

Get Off to the Right Start: Focusing on Orientation and Onboarding

Corporate Health Group

Once you've made the right hire, the next big step is to orient and onboard them correctly, or you stand the chance of losing them. Think back to your own orientation. Were you inspired and excited to be a part of the organization that you just joined, or were you instead fighting to stay awake as you learned about infection control and where the bathrooms are located?

Your orientation and on boarding process are part of the continuum of opportunity you have to reinforce the organization's culture with the new employee and make sure they continue to feel that they've a smart decision in joining your organization.

Make them feel good about their new job.

Orientation and on boarding actually begin before the first day of work. So it's important to look at the entire employee experience. Each step is an opportunity to reinforce the office culture. Envision what the employee journey should look like, from the offer to the first day on the job, to the first year.

Take the steps to make the experience personal for the employee. Start the bonding process upon offer. A personal, handwritten note from the manager to the new employee that expresses excitement about their decision and welcomes them to the team goes a long way.

This personal outreach begins to create a feeling of warmth and goodwill and begins to take away the fear that all new hires have. A week or so before arrival, send an orientation packet with information about orientation including when, where and what to expect on that first day. Make yourself available before orientation or after to further reassure them of their wisdom in selecting your organization and working for you. Be available to answer questions or guide them to other resources.

Plan the first day.

The first day should be one of celebration! While it's of utmost importance to review the policies and procedures, those opportunities can be built in to a pre-orientation packet, or into the second day of orientation. On Day 1, focus on the organizational culture and the role this new employee will play in helping your organization fulfill its promise to your customers.

Allow every opportunity for new employees to orient together across the company so they can each gain a sense of appreciation for what your organization does. In your department, include involvement by senior leadership outlining goals and expectations



for the new employee, and generally getting them motivated about being a part of a great organization.

At the end of the day, you want them to have a clear understanding of the organization they have joined, and to feel excited and honored to be a part of your journey.

Prepare your internal team.

Be certain the employee's home departments are aware of the messaging in orientation so they can align their own process with those messages. There's nothing worse than a new employee who finds that the corporate culture doesn't match their expectations.

Make it your business to know the message, align the message departmentally and continue the cultural reinforcement for the new employee. Doing so will go a long way to attracting and keeping your top performers.



For more information, please call 1-888-334-2500 or visit www.corporatehealthgroup.com.