

Connection Opportunities

Onboarding Check Point	Manager	Mentor
<p>Pre-hire</p>	<p>First impressions matter. Your new employee’s “yes” should be your call to action.</p> <ul style="list-style-type: none"> • Ensure pre-hire packages are sent • Select a mentor that will connect well with your New Hire’s personality • Meet early with the Mentor to clarify roles and set expectations <p>Appreciation Opportunities</p> <ul style="list-style-type: none"> • Deliver your pre-hire materials in a customized folder that conveys your culture and communicates “we can’t wait for you to start!” • Appreciate the Mentor’s willingness to pitch in with a thank you note • Prepare your team introductions and be ready to highlight the New Hire’s strengths as well as your team member’s skills on Day 1 • Ask the team to sign a welcome card and have that waiting on the employee’s desk 	<p>You are not just a guide; you are an ‘Ambassador of Culture’. Let your talent shine through. You have been selected because you are trusted and valued.</p> <ul style="list-style-type: none"> • Make sure you are clear on what the Manager wishes to accomplish with this New Hire • Think ahead about the employee’s first day and make a plan • Review onboarding tactics and checklists <p>Appreciation Opportunities</p> <ul style="list-style-type: none"> • If policy allows, give the New Hire a call and introduce yourself, give them a sense of what you’ve planned for their first day and where you will meet them. Let them know you are excited to be their Mentor • If your company offers welcome emails, makes sure one will be waiting from you when your employee logs on their computer for the first time
<p>Welcome Day 1</p>	<p>Be prepared and show them they made the right choice.</p> <ul style="list-style-type: none"> • Greet the New Hire when they first arrive and check in throughout the day. • Have you completed the checklists? <p>Appreciation Opportunities</p> <ul style="list-style-type: none"> • Don’t delegate the introductions. This is your chance to express how much you value the skills of the New Hire and your current team • Make a point to talk about their personal first year goals—take notes for future use 	<p>First days are exciting, scary, and confirming.</p> <ul style="list-style-type: none"> • Make sure you arrive early and are ready to join the Manager for the arrival • Are checklists complete? • Were the messages of welcome waiting? <p>Appreciation Opportunities</p> <ul style="list-style-type: none"> • Let New Hires know not only the “what” and the “where”, but also the “why” • Introduce and introduce again—remind New Hires of people they’ve met • How are they doing? Do they feel excited or overwhelmed? Let them set the pace • If you don’t have a recognition system, start a journal to keep track of great work

<p>30, 60, & 90 Days</p>	<p>You may not notice these milestones, but your New Hire will.</p> <ul style="list-style-type: none"> • Check in with mentor and ensure all training and probationary requirements are complete <p>Appreciation Opportunities</p> <ul style="list-style-type: none"> • The Cicero Group reports that among those who receive strong recognition 87% say they have a strong relationship with their direct managers • Sit down with your New Hire and the Mentor. Talk about the onboarding experience. Has there been great work that should be acknowledged? Make it an engagement experience and take advantage of a fresh set of eyes. Ask openly, “How do we do things differently than in your past jobs? How can we improve our work here?” • Using the 60 or 90 day milestone as an opportunity to survey the employee on the onboarding experience provides valuable information for future hires 	<p>Keep your eyes wide open. Be available and notice how the New Hire is adapting to their role.</p> <ul style="list-style-type: none"> • You can't be their daily crutch, but you can be an effective resource • Are training and certifications complete? • Are they navigating the organization effectively? • Are they fitting in with the team? <p>Appreciation Opportunities</p> <ul style="list-style-type: none"> • The Cicero Group reports that employees who experience strong recognition vs. weak report the following levels of engagement with regard to: <ul style="list-style-type: none"> - Work relationships 78% vs. 35% - Connection to the company 81% vs. 35% - Understanding their work makes a difference 76% vs. 28% • Be the eyes and ears for the manager, sharing great work and accomplishments of the New Hire that should be highlighted and celebrated • The employee is up and running but make sure you have calendared regular touch-points to ensure the New Hire feels your ongoing support
<p>6 Months</p>	<p>Don't stop now. Extend the experience for the rest of the year.</p> <ul style="list-style-type: none"> • According to Aberdeen, today only 15% of companies extend their onboarding process beyond 6 months, but 90% of companies believe employees make the decision to stay in their first 12 months <p>Appreciation Opportunities</p> <ul style="list-style-type: none"> • 6 months is a milestone that should be celebrated. Create an opportunity to pause with the team and acknowledge both the New Hire and their Mentor. Honor the progress and contributions that have been made by both individuals. Invite the New Hire to recognize the Mentor and talk about their great work 	<p>The New Hire is hitting their stride, taking in new things and still evaluating their fit.</p> <ul style="list-style-type: none"> • Celebrate their successes, help them find their way and discover their strengths. <p>Appreciation Opportunities</p> <ul style="list-style-type: none"> • Keep looking for opportunities to encourage effort, reward results and celebrate key achievements over time. • 6 months is a great opportunity to establish a feedback loop for Mentors through an electronic survey, if your company doesn't have one, share your feedback with the Manager • What have been your onboarding successes? What can be improved?

<p>1 Year</p>	<p>Research from the Cicero Group reveals the mindset of employees in their first year is around feelings of accomplishment and pride, “I’ve been a sponge. I’ve soaked it all up!”</p> <ul style="list-style-type: none"> • That doesn’t mean that they have stopped contemplating the future and question how committed the company is to their success • Reinforce their value with a celebration <p>Appreciation Opportunities</p> <ul style="list-style-type: none"> • Plan a one year celebration for your employee—no longer a “New Hire” • Celebrate all that has been achieved. This will further reinforce and confirm you are a culture that welcomes and grows new talent • Invite the Mentor and other team members to speak and recognize the employee’s impact • Don’t forget to recognize the Mentor. This employee’s success is also their own. Celebrating their contributions will make the Mentor feel valued and will also inspire others to jump in and help future New Hires • Pause and reflect. The one year mark is a great opportunity to get employee feedback on the onboarding experience. Create feedback loops and commit to acting on the findings 	<p>Be proud. This is a moment of celebration!</p> <ul style="list-style-type: none"> • Aberdeen Group reports that even though the decision to stay or go is made in the first critical year, only 2% of companies stick with onboarding new employees to the one-year anniversary <p>Appreciation Opportunities</p> <ul style="list-style-type: none"> • Get ready to cheer, if your manager hasn’t organized a celebration for the New Hire, give them a friendly reminder • Prepare your thoughts, use your great work journal or your recognition system to look back over the year and honor the employee’s contributions • Pause and reflect. What worked well with this onboarding process? What could have improved? This is another opportunity for a feedback loop using an electronic survey. If this tool isn’t available, share your thoughts with your Manager • Would you do it again? If so, sign up to participate again and encourage another talented employee to do the same
----------------------	--	---

Visit octanner.com for additional appreciation insights and best practices.

