

Coaching Questions for Onboarding and Retention

The purpose of coaching is to develop a strong relationship with new employees, assure that they are progressing through the onboarding process, identify and remove obstacles, help them problem solve and become more independent, and increase the likelihood of retention.

Meetings with new employees should be frequent and the supervisor should be readily available. The tone of the meetings should be relaxed and friendly and questions should be open ended. It is advised to schedule regular meetings and to have spontaneous check-ins.

Sample employee assimilation survey questions

Were you provided the tools to do your job effectively?

To what extent can you count on receiving help and support when needed?

Did you receive your first paycheck on time?

Was it clear to you what to do once you received your offer letter?

Does your manager/supervisor take the time to coach you?

Did you receive enough detail to complete new-hire tasks?

How welcoming has the company been? On the first day? Other times?

How well prepared was your work station, computer, resources?

Is your job as it was described to you during the hiring process?

After an initial meeting with unit or department

Who did you meet with? Explain the individual's role in the organization and how individuals in these positions could interact with the new employee's position.

What topics were discussed? What questions do you have about the meetings content and what was covered?

Explain how the organizational structure works, who the people are, and what they do. Ask for questions about how the department is organized.

After the in-person HR orientation:

Not all new employees may feel comfortable asking questions at an orientation, so it's critical to inquire whether the new employee has any additional questions afterward.

What did you learn about at the orientation?

How did benefits enrollment go?

Do you have any questions about compensation or benefits?

What questions do you have about HR policies and procedures?

Additional coaching and retention questions:

What additional questions do you have about any of the topics covered (e.g. mission, values, benefits, enrollment)?

After a training session:

What was the topic of the training?

What new/important information did you take away? How can you apply it?

What information did you find helpful or applicable?

What did you learn during the session that you anticipate using in your work? Discuss how the training benefits the employee in his/her new role.

Was there any information you did not understand or that was unclear?

What more do you need to know about the topic?

Other onboarding and retention questions:

How are things going for you in your new position? How was your orientation experience so far?

How has your job met (or not met) your expectations.

Have there been any unexpected surprises, positive or negative?

How have your team members been helpful? Can anything be improved?

Talk about your workload (balance, comfort level, etc.). How could it be improved?

What kinds of additional training would be helpful?

How would you assess your progress so far?

Describe opportunities you have had to learn and grow. What else would you like to have available?

Do you have any questions? Is anything unclear at this point?

Is there anything you would like to discuss, something I may not have thought to ask?

Have there been any times when you have considered leaving this position or our company?