



Reinvent Onboarding

## **Pre-Onboarding**

## **Making the right first impressions**

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## **Pre-Onboarding : Make the right first impression**

People are the lifeline of any business and great businesses understand and nurture this lifeline. If the people are excited, motivated and connected with the people, values and culture, they go extra mile to make the organization successful.

And, what better time to start this journey than just after they have accepted the offer. During the Interview stage, they have impressed you and now it is your turn to make the right first impression.

There is often a lag between the offer acceptance and the day they join. How you handle these fragile time frames and continue to make the great impressions can make all the difference between a no show and successful new hire.

Typical Onboarding starts on the first day of the job where they are assimilated in the organization and the teams. End of Day1 the most important question that they will be asked is, "*How is the new job?*" When they arrive back home, that will surely be asked that question more than once. Direct family members and close friends will all want to know just how it went. You want to put your best foot forward in the hopes that they feel that they indeed made the right decision to join your organization.

In the new paradigm, the onboarding should start from the day they have accepted the offer. They should continue to connect and celebrate every day in anticipation of the new job on the premise, we are glad you chose us.

### **What is Pre-Onboarding**

Pre-Onboarding is the stage between a new hires acceptance of offer letter and their joining date. There is a strong uncertainty in this phase and a strong pre-onboarding process engages them effectively. It also reduces operational overhead by automating administrative and logistical tasks. Most importantly, it provides opportunities for the new hire to feel welcomed and valued, and to begin ramping up for Day 1.

### **Benefits of Pre-Onboarding**

1. **Eliminates first day anxieties First day at new job is often tense as there is so much uncertainty, unfamiliar environment and have a lot of questions.**

If they know the people before joining in, have a buddy to go to, have their initial questions answered, you help reduce their anxieties and demonstrate being thoughtful about their first experiences.

## 2. Higher Employee Retention

A study found that a significant portion of employee turnover— 22%—occurs during the first 45 days on the job. People enter a new environment, feel uncomfortable and unwelcome, and promptly choose to leave. Pre-Onboarding sets the stage for that experience. Empowering new hires with information makes them much less likely to second-guess their decision to join your company.

## 3. Improved New Hire Productivity

Pre-Onboarding can give new hires an early lift in becoming integrated with the new culture during their “notice period”. The goal is to reduce the time that it takes for a new hire to become effective on the job.

## 4. Reduce the administrative cost of onboarding

Any new journey is exciting for most of the people but in your corporate journey, much of the first day is spent filling out paperwork's and joining formalities.

### Best Practices of Pre-Onboarding

These are some of the best practices collected from across the regions and industries and can be easily applied in most of the scenarios.

1. Treat them as part of the organization, even before they have joined.
2. Help them understand their job responsibilities once more before they join to avoid any confusions later on. New hires having clarity of roles and the expectations perform better than those who are unclear about their roles and responsibilities.
3. Provide a channel of communication to answer frequently asked questions and a medium to the HR, hiring manager, would be colleagues. The new hire should not shy away from asking the questions if not answered by the FAQ's.
4. Get them to absorb the organizational culture and ethos. Videos and interactive sessions with current employees as to how they live the culture is far more impactful than the stacks of documents.
5. Assign them a buddy to answer their question however trivial they might sound.

6. Create a plan for their success. New hires who have preset activities based on the success profile of the successful employees get productive faster.
7. Ensure that their manager is present and available on their first day of work.
8. Limit first day documentation to confirmation rather than spending their time on filling endless forms.
9. Provide prescheduled meetings with managers and key employees. Make sure that the providing of space, work tools and equipment is closely integrated with the onboarding process.
10. Make it a celebration for everyone. It's like welcoming a new member in your family. Make it the most memorable day of their career, so that when they go back home after first day, they look forward to the next.

## Case Study

### **InterGlobe uses Pre-Onboarding to reduce cost by 80% while increasing offer to conversion by 60%.**

Due to ever expanding set of customer base spanning across the globe, InterGlobe Technologies recruits for skills in IT and BPO at a very fast pace and at mass levels. On an average, it recruits 500-600 candidates per month leading to 100+ new hires in a week.

The first day of joining for the new hires was a day filled up with activities involving completion of all informational, transactional and statutory paperwork. HR had the task of making new hires understand about the organization, culture, team and the roles and responsibilities. They faced an additional challenge to keep the candidate engaged with the organization and thwart the risk of counter offers.

The existing processes meant around two days of on boarding. It was a repetitive process taking the bandwidth from HR and new hires also didn't had a lot of time to grasp everything.

IGT settled for Pre-Onboarding to help them resolve their challenges. They selected a pre-onboarding tool where the new hire can fill in his/her data, complete statutory forms, understand about the organization, history, culture and assign buddies.

It allowed them to schedule Learning activities and offers facility to send alerts and reminders if the new hire has not completed the activities in due time.

## Conclusion

Pre-Onboarding is a celebration of a new member joining the organization. Using such processes and tools, you can make it the most memorable time for a new hire. His first day is devoid of any anxieties and unanswered questions and is ready from the word go.

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