

## **100+ Onboarding Best Practices For Millennials and All Employees**

1. Create a comprehensive written onboarding plan
2. Assign someone to be responsible for overall development, implementation, coordination, and monitoring
3. Create a welcome packet for new employee with necessary and helpful information
4. Automate and make simple the boring stuff, complete paperwork before their first day, automate what you can but never at the expense of developing relationships
5. Get rid of paper.
6. Make sure their work area is totally ready for them, phone, IT, desk, etc.
7. Check if they have ergonomic needs or a disability accommodation
8. Encourage millennials to personalize and customize their space
9. Help them bond with the company with a gift of logo wear or other company related items. Quirky things are fun and impressive.
10. While you are at it, send a gift to their spouse or partner.
11. Make a welcome phone call by supervisor and an HR representative. Texts are good too.
12. Find ways to make orientation interactive, fun, 2-way
13. Assign a buddy for the first 60 days to help socialize the new employee.
14. Assign a mentor to help them personally develop.
15. Train buddies and mentors how to do their job.
16. Develop a new-hire portal on your web site.
17. Do a development plan for the new employee to create a plan for the future.
18. Find ways to leverage millennials strengths.
19. Train new people in your culture and values – how does your culture really work?
20. Create an informal employee culture handbook that unravels the mysteries of your culture.
21. Make personal invitations to meetings, events and then accompany them.
22. Let your employees know that new people are coming on board and encourage them to be friendly.
23. Teach new people the skills they need to do their job.
24. Teach soft skills so to improve communication, relationships, and conflict resolution.
25. Develop a new employee cohort with a social gathering that includes their significant other.
26. Conduct retention interviews along the way.
27. Make sure to provide face-to-face meetings with millennials with plenty of feedback.
28. Do regular performance meetings formal and informal.
29. Be clear with millennials how communication works, when does it happen and with whom.

- 30. Make sure new hires have all of the tools and resources necessary to do their job.
- 31. Be very clear about job expectations, standards, processes.
- 32. Be very clear about behavioral expectations. (These can go in the culture handbook and job description.)
- 33. Trainers, mentors, and buddies should be the people who can best represent the company and do the best job, not necessarily the most senior person.
- 34. Give a tour of the facility and have it lead by another millennial.
- 35. Supervisors should meet regularly with new employees; at least weekly to start.
- 36. Make plenty of opportunities for social connections; lunch, breaks, after-work events.
- 37. Train culture and values in ways that apply to everyday work life (how do you walk the talk?)
- 38. Get feedback from new hires and supervisors to continually improve your program.
- 39. Use millennials to plan onboarding. They know best what other millennials are looking for.
- 40. Evaluate your onboarding program and make necessary changes.
- 41. Evaluate and assess (formally and informally) new employees on time. 30, 60, 90 days
- 42. Modify onboarding plans for different groups, professionals, executives, experienced workers, interns, introverts, extroverts, remote, and on-site employees.
- 43. Don't make past interns go through things they already know.
- 44. Keep the pace lively. Avoid the classroom. Avoid long lectures.
- 45. Use social networking to build connections by building a special page on Facebook or LinkedIn.
- 46. Create an IT portal specifically for onboarding with resources, links, and forms.
- 47. Create an onboarding blog that addresses onboarding questions.
- 48. Give new hires "dumb question" coupons and create a culture that all questions are welcome.
- 49. Give existing employees gift cards to local restaurants with the expectation that they take new employees out.
- 50. Make checklists and toolkits to take guesswork and variability out of the process.
- 51. Use on-line videos to welcome and train new hires.
- 52. Track employee progress in the onboarding process manually or with tracking software.
- 53. Conduct periodic retention interviews to assess satisfaction and engagement and plan for the future
- 54. Create a welcoming culture where every employee has the responsibility to bring new employees into the "family"
- 55. Create learning games to make orientation more engaging and improve learning.

- 56. Consider the new employee's family especially if they are moving to a new community. What can you do to help them acclimate? Schools, activities, social connections, employment for their partner?
- 57. Integrate onboarding into the recruiting and hiring process.
- 58. Use realistic job previews to enhance recruiting and onboarding.
- 59. Train supervisors in coaching/mentoring skills and their role in onboarding.
- 60. Measure your success, create and use metrics.
- 61. Have new employees sign up on LinkedIn and then have current employees send invitations to link with one another.
- 62. Make the first day on the job special.
- 63. Make onboarding participatory and action oriented.
- 64. Consistently implement your program.
- 65. Use milestones, such as 30, 60, 90 and 120 days on the job—and up to one year.
- 66. Celebrate finishing the first week with some logo-wear.
- 67. Eliminate anything that is boring and dreary.
- 68. Engage stakeholders in planning.
- 69. Treat the process around a new hire joining your firm as a celebration, rather than an administrative task.
- 70. Provide a method that allows new hires to ask questions without being embarrassed. Start by providing them with a list of questions and answers covering areas of concern from previous new hires.
- 71. Ensure that their manager is present and available on their first day of work.
- 72. Provide prescheduled meetings with managers and key employees. Also ensure frequent opportunities for two-way communications and “check-in” feedback sessions.
- 73. Make sure that providing of space, work tools and equipment is closely integrated with the onboarding process.
- 74. Facilitate the building of a new hires internal networks and the rapid building of relationships with their coworkers.
- 75. Don't delay the start of onboarding until later on in the week or month.
- 76. Prioritize jobs and customize the onboarding process for the jobs with the highest business impact.
- 77. Don't just highlight company values, but also show actual examples of how your employees “live those values”.
- 78. First measure and then hold hiring managers accountable for shortening the time to minimum productivity, high new hire retention rates, and for the satisfaction of new hires.

- 79. Develop a process for rapidly sharing best practices and new problems related to onboarding.
- 80. Assess the training needs of new hires and ensure that any needed training is available around their start date.
- 81. Consider forming a "new hire" affinity group, so that newbies can share problems, opportunities and experiences with each other.
- 82. Develop the capability to do orientation "remotely" using the Intranet, social media and teleconferencing.
- 83. Provide them with a glossary of acronyms, buzzwords and a who's who list of key people. This can go into the Culture Handbook.
- 84. Use the 70:20:10 Model for Learning and Development. 70 percent of training from job-related experiences, 20 percent from interactions with others, and 10 percent from formal educational events.
- 85. Provide a tool that will create an internal social network of employee contacts with similar, traits, likes, interest (somewhat like an "employee match.com") with employee picture and profile gallery to make assimilation easier.
- 86. Find ways to listen to Millennials and gather their input.
- 87. Start the first day a little later to give new people time to find their way.
- 88. Provide preprinted business cards with their name on it. This will help the Millennial see and feel that they are a part of the team.
- 89. Provide dos and don'ts when it comes to communication, leadership, work hours, vacation, etc. Put this in the Culture Handbook
- 90. Gamify your orientation and onboarding events.
- 91. Highlight the necessary steps for advancement within the organization. Clearly identify their options and the necessary timelines for promotions.
- 92. Conduct a new hire scavenger hunt as a way to get to know the office, people, and the culture.
- 93. Display company values and vision throughout the workplace.
- 94. **Incorporate technology in training**
- 95. Design your onboarding process with software that allows for flexible, interactive modules so millennials can tackle different topics as they please.
- 96. Real-time learning -- whether it's face-to-face or online -- this is what appeals to Millennials.
- 97. Start new hires working as a team as early as possible.
- 98. Match new employees with a peer from another department to help them get acquainted with the office, other teams, and the neighborhood.

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99. Make feedback early, often and informal ,and keep the emphasis on what they can do to improve, not what they did wrong.
  100. Have new hires participate in a “cause” program within the first month of employment.
  101. Provide information about cause opportunities within the community.
  102. Give employees paid time to participate in a cause.
  103. Give millennials access to peers and colleagues whom they can ask questions and use as examples to model their own behavior and to fit the established cultural norms of the organization.
  104. Give millennials ways to join skill-specific social learning groups and find supplementary training materials that fall in line with their on-the-job learning needs.
  105. **Communicate personal value from day one and** make sure that talent feels valued from the moment they begin working for your organization.
  106. 6 in 10 millennials say “a sense of purpose” is part of the reason they chose a new job. Show them how their contribution matters.
  107. Focus on how an employee’s role contributes to success within the team, the company as a whole, and even society at large.
  108. During onboarding, highlight social causes that are important to the organization.
  109. Display picture throughout the office of employees participating in social causes. Promote your efforts.