

# The Critical 10

## Onboarding Practices You Need Now

To foster maximum retention, the following ten onboarding steps should be executed in a strategic and supportive sequence:



### Step 1: Pre-Onboarding

Initiate engagement with new hires before their first day by providing paperwork, a welcome message, and expectations digitally to make them feel prepared and valued.

#### Example

Before John's first day, HR sent him all necessary paperwork and a personalized welcome video from his future team, creating excitement and easing nerves.



### Step 2: First Day Orientation

Make the first day memorable with a warm welcome, a prepared workspace, introductions to their team, and a clear agenda to alleviate any first day anxieties.

#### Example

On her first day, Maria was greeted with a company-branded welcome kit and a guided office tour, making her feel immediately part of the team.



### Step 3: Comprehensive Company Overview

Educate new employees about the company's mission, values, and culture, helping them understand the organization's objectives and their role in it.

#### Example

During his orientation, Alex was taken through an interactive presentation about the company's history and its strategic goals, giving him context for his role.



### Step 4: Detailed Role Explanation

Clarify job duties, performance metrics, and career progression opportunities, aligning their objectives with the company's goals.

#### Example

Emma had a one-on-one with her manager who outlined her key responsibilities and how her success would be measured, providing her with clear objectives.



### Step 5: Training and Development

Deploy a diverse training curriculum to equip new staff with the skills necessary for their job, showing investment in their professional development.

#### Example

Liam was enrolled in a series of workshops pertinent to his position, ensuring he felt confident in his skills and aware of resources for continuous learning.



### Step 6: Foster Connections

Facilitate networking opportunities with colleagues to build relationships, which are essential for workplace satisfaction and integration.

#### Example

On her first week, Sarah was invited to a team lunch, where she connected with colleagues and learned about company traditions.



### Step 7: Check-in Regularly

Implement a schedule of regular check-ins to offer support, address concerns, and adjust the onboarding as needed, ensuring the new hire feels seen and heard.

#### Example

Two weeks in, Tom's manager scheduled bi-weekly meetings to discuss his progress and any challenges, showing a commitment to his ongoing development.



### Step 8: Encourage Feedback

Ask for the new employee's input on the onboarding process, demonstrating their opinion is valued and utilizing their feedback to refine the system.

#### Example

After completing her onboarding, Aisha was asked to provide feedback, which led to refinements in the process for future hires.



### Step 9: Assign Meaningful Work

Provide impactful and relevant projects early on to allow new employees to prove their worth and feel a sense of contribution.

#### Example

From day one, Carlos was assigned to a key project that allowed him to contribute meaningful insights and quickly showcase his expertise.



### Step 10: Celebrate Milestones

Recognize new hires' achievements and milestones to build their confidence and reinforce their importance to the team.

#### Example

On completing his first month, Raj was publicly praised during a team meeting for his contributions, reinforcing his place in the company.