

DAISY INSLERMANN
HR GOURMET

O N - B O A R D I N G
P R O G R A M O N A B U D G E T

WHY ON-BOARDING

Effective On-boarding improves:

- Retention by 52%
- Time to productivity by 60%
- Overall customer satisfaction by 53%

Aberdeen Group. (2006). Onboarding benchmark report.



SHARING IS CARING

EXPERIENCES IN YOUR COMPANY?



I'M
NEW

Get Them
ON BOARD!

- 1 CHALLENGE you see about your on-boarding program today?
- 1 great detail you LOVE about your on-boarding program today?

YOUR POINTS:



LiveSlides web content

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Download the add-in.

liveslides.com/download

Start the presentation.

THE 4 C'S

By The Society for Human Resource Management (SHRM)

- **Compliance**
basic legal and policy-related rules and regulations
- **Clarification**
clear expectations
- **Culture**
organisational norms - both formal and informal
- **Connection**
interpersonal relationships and information networks

ON-BOARDING EFFECTIVENESS

By Talya N. Bauer

- **Passive On-boarding**

Compliance & Clarification - ca 30% of all companies (SHRM), only 4% of new hires want to stay (A. Gostick, C. Elton)

- **High Potential On-boarding**

First 2 C's & somewhat of Culture & Connection - Ca 50% of all businesses (SHRM)

- **Proactive On-boarding**

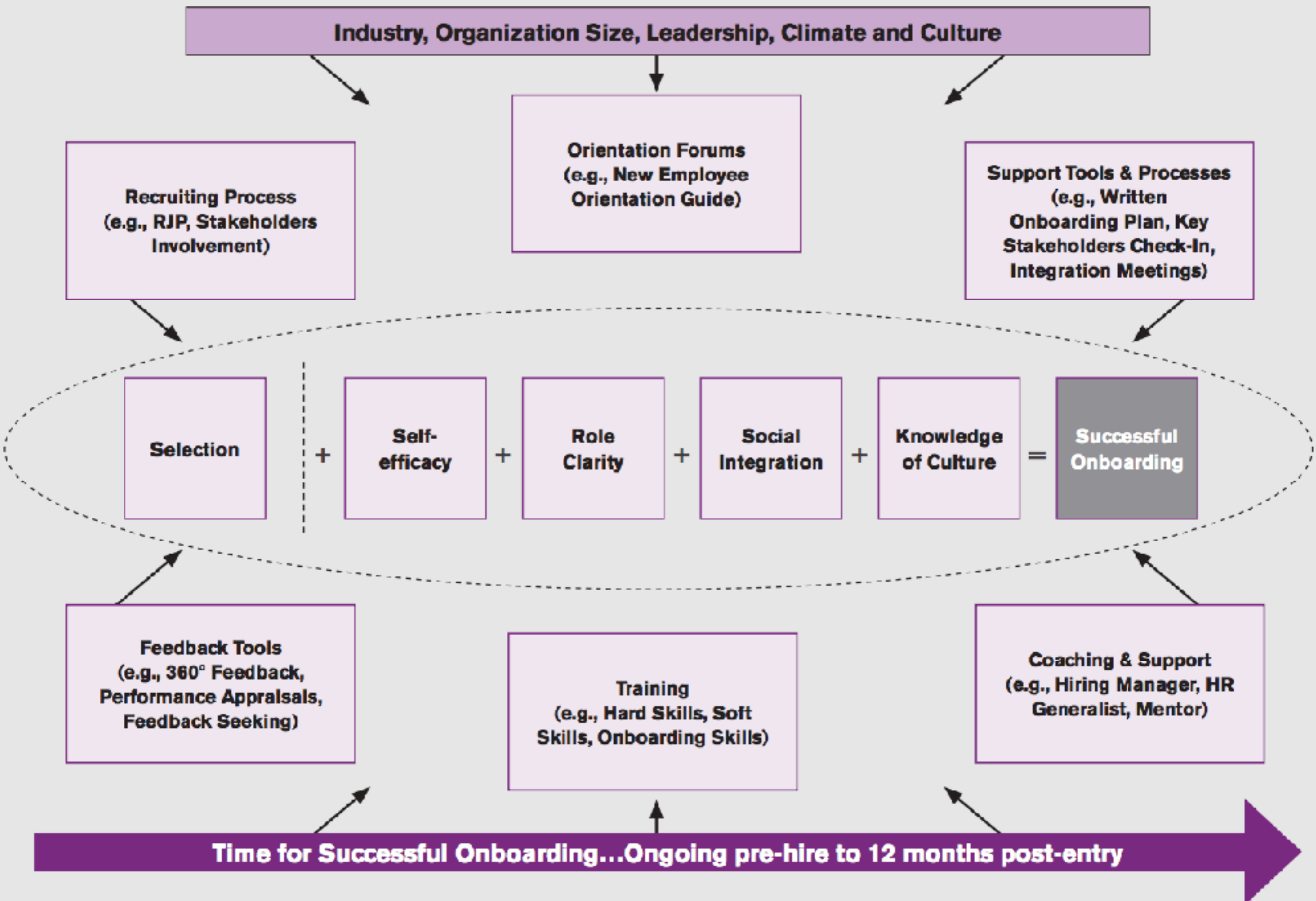
Intentionally & effectively covering all 4 C's - Ca 20% of all businesses (SHRM), 66% of new hires want to stay (US Department of Labour)

**Self-Efficacy + Role Clarity + Social Integration
+ Knowledge of Culture = Success**

TALYA N. BAUER



A RESEARCH-BASED MODEL OF ONBOARDING



WHAT TO THINK ABOUT:

Compliance

- Documentation overview
- Responsibilities
- IT regulations
- Clear process - who, what & when?

Clarification

- Role description
- Team/ Manager expectations in time
- New hire expectations in time
- Clear & measurable goal setup
- Workshops
- Tech Buddy
- Info sessions with key field experts involved with the role

Culture

- Written & unwritten rules
- Intro of traditions, mindset & strategy
- Info sessions with key people
- What is the companies Value Proposition?

Connection

- Social Buddy
- Community gatherings
- Integration to company events
- Supporting initiative



On-boarding in a Box

Rakuten Fits Me On-boarding process In a Nutshell

#RakutenFitsMe



Welcome to the team!

KEY CHALLENGES:

- **Preparations all around**

- Documentation & legal
- Work place setup - IT
- Communication between teams
- Teams readiness
- Check-lists

- **No pre-boarding**

- Info flow for the new hire - communication every week
- Info regarding first days/weeks
- Welcoming letter

- **No info sharing**

- Intro sessions with all department managers
- Welcoming info for the whole company
- Intro meetings

- **Nothing to measure**

- Thorough on-boarding feedback with new hires
- Probation half-time and ending sessions
- 1-1's

Job offer

Proekspert is very happy to send you our job offer for the **Senior Software Engineer** position.

As our new Senior Software Engineer the daily guiding role description is as follows:

Developing, amending and programming complex applications/ solutions based on standards and specifications.

Making design decisions and participating in the design of the whole system.

Reviewing the work of others and instructing the lower-level software engineers.

Assisting in diagnosing and resolving software problems.

Participating in the documentation process for the information systems.

We would like to offer you the following:



Starting date

01.01.2019



Office

Sõpruse pst 157, Tallinn

Travels between different Estonian offices and abroad may be required



Monthly salary

2500 EUR gross

Relocation Guide

PROEKSPERT

Workplace Adaptation Programme

PROEKSPERT



Virge Paluvir & Sandra Puusild

—office duties

Introducing the workplace adaptation programme & the office



Tanel Solovjov & Almar Laasi

—IT support

Confluence, Webmail, Ina, PA & other IT



Külli Kullang

head accountant

Accounting, holiday applicant sick leave certificates & documents



Katriina Roosipuu

knowledge sharing lead

Knowledge sharing



Helen Lillep

export marketing lead

Marketing strategy & marketing activities



Tiina Seeman

engineering excellence lead

forums, processes, expectations & values



Ilmar Pralla

COO

Budget & strategies

KEY CHALLENGES:

Team Onboarding: Expectations and goals vs reality

- Daily/weekly routines?
- Remote work setup?
- Communication channels?
- How is work divided between team members?
- Billing/reporting/agreements?
- Mentoring?
- Work flow/process?
- How to give/receive feedback?

EXAMPLES OF SUCCESSFUL ON-BOARDING PROGRAMS

TWITTER

- “Yes to Desk” period emphasis
- E-mail address, T-shirt, bottle of wine waiting
- Located next to key teammates
- Breakfast with the CEO
- Monthly New Hire Happy Hour
- Rotating forums regarding other projects work
- 3-Buddy system: A Leader Buddy, a Role Buddy, and a Culture Buddy



LINKEDIN

- Sticky note intro
- Campus tour & lunch
- “Investing [In] You” - benefits
- Executive talks
- Backpacks + laptops with key comm.systems
- New Hire On-boarding Roadmap



ZAPPOS

- 4-week process to get in sync with the employee community
- 2000USD to quit, if the fit isn't right after 1 month
- Company culture is most important!



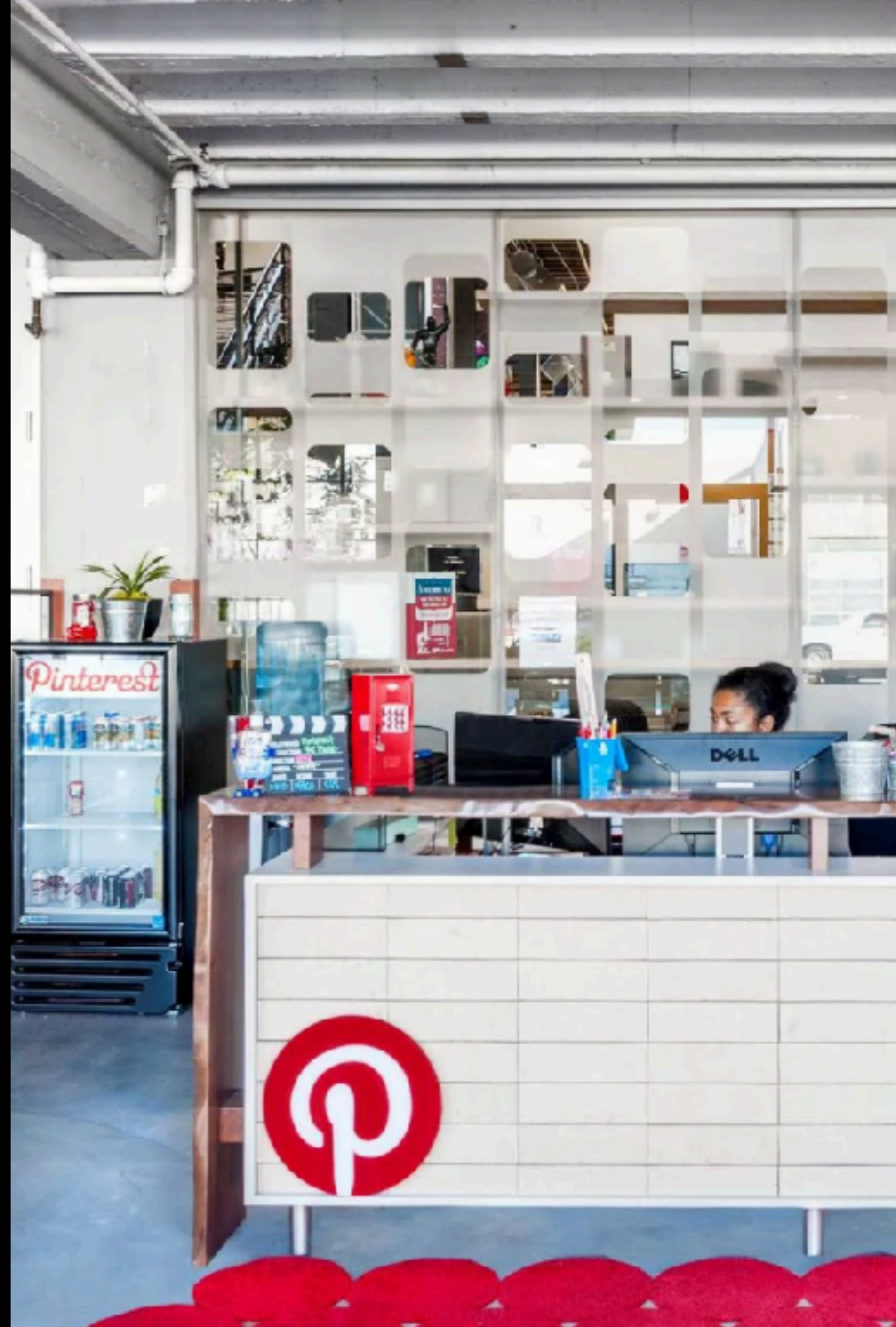
FACEBOOK

- Six-week bootcamp: role + culture
- Engineers: push code for over a billion users in the first week
- 45 minute intro to being productive for their first projects



PINTEREST

- Intro e-mail with schedule, details and option to introduce themselves
- New hire class with breakfast
- Pinterest value of "knitting"
- Talks with leadership



COMMON THEMES

- Make the investment
- Start early
- Company Culture is everything
- Get the team involved
- Clear Roadmap
- Training & development
- Remember - it's all about people!





HAPPY ON-BOARDING!