

The Benefits of an Effective Onboarding Journey



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Introduction

My name is Rachel Tabone Hall, I am a committed HR professional, married for 19 years, and a proud mother of a teenage daughter.

My journey within the HR space started over 12 years ago, when I was given an amazing opportunity to step into the HR world, and I never looked back since.

Over the years, I gained experience across various industries and company cultures, including Financial Services, Automotive, and iGaming. This was a deliberate choice, as I sought to understand different mindsets, approaches and leadership styles. Today, I am Heading the HR Department at The Multiple Group, which mainly offers B2B Services to iGaming operators.

Through my experience, I will share with you what the key elements of an effective onboarding journey are, and the significant benefits if this is done right.

Some facts to share from Build Empire Research...published 16.05.2024

The UK economy loses £340 billion because of disengaged employees every year. Onboarding has a clear role to play when it comes to retaining employees.

23% of new hires turnover before their first anniversary.

69% of employees are more likely to stay with a company for three years if they experienced great onboarding.

23% of employees who quit within 6 months say that clear guidelines on their responsibilities would have helped them stay at the job.

21% said outstanding onboarding helped their organization meet revenue goals.

49% said new hires were more engaged at work.

46% said new hires were more confident in their roles.

Around 4 in 5 employees believe onboarding programs help them integrate and understand company culture.

A few questions to the audience...

Do you think that mentors/buddies should be selected carefully? If so, why?



Do you find that onboarding fully remote employees is more challenging?

How important do you think regular check-in meetings are and why?

So what is
the end goal?

The ultimate goal is to facilitate a smooth transition for new employees into your organization and ensure that they become engaged and productive members of the team!



What are the benefits
of getting this right ?

- Enhanced employee engagement.
- Improved productivity.
- Encouraged innovation and self-drive.
- Improved employee retention rates.

The various steps of an effective onboarding journey!



- ❖ Candidate stage
- ❖ Interview stage
- ❖ Post-decision stage
- ❖ The Onboarding Plan
- ❖ Workstation and hardware prep
- ❖ Informing the workforce of new employee arrival
- ❖ First day familiarization with people and office
- ❖ Facilitating intro meetings with team and stakeholders
- ❖ Assigning a mentor/buddy
- ❖ Training support
- ❖ Regular check-ins and feedback meetings
- ❖ Setting longer term goals
- ❖ Annual/bi-annual reviews

Candidate stage

At this point, the potential employee is still a candidate. It is crucial to treat every candidate as a prospective future employee or advocate for our company.

Interview stage

During the early stages of engagement, we must ensure a positive, respectful and an honest experience, as this can leave a lasting impression on the candidate. It is important to recognize that an interview is a reciprocal process; while we are evaluating the candidate, the candidate is also assessing our organization. A disengaged interviewer can lead to a candidate not accepting our job offer. I will mention some bad habits that can cause this.

Post-decision stage

Candidates who are not chosen should still walk away with enthusiasm and a favorable view of our organization, encouraging them to reapply in future or become advocates with other prospective candidates.

- ❖ **The Onboarding Plan** – When starting a new job, employees are filled with different emotions like apprehension and uncertainty. The onboarding plan is designed to provide reassurance by ensuring that the initial phase of the onboarding process is well-structured and organized.
- ❖ **Workstation and hardware preparation** – To ensure a welcoming and professional environment for new employees, it is essential to have their workstations and hardware fully prepared by their first day. If not, this can give the impression of disorganization and a lack of priority, potentially impacting the new employees' perception of their importance to the Company.
- ❖ **Informing the workforce of new employee arrival** – It is important to inform and celebrate the arrival of a new team member, to ensure they feel valued and integrated into the company culture.



- ❖ **First day familiarization with people and office** – It is our responsibility to facilitate a smooth orientation process on the new employee`s first day, ensuring that they are effectively introduced to their colleagues and office environment.
- ❖ **Facilitating intro meetings with team and stakeholders** – It is essential to facilitate structured introduction meetings with team members and key stakeholders. Encourage open dialogue and provide context about each individual`s role within the organization.
- ❖ **Assigning a mentor/buddy** – A mentor/buddy provides personalized guidance, helps navigate the organizational culture, and offers support during the initial adjustment period. This forsters a sense of belonging and connection within the team, leading to increased job satisfaction and productivity.
- ❖ **Training support** – This will help new employees understand organizational processes, tools, and expactations, reducing the learning curve and mininizing errors.

❖ **Regular check-ins and feedback meetings:**

- Opportunity for leaders to offer constructive feedback, address concerns, and align on goals.
- Opportunity for employees to provide feedback to the leaders.
- Help employees understand their performance and identify areas of improvement.
- Strengthen the relationship between the employee and the leader.
- Ensures that issues are addressed promptly.

❖ **Setting longer term goals** – These motivate employees by giving them a vision of their future within the company, fostering engagement and commitment.

❖ **Annual/Bi-annual reviews** – These reviews help align individual goals with company priorities, identify areas of growth, and recognize accomplishments.

Virtual onboarding - The Challenges...

- Building Connections and Team Integrations
- Communication Gaps
- Access to Resources and Tools
- Time Zone Differences
- Ensuring Engagement and Participation
- Adapting to Remote Work Culture
- Providing Consistent Support and Feedback
- Technical Challenges
- Maintaining Security and Compliance
- Overcoming Feelings of Isolation



Virtual onboarding – Addressing the Challenges...

Establishing a clear, structured onboarding plan with detailed schedules, resources, and points of contact.

Setting up virtual introductions, team-building activities, and more frequent check-ins to help new hires build connections and feel included.

Ensure seamless access to necessary tools and provide comprehensive training on both job-specific tasks and remote work best practices.

Use multiple communication channels to maintain clear and consistent communication.

SURVEY RESULT INSIGHTS..



Which of the following talent management offerings do you think employees prioritise when selecting an employer?



Which of the following skills are the most important for your organisation to develop and implement new training programmes for?



Q&A time....



Thank you!

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