



Employee Retention Starts with Quality Onboarding

In today's competitive labor market, it's more essential than ever to provide quality onboarding to new hires. Recruiting teams have been focused on improving onboarding for the past few years, and it'll stay at the top of their lists going into next year. Candidates today expect the process to be easy, informative, and helpful to get them started in a new role. That's why this worksheet in the **Recruiting Effectiveness Planning Kit** is geared towards creating a better onboarding program to improve employee retention.

How's Your Onboarding Going?

Onboarding a new hire is simply the process of training and orienting a new employee to work in their new role at the company. Historically, onboarding has been done in person during the first weeks (or months) of employment, and included a lot of filler information and activities to keep new hires busy.

31%

∴ 31% of talent teams are focused on improving their onboarding process.

Recruiting teams today are optimizing the onboarding process to meet growing candidate expectations in the job market, including migrating some steps of the process to be remote-first.

If you haven't looked at your onboarding process this year, now is the time. Take stock of the current program as it exists today, including technology used, process owners, and talent metrics like retention rate. This will help locate pain points for new hires as well as recruiters. Strategic recruiting teams use feedback from hiring managers, new hires, and recruiters to dig into the onboarding program. They're using tools like questionnaires at key times in the process to capture honest insights for improvement.

Ask for Feedback

Create a couple of different surveys to send to candidates and new hires as they move through the recruiting process. This can help gauge their needs and expectations for the role and for working at the company. Get other types of direct feedback through meetings and questionnaires to understand the program from the recruiter and hiring team perspectives. The table below will dive into the onboarding program to get a better understanding from all angles and set goals for key metrics.

Use these questions to direct your discussion and set goals for the process.

Question	Current	Goal/Solution
Can all onboarding be completed remotely?		
What are the biggest pain points in the process from a candidate's perspective?		
What are the biggest pain points in the process from a hiring manager's perspective?		
What % of employees passed their 90-day review after completing onboarding?		
How many new hires feel ready to succeed when they reach 90 days?		
Can any of the processes be completed before Day 1?		
Is there any challenge with getting employees to complete the onboarding on time?		

Onboarding That Can Be Completed Anywhere

Hybrid and remote-first workplaces have set candidate expectations high in the job market. And talent leaders know that a world-class onboarding experience can help improve retention, so they're developing their programs to fit the growing list of expectations for employers. New hires today want to complete orientation modules remotely, while being set up for success in their new role. Strategic recruiting teams have transformed their onboarding programs to be completed remotely, and some are even starting new hires with pre-boarding before their first day. Advanced technology is helping recruiters to do things like create custom onboarding workflows for different roles, making it more engaging and relevant for new hires.

30%

∴ 30% of talent teams plan to increase technology investment supporting offers and onboarding in 2024.

Intelligent Onboarding for Any Role

Recruiters are working to engage new hires at every step of the onboarding process and set them up for success in the company. If a new hire can feel supported, encouraged, and prepared to start their new role, they will more likely turn into a high-performing employee, faster. Use this chart of best onboarding practices to see how your program aligns and find actionable tips to try today.

Onboarding Best Practice	Is This Part of Our Onboarding Process?
Remote-first orientation and training modules that can be completed on any smart device.	
Assign role ambassadors for new hires to help them integrate into the company culture; use engaged employees and incentivize them to participate.	
Survey new hires after they complete the onboarding program for feedback and ideas.	
Continuously monitor employee retention and turnover rates and report regularly.	
Start new hires on orientation, onboarding, and paperwork before their first day of work.	
Include information about the company's dedication to DE&I and share employee resources and stories.	
Give new hires a virtual tour of the systems and let them know where they can reach out for questions.	

Finish Strong with Recruiting Effectiveness Planning

Don't stop now. There's one more worksheet in the Recruiting Effectiveness Planning Kit. Make sure to continue leveraging our resources and materials for actionable tips and industry insights to round out your talent acquisition planning.