THE HOW TO GUIDE TO

T.A.R.S.

TALENT ACQUISITION & RETENTION STRATEGY

WELCOMING & ONBOARDING NEW HIRES

RIPPLE
TRAINING & DEVELOPMENT

TRAINING & DEVELOPMENT BECAUSE IT COSTS LESS TO RETAIN THAN GAIN TOP TALENT

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INTRODUCTION

Every business starts with the basic objective of first becoming operational and surviving and then moving through into a position of thriving as a desirable, sustainable, and resilient entity.

If the business intends to be an employing entity the leaders must ensure they have well-designed recruiting processes, practices, and policies in place as critical components of its talent acquisition and retention strategy (TARS) of which there are 11 key components in all.

Welcoming and onboarding new hires is a critical component of any successful business's talent acquisition and retention strategy.

INTRODUCTION

Failing to welcome and onboard new hires effectively can have negative consequences for both the individual and the business including increased turnover, decreased productivity, lower employee engagement, negative morale, missed development opportunities, and a damaged employer brand.

It is crucial for businesses to invest in robust welcoming and onboarding experiences to set new hires up for success and foster a positive and inclusive work environment.

CHAPTER 1

88% of businesses welcome and onboard new hires poorly if at all.

ABOUT WELCOMING & ONBOARDING NEW HIRES

Welcoming and onboarding new hires is the process of integrating and orienting new employees into a business. It involves creating a positive and supportive experience for new hires as they transition into their roles with the goal of helping them feel welcomed, valued, and equipped to succeed in their new position.

Welcoming

Welcoming new hires typically involves creating a warm and

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inclusive environment right from the start of the business's engagement with the talent market and this engagement begins in the planning phase of advertising a vacancy opportunity and continues through to either a new hire's first day of employment or a candidate's guidance through an 'unsuccessful candidate' process.

Onboarding

Onboarding is an extention of the initial welcome and involves providing new hires with the necessary information, tools, and resources to understand their job responsibilities, the company culture, policies, and procedures.

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8 OUTCOMES OF EFFECTIVE WELCOMING & ONBOARDING PROGRAMMES

Effective onboarding processes cause new hires to feel valued, supported, and engaged which contributes to higher employee satisfaction, engagement, and loyalty, reducing turnover rates and associated costs.

Well-executed welcoming and onboarding programs often have the following outcomes:

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1. Accelerated time to productivity

These programmes usually help new hires become productive more quickly. They receive the necessary training, resources, and support to understand their roles and responsibilities, enabling them to contribute to the organisation's goals sooner.

2. Improved employee retention

When new hires feel welcomed, supported, and connected to the organisation, they are more likely to stay long-term. Effective onboarding processes contribute to higher employee satisfaction,

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engagement, and loyalty, reducing turnover rates and associated costs.

3. Enhanced job satisfaction

A positive onboarding experience sets the tone for a new hire's perception of their job and the organisation. When they receive a warm welcome, feel valued, and have clarity on their role, it increases job satisfaction and overall happiness in the workplace.

4. Increased engagement and commitment

Effective welcoming and onboarding processes foster a sense of belonging and

CHAPTER 2

 commitment to the organisation's mission, values, and culture. Thisleads to higher levels of employeeengagement and a willingness to go above and beyond in their work.

5. Stronger alignment iwth company goals

During the onboarding process, new hires gain insights into the organisation's goals, strategies, and expectations. This alignment helps them understand how their individual contributions support the broader objectives of the company, enhancing their sense of purpose and motivation.

6. mproved collaboration and teamwork

CHAPTER 2

Welcoming and integrating new hires into existing teams promotes positive working relationships. When employees feel connected and supported, it fosters collaboration, knowledge sharing, and a supportive team dynamic.

7. Positive employer brand and reputation

Organisations known for their effective onboarding processes can attract top talent. A positive reputation as an employer that values its employees' success and invests in their development enhances the organisation's employer brand and competitive advantage.

CHAPTER 2

8. Enhanced business culture

Well-executed welcoming and onboarding processes reinforce the desired organisational culture and values. New hires learn about the company's culture, norms, and expectations, and they can assimilate and contribute to the desired culture more effectively.

CHAPTER 3

7 COMPONENTS OF WELCOMING & ONBOARDING PROGRAMMES

Effective Welcoming & Onboarding Programmes often include:

1. Comprehensive training

Training that equips new hires with the knowledge and skills required to perform their roles. It may cover various aspects such as job-specific tasks, tools and technologies, organisational processes and procedures, and compliance requirements.

By providing thorough training, organisations ensure that new employees have the necessary

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foundation to start their work confidently and efficiently.

2. Clear role expectations

During the onboarding process, new hires gain a clear understanding of their roles and responsibilities within the organisation. They receive detailed explanations of what is expected from them, the goals they should work towards, and the key performance indicators used to measure their success.

By setting clear expectations, organisations help new employees focus their efforts and prioritise their work, leading to quicker alignment with the organisation's goals.

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3. Access to resources and support

Well-executed onboarding programs ensure that new hires have access to the resources and support they need to perform their jobs effectively. This may include providing access to tools, software, documentation, and relevant departmental resources.

Additionally, organisations assign mentors or buddy systems to new hires, offering them a support network to turn to for guidance and assistance.

Having these resources and support systems in place enables new employees to overcome

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challenges and perform their roles more efficiently.

4. Cultural immersion

Effective onboarding programs go beyond job-specific training and also focus on immersing new hires in the organisation's culture. They introduce the company's values, mission, and vision, as well as the behavioral expectations and norms that guide interactions within the organisation.

Understanding and embracing the organisational culture helps new employees integrate into the work environment more quickly, allowing them to navigate their roles and contribute effectively.

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5. Clarification of processes and procedures

Onboarding programs ensure that new hires are familiarised with the organisation's processes and procedures. This includes providing guidance on how tasks are performed, how decisions are made, and how information flows within the organisation.

By clarifying these processes, organisations help new employees become more efficient and effective in their work, avoiding unnecessary delays or mistakes that could hinder productivity.

6. Early involvement in meaningful work

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Well-designed onboarding programs involve new hires in meaningful work as early as possible. By assigning projects or tasks that contribute to the organisation's goals, new employees can apply their knowledge and skills in a practical context.

This early involvement not only helps new hires understand the value of their work but also boosts their confidence and motivation, accelerating their transition to being productive contributors.

7. Ongoing feedback and performance management

Effective onboarding programs incorporate regular feedback and

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performance management mechanisms. By providing constructive feedback and recognising achievements, organisations help new employees gauge their progress and make any necessary adjustments.

This continuous feedback loop supports their learning and growth, enabling them to refine their skills and contribute more effectively to the organisation's goals.

CHAPTER 4

7 BARRIERS TO ESTABLISHING WELCOMING & ONBOARDING PROGRAMMES

Setting up welcoming and onboarding programs can come with its own set of challenges and obstacles for businesses. Here are some common obstacles that organizations may encounter when establishing these programs.

Addressing these obstacles requires a proactive, comitted approach. Organisations can allocate adequate resources, update and standardise their processes, foster alignment and communication, prioritise

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sufficient time for onboarding, manage change effectively, implement evaluation mechanisms, and invest in appropriate technology infrastructure. By overcoming these obstacles, businesses can establish successful welcoming and onboarding programs that contribute to the long-term success and retention of their employees.

CHAPTER 4

1. Lack of resources

One of the primary obstacles is the availability of resources, both in terms of budget and personnel.

Developing and implementing a comprehensive onboarding program requires dedicated time, effort, and financial investment.

Limited resources can hinder the organisation's ability to create a robust program that addresses all the necessary elements for effective onboarding.

CHAPTER 4

2. Inconsistent or outdated processes

Many organisations struggle with inconsistent or outdated onboarding processes.

If the onboarding process is not standardised across the organisation, it can lead to a disjointed experience for new hires.

Outdated processes may fail to incorporate current best practices or align with the changing needs of the workforce, resulting in a less effective onboarding experience.

CHAPTER 4

3. Lack of alignment and communication

Onboarding programs often involve multiple departments or teams within an organisation. Lack of alignment and communication between these stakeholders can impede the successful implementation of a welcoming and onboarding program.

It is essential to ensure clear communication and coordination among HR, hiring managers, department heads, and other relevant parties to deliver a cohesive onboarding experience.

CHAPTER 4

4. Time constraints

Time constraints can pose a challenge when designing and executing onboarding programs.

Organisations may have limited time to properly onboard new hires due to urgent business needs or tight deadlines. This can lead to rushed or inadequate onboarding processes, compromising the effectiveness of the program and hindering the new hire's integration into the organisation.

CHAPTER 4

5. Resistance to change

Implementing new onboarding processes and practices may encounter resistance from employees and managers who are comfortable with the status quo.

Resistance to change can make it challenging to gain buy-in and support for the new initiatives. Overcoming this obstacle requires effective change management strategies, clear communication about the benefits of the new onboarding program, and addressing concerns or misconceptions that may arise.

CHAPTER 4

6. Lack of evaluation and continuous improvement

Some organisations fail to establish mechanisms for evaluating the effectiveness of their onboarding programs.

Without feedback and data-driven insights, it becomes difficult to identify areas for improvement and make necessary adjustments to enhance the onboarding experience.

Continuous evaluation and improvement are essential to ensure that the welcoming and onboarding programs remain relevant and effective over time.

CHAPTER 4

7. Limited technology infrastructure

In today's digital age, technology plays a vital role in onboarding processes. However, organisations with limited technology infrastructure may struggle to provide a seamless and efficient onboarding experience.

Inadequate systems and tools can hinder the delivery of training materials, access to resources, and communication with new hires, impacting the overall effectiveness of the onboarding program.

WOULD YOU LIKE OUR HELP?

We are always here for you so we invite you to 'experience the effect' today.

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