

## Is Onboarding a Waste?

**H**ave you just hired a new staff member? What are your chances of keeping this new addition to your team? Well, not great according to a study by Price Waterhouse Coopers! Approximately one in three new employees leave their employment (on their own or with your help) in the first year. That's over 30% who don't stay with you!

Now, knowing that it costs anywhere from 50 to 150% of that new hire to replace them, you are leaving a lot of money on the table. There is a process to keeping people with you – it makes the individual want to work with your organization and it allows the individual to be successful.

First off, stop thinking about all the forms that have to be filled out on the first day – generally that can be left until later in the first week. Instead start them off with something meaningful to do. However, I digress – let's start at the beginning. You have just hired George into your IT organization and he starts next Monday.

◆ STEP 1 – Hire wisely – onboarding well is useless if you hired poorly in the first place – put time, energy and money into ensuring you have the right person to join your team – George's cultural fit with the rest of your employees is imperative

◆ STEP 2 – Be ready – have a desk, business cards, a computer, a telephone, paper and pen all waiting for Georges' first day

◆ STEP 3 – Ensure George's manager is prepped – the manager has met George already, has laid out a plan for the first week, meets George at the door and introduces him to a few key people on the first day – and lets him know when he will want to fill out the forms (a few each day is not a bad idea) and review any policies which will impact his employment

◆ STEP 4 – The manager assigns a "Buddy" who is prepped – George will join his "Buddy" during breaks the first week and on day one will take him to lunch – will share the "politics of how we do things

around here" with George and show him the key things – where the washrooms are, the lunch room, the photo copier and other relevant things

◆ STEP 5 – The manager introduces George to his "Buddy" within the first hour and together they briefly outline the vision and mission of the organization, the goals of the department and the expectations of George's role and provides an immediate assignment so George can feel he is of value right from the start

◆ STEP 6 – As the week moves forward have George's "Buddy" expand his repertoire of connections

◆ STEP 7 – The manager ensures the forms are filled out by the end of the week and most importantly guides George in understanding his role and provides assignments to help him feel a part of the team

◆ STEP 8 – At the end of the week provide George with a short survey to better understand how George sees his first week, his role and his comfort in being part of the team – this provides you with information on what you might need to do to your onboarding process so you do not have people leave your employ prematurely



Onboarding does take time and yet it saves time when you do it well. If you want greater productivity from your new hire follow these 8 steps and you will have a more satisfied employee who will be productive from day one!

## Sherry's Corner



Has the pendulum swung to the other side? In years gone by, no one said anything about being bullied or harassed. Today, this kind of behaviour is not tolerated. Period!

Allegations of "harassment behaviour" are coming forward regularly in the news. Are we going too far when we can bring forward allegations without details? Might a person use this venue as a vendetta against someone by not telling all? Everyone needs to understand that if it is the truth it needs to be addressed because, if it's not true it can cause devastating results.

Am I being too concerned here? Every workplace (and family life too) needs be free of bullying and harassment (see last month's newsletter) and if it is happening it needs to be stopped. Your opinion please – could this be a slippery slope that takes us down a path that destroys individuals and organizations when not properly handled?

Please share your thoughts.

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### QUOTE

*"The way your employees feel is the way your customers will feel."*

*Sybil F. Stershic*

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