



FOUR STAGES OF SUCCESSFUL ONBOARDING

The recruitment process does not end when the contract is signed. Integrating your new hire into your organisation is a critical step to having an engaged new starter, maximising your chances of retention and building your employer brand through positive word of mouth.

In a competitive or candidate-short market, onboarding is more important than ever to ensure that your candidate joins your business with enthusiasm and excitement and settles in quickly during those critical early weeks.

The Reo Method includes staying close to both candidate and client during this period, so we can help support a smooth integration. The insights we have gained from our customers can be split into four key onboarding phases, which we share with you below, to help you get your new hire off to the best possible start.



ONE. BEGIN PRE-ONBOARDING

Onboarding should begin soon after your preferred candidate has signed their contract and well before the official start date. In a competitive market it's critical to maintain contact with your new hire during the resignation period. This helps to ensure that they remain confident in their decision to join your business right up to the start date and see that you are excited to have them join you.

IDEAS TO MAINTAIN CONTACT:

CHECK-IN

Put a date in the diary for a check-in meeting or a coffee before they start so they can ask any questions they might have. Offer information on how the first week might play out.

GET ACROSS PROJECTS

Start to include them in any top-line developments they might want to be across, depending on the nature and level of the role.

MEET THE TEAM

Invite them to come and meet the team at the offices if they wish to, so they can start to orient themselves before day one.

CHECK-IN AGAIN

Check in to see if they need any assistance completing their enrolment paperwork.

CONNECT

Encourage them to connect on LinkedIn if they haven't already and invite them to follow your business on social media to help them become familiar with your brand and the activity of your business.

TWO. EARLY ORIENTATION

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FIRST IMPRESSIONS ARE CRITICAL

Make sure you, and any other relevant team members, are well prepared to welcome your new starter on day one. The first day should reaffirm that they have made the right choice in joining your organisation and get them excited to become part of your team. Provide them with an itinerary of what you will cover in the early week/s so they know what to expect.

KEEP IT SIMPLE TO START WITH

Keep your itinerary as simple as possible for day one, focusing on helping them acclimatise with a tour of your offices including all practical facilities available to them. This is also a good opportunity to cover the basics of OH&S with fire exits and procedures, first aid kit location etc. so this is covered from the start.

EQUIPMENT AND ACCESS

It goes without saying that your IT team need ample time to provide a machine, accessories and access so it is ready on day one. Take them through how they book leave, payroll and other relevant processes online and make sure they can reference information on how to do this at a later date if needed.

BOOK A TEAM LUNCH/COFFEE

A team lunch or coffee on day one will help your new hire feel welcome and allow them to get to know their direct team before they meet people from the wider business.

CHECK-IN

Be sure to check in at the end of the day. It's an opportunity to ask for feedback and to make sure they have the chance to ask any questions that might have arisen during the day.



THREE. FORMAL TRAINING

The formal training phase is critical to successful onboarding and lays the foundation for how engaged your new starter is within your business. Good training sets up for success; inadequate training can promote dissatisfaction, a lack of confidence and puts you at risk of losing talent.

LEARNING MANAGEMENT SYSTEM ACCESS

Ensuring your new hire has access to a learning management system, or other reference tool, whilst they are training is vital. If you don't have processes documented, this is a great opportunity to start documentation. Once completed you will then have this for new starters going forward.

DIFFERENT LEARNING STYLE & PACE

Don't forget when you are training that everyone learns at a different pace with an individual learning style. Be sure to tune in to that and to adapt formal training accordingly for the best results for both parties.

KNOW THE PLAN

Onboarding is more than just working through a checklist of company information'. Your plan should be carefully prepared and aligned to the role. Investing time will pay dividends in how confident and happy your new starter feels in the early weeks.

FOCUS ON OUTCOMES

Start with the outcomes you want to achieve before thinking about the content. Outcomes might be 'understanding key performance indicators' or 'completion of a specific task independently'. A strong onboarding plan includes weekly objectives, milestones and measurable outcomes. Shadowing is insufficient to cement learnings and build confidence so make learning active.

WHICH 'EXPERTS' CAN SUPPORT YOU?

Onboarding should never be the responsibility of one person. Consider who the best person would be to teach each specific process. Collaborating and learning from other peers is an great opportunity for a new starter to integrate with the team.

FOUR. COMPLETE TRANSITION

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Once the formal onboarding training is completed your new starter will transition fully into their role. There are a few important things to include in this transition:

SET YOUR EXPECTATIONS

Make sure they are confident that they understand what is expected of them daily, weekly, monthly. Put these expectations in writing for future reference.

BE CLEAR HOW TO CONTRIBUTE

Understanding how you fit into the bigger picture is motivating and provides context for any role. Make sure this is outlined from the start so that they can see their impact on the wider goals of the team and the organisation. Reporting lines and responsibilities should also be clear so they know where their role ends and a colleague's role starts.

REVIEWS AND CHECK-INS

Having regular time in the diary ensures you can stay across your new starter's progress and are able to troubleshoot any training needs or concerns that arise. It is helpful for your new hire to know there are formal opportunities to provide/receive feedback and ask for assistance if needed. These can be more frequent at first, a mix of formal and relatively informal meetings, becoming less frequent as they settle fully into the role.





YOUR SEARCH PARTNER IS HERE TO HELP AND ADVISE

The Reo Method comprises the 4i's, Insights, Influence, Identify, Integrate. Integrate is the onboarding process and a key part of your search partner's role is to support and guide you through the onboarding process, ensuring that both parties are happy with how things are progressing.

For onboarding assistance at any stage, please contact your Reo Group consultant directly for expert advice and guidance to get the most out of this period as your new starters integrates into your team.

