



Reinvent Onboarding

## **Pre-Onboarding**

### **10 Best Practices To Get It Right**

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Pre-Onboarding is primarily designed to get new hires up to speed and ready for their first day of work. Typical pre-onboarding activities include providing information, frequent contacts, providing training, benefits sign-ups, and taking actions to increase their commitment to the firm before they start.

In addition to the obvious goal of shortening the time the productivity, pre-onboarding has a secondary purpose ... to minimize the possibility that currently employed candidates will, unfortunately, rethink their decision to accept your offer. Your goal should be to stop having a single “no-show” among your new hires because no-shows are extremely frustrating to hiring managers and recruiters. But also because of the added expense and time required to refill the position that you thought was closed.

### **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.**

When a new hire has accepted to join the organization, they have made a certain level of commitment to themselves and the organization. Often there is a period of radio silence where the new hire is expected to join on a date and the hiring manager is keeping his fingers crossed. The best practice is to accept them and treat them as part of the organization. Some simple strategies like getting phone calls from their hiring managers, mentors, buddies, goes a long way in making them feel welcome. Provide them with an email id and social media account. Having a working e-mail and internal social media account shows them that they are part of the team, and it makes them easier to connect with. Share the names and contacts for mentors and buddies to increase their chances to communicate.

#### **2. Help them understand their job responsibilities before they join to avoid any confusion later.**

New hires having clarity of roles and the expectations perform better than those who are unclear about their roles and responsibilities. Have them reconfirm their job description and share expectations so that they are ready to achieve it from the day go.

#### **3. Provide a channel of communication**

Keep the channel of communication open to answer any unresolved queries. 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. If possible, create a personalized video to make them feel special and welcome.

## 5. Connect with the teammates

When appropriate, enable their teammates to get to know the new hire before they start by giving their teammates a link to their LinkedIn profile, or just send them a bio. Encouraging the teammates to also email or text them, to offer invitations to connect on social media, or just provide the new hires with links to the social media sites of the team's employees.

## 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. Share a plan that will make them successful in the new role.

Realize that even though they accepted, they may still have serious doubts that they can't do the job. So, the plan is a reminder to them that they clearly fit the firm/job and that they clearly meet each of the qualifications. Let them know that everyone is 100 percent confident that they will succeed. Set both short term and long-term goals to keep a track of the progress.

## 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.

The first day on any job is the one with highest motivation level. Make use of this day to inoculate the new hire as to why he is hired and why everyone is 100% confident about his/her success. This can only be achieved if the administrative process of onboarding is reduced to a minimum of confirmation of pre-filled and verified forms rather than filling them up.

## 9. Provide prescheduled meetings with managers and key employees.

Let them know that you have activities already scheduled for them.

It could be the meeting with the team, HR, Facilities, finance, and other business units. All the people who can create a positive influence on the new hire should have pre-scheduled meetings with them. 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 to your family. Make it the most memorable day of their career, so that when they go back home after the first day, they look forward to the next.

"How was your first day?"

It's a common question It's a common question, and you don't want new hires to answer with, "I spent all day filling out paperwork." You don't get a second chance at a first impression, so make sure day one is a positive experience.

Here are some suggestions for starting new hires on the right foot:

- Have their desk already set up with everything they need (ID badges, forms etc.).
- Give them a welcome package that includes gifts or messages from office mates.
- Schedule a lunch with some of the new hire's co-workers (and pay for it).
- Send a company-wide email about your new hire to introduce them.

## Conclusion

Implementing these pre-onboarding best practices will result in improved employee retention and engagement, increased employee pride in your organization, and enhanced productivity. Indeed, implementing these best practices will drastically reduce the time taken for your new employees to reach full productivity.

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