



| ONBOARDING FOR SUCCESS | A TWO TIERED APPROACH

Benefits of a two tiered approach:

- Allows for a more gradual absorption of the plethora of information related to doing ones job and less overwhelm.
- Provides the opportunity to gain valuable, on the job perspective before going into a deep dive through situational examples, role plays, etc. This allows for greater context and increased learning potential.
- Affords greater attrition efficiency. Unfortunately, some team members just aren't going to make it no matter what we do. A tiered approach allows some of those inevitable departures to occur prior to investing resources in more robust training.

Be sure to determine your objectives! Examples:

- Instill pride in new team members to be part of the organization
- Introduce new team members to the components that make your organization stand apart from others
- Introduce new team members to your service culture / philosophy
- Create emotional connections between new team members and the organization
- Foster relationships between new team members, long term team members and leadership

The Process:

Part One

To be conducted on Day One before ever hitting the ground in the new job. Part One should cover the basics. What does a team member need to know to begin functioning in their role (pay schedule, parking, bathrooms, life safety, mission critical job/company information, etc.)? Strive to create a compelling understanding of the organization and what you stand for. Upon completion, the team member should feel informed, excited and motivated to be part of the team. Ideally about 2 hours in length.

Part Two

To be Conducted every 45 days. All team members hired within the previous 45 days go through Part Two together. This is the deep dive. What does a team member need to know to begin to grow and contribute more robustly to your organization? Strive to create a comprehensive understanding of the workplace culture and how to bring value to the organization. Upon completion, team members should feel educated, excited and confident as contributors to your organization. Putting this on the schedule for the entire year ensures Part Two is baked into your annual plan and occurs every six weeks like clockwork. Ideally about 3 hours in length.





Best Demonstrated Practices

- Use different mediums to convey the information - video, podcasts, commentary, team member testimonials, engaging facilitation. Get creative and select delivery methods that will create an impression on the new team member, hold their attention and connect to the information.
- Enlist the opinions of your current team members on ways to make the onboarding process more engaging and appealing to new arrivals. Asking for this input not only provides a better experience for new team members but also demonstrates to existing team members that their opinions are valued. Furthermore, it may have the added benefit of opening dialogue on other areas of opportunity that would not have been uncovered otherwise.
- Make sure the sessions are high energy and fun! Consider the location, décor, music, and facilitator. These sessions should be facilitated by your best and be highly interactive!
- To elevate the experience, include veteran team members that are superstars and team members looking for leadership roles to help build their skills, knowledge and confidence. This also creates positive energy among the group and fosters relationships.
- If you have team members who may be struggling or need a little boost of confidence have them join the group and attend Part 2 of orientation to re-energize and re-focus.
- Pair each new team member with a veteran team member as their on the job mentor. Choose wisely, as the mentor team member should have good emotional intelligence, a desire to grow and develop, and have a servant heart.
- Add a cross training component where feasible. Working a full day or half day in other departments within the organization allows for greater understanding of the overall operation and how departments rely on one another. This fosters respect and relationship building while increasing emotional connections.

For more information please visit

www-amanda-davis.com

or contact me at

amanda@amanda-davis.com



Amanda Davis
CONSULTING