a comprehensive written onboarding plan
2. Assign someone to be responsible for overall development, implementation, coordination, and monitoring
3. Create a welcome packet for new employee with necessary and helpful information
4. Automate and make simple the boring stuff, complete paperwork before their first day, automate what you can but never at the expense of developing relationships
5. Make sure their work area is totally ready for them, phone, IT, desk, etc.
6. Check if they have ergonomic needs
7. Give them a gift of logo wear or other company related items. While you are at it, send a gift to their spouse or partner.
8. Make a welcome phone call by supervisor and an HR representative
9. Find ways to make orientation interactive, fun, 2-way
10. Assign a buddy, mentor then train buddies and mentors how to do their job
11. Develop a new-hire portal on web site or social media
12. Do a development plan for the new employee to create a plan for the future
13. Train new people in your culture and values – how does your culture really work?
14. Make personal invitations to meetings, events and then accompany them
15. Teach new people both hard and soft skills
16. Develop a new employee cohort with a social gathering that includes their significant other
17. Conduct retention interviews along the way
18. Do regular performance meetings formal and informal
19. Make sure new hires have all of the tools and resources necessary to do their job
20. Be very clear about job expectations, standards, processes
21. Be very clear about behavioral expectations
22. Trainers, mentors, and buddies should be the people who can best represent the company and do the best job, not necessarily the most senior person.
23. Supervisors meet regularly with new employees; at least weekly to start
24. Make plenty of opportunities for social connections; lunch, breaks, after-work events
25. Train culture and values in ways that apply to everyday work life (how do you walk the talk?)
26. Get feedback from new hires and supervisors to continually improve your program
27. Evaluate your onboarding program and make necessary changes
28. Evaluate and assess (formally and informally) new employees on time. 30, 60, 90 days
29. Modify onboarding plans for different groups, professionals, executives, experienced workers, interns, introverts, extroverts, remote, and on-site employees
30. Use social networking to build connections by building a special page on Facebook or LinkedIn
31. Create an IT portal specifically for onboarding with resources, links, forms
32. Create an onboarding blog that addresses onboarding questions
33. Give new hires “dumb question” coupons and create a culture that all questions are welcome
34. Make checklists and toolkits to take guesswork and variability out of the process

35. Use videos to welcome and train new hires
36. Track employee progress in the onboarding process manually or with tracking software
37. Conduct periodic retention interviews to assess satisfaction and engagement and plan for the future
38. Create a welcoming culture where every employee has the responsibility to bring new employees into the “family”
39. Create learning games to make orientation more engaging and improve learning
40. Consider the new employee’s family especially if they are moving to a new community. What can you do to help them acclimate? Schools, activities, social connections, employment for their partner?
41. Integrate onboarding into the recruiting and hiring process
42. Train supervisors in coaching/mentoring skills and their role in onboarding
43. Measure your success, create and use metrics
44. Make the first day on the job special
45. Develop a written onboarding plan
46. Make onboarding participatory
47. Consistently implement program
48. Use milestones, such as 30, 60, 90 and 120 days on the job—and up to one year
49. post-organizational entry—to check in on employee progress
50. Engage stakeholders in planning