

5 Simple Steps to Perfect Onboarding

When you take on a new recruit, a smooth and well-planned onboarding process will help them have the best possible start in their new role. If you can spend time getting this process right, then you can be sure it will lead to contented and more productive employees.



Recruitment Management Group's Principal Consultant, Anita Caldwell, shares the firm's five simple steps to ensure your recruit hits the ground running.

1. Start with a comprehensive induction

The first thing a new employee will need is to understand the basics of how to function day to day while at work,

which should be covered in their induction on day one if possible. This covers everything from recapping on their benefits, to where to park their car and how to find their way around the building. If you're the type of organisation that likes to use acronyms, it can be helpful to provide your new employee with a glossary that they can familiarise themselves with or refer to during their early days. It will help them feel less alienated and embarrassed in meetings.

2. Help them integrate

As a new employer, it's your job to make sure that your new recruit understands and can align themselves with your organisation's values. This means having conversations about the company history and brand, also how performance is measured and how success is celebrated. Part of the initial integration plan should be to meet with key stakeholders, introduce them by name, job title, and provide an overview of where they sit in the organisation and why it's important for them to connect. Virtual platforms have made it much easier to do that now but try to get a good blend of both face-to-face and virtual.

3. Determine what excellent looks like to your brand

As part of the recruitment process, it's fair to assume that you've employed your recruit based on their particular experience and qualifications for the role. You shouldn't assume that just because they have the qualities and experience you desired at the interview stage, they automatically know how to deploy them at your company.

Providing a detailed job description and regular coaching in the early months, covering things like understanding responsibilities, accountability, and authority levels to undertake certain tasks, need to be clearly set out so everyone knows what is in their remit and where to go for anything that falls outside their role.

4. Build a sense of community

We all have social needs, even the most highly qualified executives, and it's well reported that new employees often feel lonely and alienated when starting a new role. HBR reported if an employee feels lonely, they are more likely to isolate themselves and feel less connected to the organisation. Creating a sense of team community early on is critical to maintaining contented employees and helps new recruits feel more included. It's easy to do with just a few simple gestures. Providing your recruit with ample opportunities to make connections across the office is critical for building their professional network and to understand other roles in the workplace community.

5. Set short term goals

Employees are more productive when they're working towards clear objectives. Yet, a huge number of employers forget to set short term goals for new recruits. This seems strange when goals give us motivation and focus. A good starting point would be to set a goal for what you would like achieved in month one, then three, six or nine months starting with objectives you know they can easily meet. Make the recruit schedule meetings with the key stakeholders that will be involved in meeting these short-term objectives, as well as regular coaching with their line manager to help with any questions they might have.

In conclusion

In busy high paced environments, it can be easy to overlook the onboarding process but it's important to have a plan before your recruits join so it can be implemented from 'day one'.

But when is day one? In this current very competitive, candidate-led market we believe day one is the date that the candidate accepts the offer - this may be many weeks or months before the legal start of their contract of employment. It's important to communicate with the new recruit between finalising an offer and start date because you can be sure if you don't, that other employers in the market will.

For help with Onboarding please do get in contact with a member of the RMG Team for support and further guidance.

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