



Rethinking Onboarding

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LUCINDA CARNEY C PSYCHOL

- Too many years in Corporate L&D roles!
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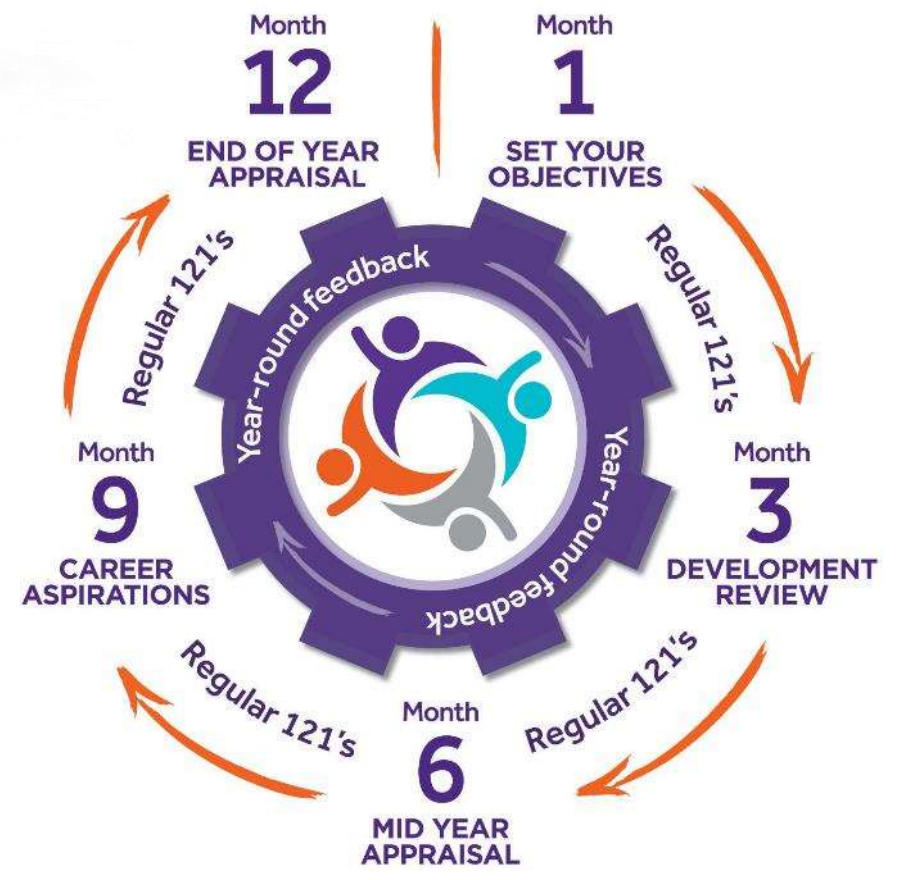
🎙️ www.hrurising.com

🌐 www.actus.co.uk/

Actus 

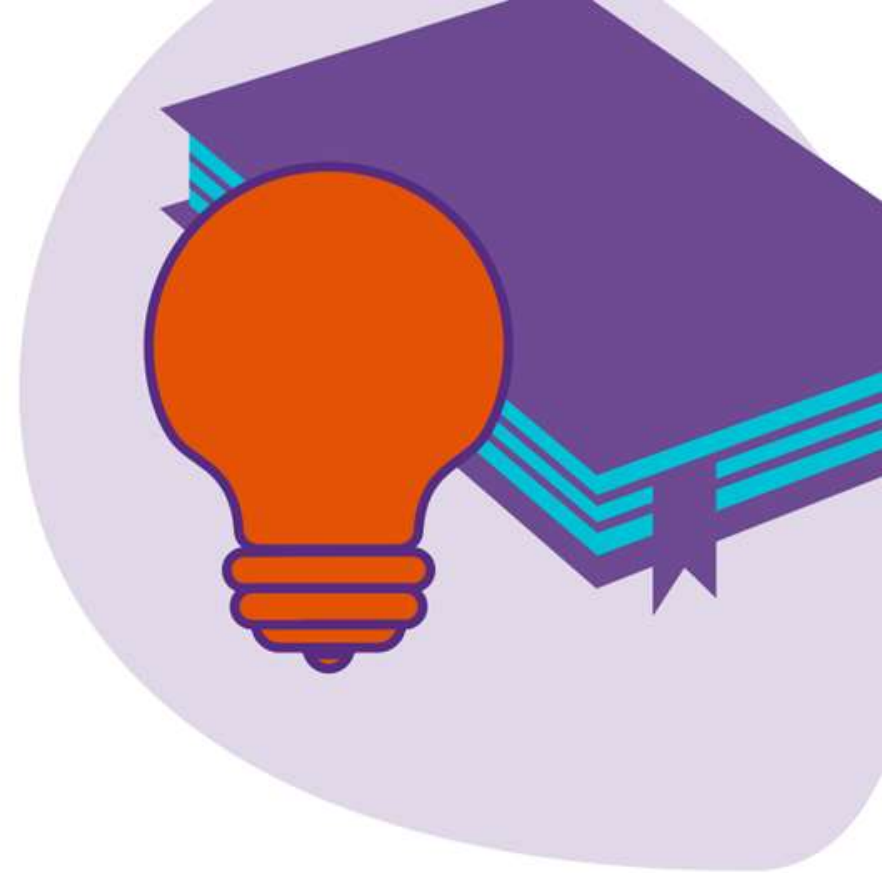


Actus - The Complete Performance, Talent & Learning Management Suite



Learning Outcomes

- The vital importance of quality onboarding
- 5 different types of onboarding
- Onboarding in a hybrid world
- Key takeaways and practical steps



Poll:
How many
people have
you recruited
in the past 12
months?

0-4

5-10

11-25

25+

**How have you found
recruiting and
onboarding remotely?**



**Why might
effective
onboarding be
even more
important in a
hybrid world?**

Poll: Which would most important business driver for more effective onboarding for your business?

- Employee engagement
- Speed to individual productivity
- Employer brand -establishing effective team and business culture
- Retention of new talent
- Getting value from recruitment cost

Sobering Facts



One third of new employees leave their job within first 6 months –
Forbes



The decision about how long to stay with a business is made within the first two weeks –
Psychology Today



Organisations with a strong Onboarding process can increase retention by 82% -
Glassdoor



Onboarding is the key to retaining talent –
SHRM



**What might have
made people
stay?**

Which was the top reason that might have made people stay?

1. More attention from the manager and co-workers
2. Clear guidance about responsibilities
3. More effective training
4. More structured onboarding
5. A friendly smile or helpful co-worker
6. Ability to contribute better to the business

What might have made people stay?

33% - More structured onboarding

23% - Clear guidance about responsibilities

21% - More effective training

17% - A friendly smile or helpful co-worker

12% - Ability to contribute better

9% - More attention from the manager and co-workers

Source: SHRM



When should onboarding start?

Considering different types of Onboarding



Operational



Knowledge



Performance



Talent



Social

Operational Onboarding

- The checklist items: Equipment; Policies; References
- Pre-order tech kit
- Consider logistics desks, seating etc.
- Ensure it is organized as early as possible
- Can it be done as part of Pre-boarding?
- Do you have the processes in place for line managers to easily own this?





Knowledge Onboarding

- What can be done as pre-boarding?
- Induction/training course
- How can it be broken up into digestible chunks?
- Can the employee self-serve in a 'just in time' fashion?
- Be careful about overwhelm

Performance Onboarding

- Ensure purpose of role is clearly understood by all
- Define clear responsibilities, short and long term
- Set SMART short-term objectives
- Ensure regular (weekly at first) reviews
- Coach/develop the managers to own this



Social Onboarding

- Great communication as part of pre-boarding
- Make people feel part of the team ASAP – team meeting, lunch, announce the new hire
- Take an interest in them as a person eg. hobbies, family
- Give them a buddy
- Use collaboration tools



Talent Onboarding

- Find out their unique skills and experience
- Put them to good use ASAP
- Capture it in your systems if possible
- Share and make visible



We should think about different requirements for onboarding over different timescales

Pre-boarding –
Onboarding – Cross
boarding – New Role
Onboarding



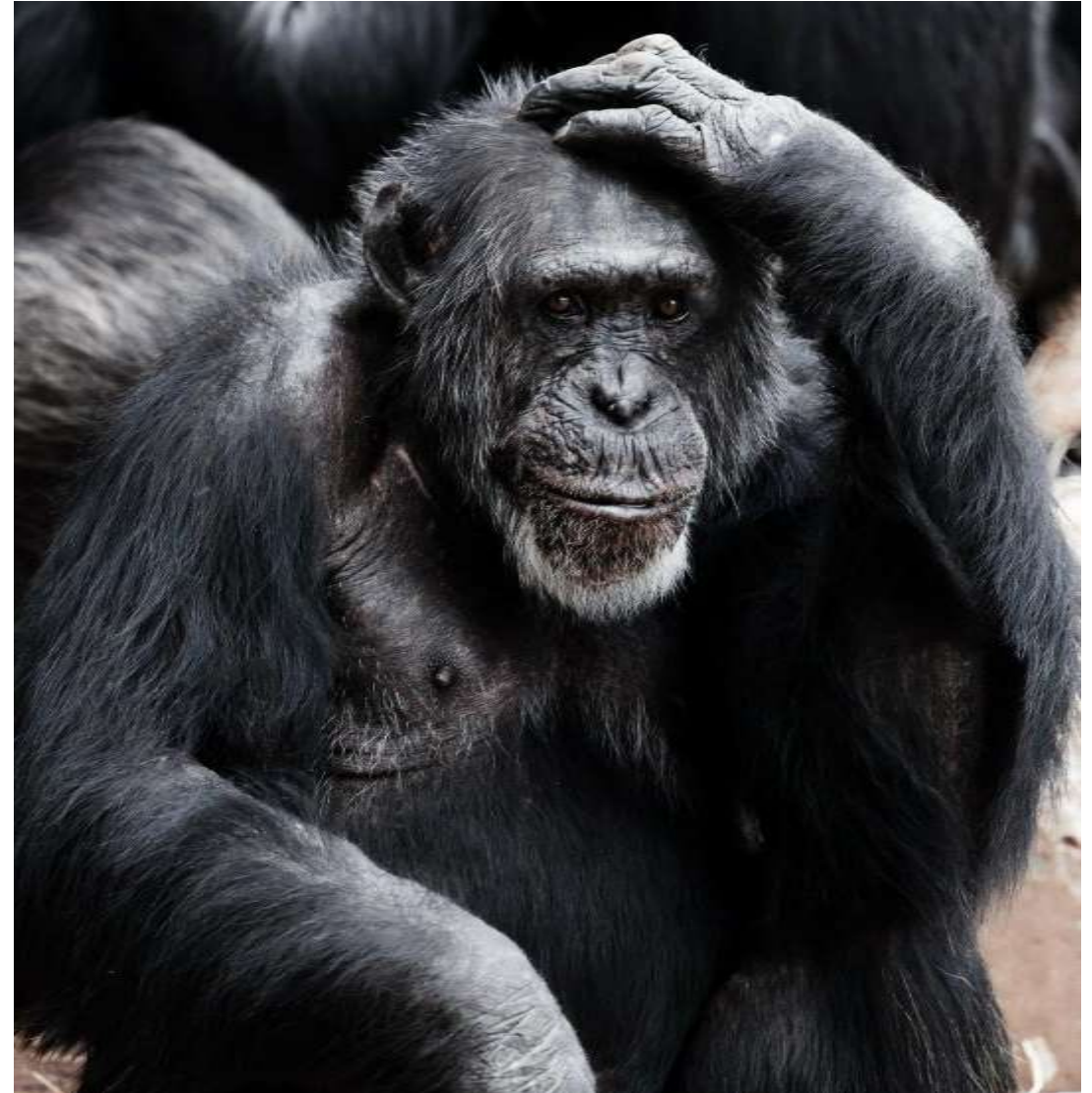
Poll: Which type would you like to do better?

- Operational
- Knowledge
- Performance
- Talent
- Social

Food for thought

- How does this work remotely?
- Who should own the process – and do they know?
- What can be done during pre-boarding?
- How can you increase visibility of new starters and skills?
- What technology tools can support you?
- What is the need for crossboarding/new manager onboarding?

- How skilled are your people managers in giving clarity?



What's Coming Up...



Actus Webinars

Rethinking Wellbeing

Thursday 18th January @ 13:00 [Register here](#)

Rethinking Culture

Thursday 22nd February @ 13:00 [Register here](#)

Useful Links

Actus Webinars

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Our Training Programmes

[Actus Learning Solutions](#)

Listen to The HR Uprising Podcast- featured in People Management Magazine as one of their 'Top 10 essential resources for a winning HR career!': <https://hruprising.com/>

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The Complete Performance, Learning & Talent Suite:

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