WHAT SUCCESSFUL ONBOARDING LOOKS LIKE.
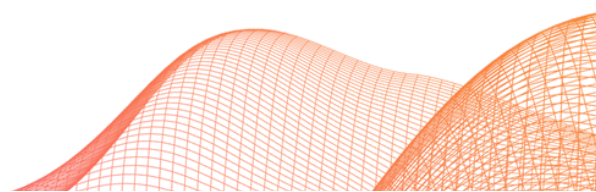
AND HOW YOU CAN ACHIEVE IT FOR YOUR NEXT EMPLOYEES.

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WINNERS AND LOSERS.

We all want to see great onboarding, we all want to experience it. In Gallup's 2021 report, just 12% of U.S employees said their company's onboarding process was good. Worse, 1 in 5 said it was **poor** or **non-existent.**

Companies that provide new recruits with a formal onboarding program could see **50% greater employee** retention and 62% greater productivity.

Employees who have a positive onboarding experience are almost **three times as likely to feel prepared** and supported in their role, boosting their confidence and improving their ability to perform their role well.

Creating an onboarding process that is fit for purpose can be daunting. Creating an onboarding process that differentiates your employer brand in new and exciting ways can feel impossible.

But it doesn't need to be this way...

PILLARS OF ONBOARDING.

01

RELATIONSHIPS.

New employees want to feel supported by peers and managers, included in company initiatives and respected. Regular feedback clearly communicated through those relationship channels is important plus being provided with early opportunities to collaborate and socialise with others.

02

BELONGING.

Less than 1 in 3 new hires say they feel fully prepared and supported to excel after their onboarding. A learned understanding of the job at hand as well as the company culture and wider company objectives can help to overcome this feeling.

03

STRUCTURE.

Exacerbated by remote and hybrid work policies, the success of an onboarding programme relies heavily on its structure and delivery. Customising onboarding according to the learning styles of your new employees can make all the difference.

At Refapp and AssessFirst, we believe that great onboarding starts before an employee even signs a contract: during the earliest stages of the recruitment process. What can you introduce in your recruitment process to set your onboarding programme up for success? Let's find out!

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THE ONBOARDING MINDSET.

Each step of the hiring process is an opportunity to gather information, insight and knowledge. To give your new employees the strong **Relationships, Belonging and Structure** they are looking for, here is what you'll want to discover about them...

Candidate competencies mapped to job requirements.

When you define the needs and expectations for a vacancy, identify what areas will be critical to the new employee's success in that role. Assess the priorities in your hiring criteria and create a sustainable plan to train and support the new employee in any hard skills and competencies they may not have (and may not need to have) on arrival.

Soft skills and candidate potential.

97% of employers report soft skills are essential, but just **37% say entry-level employees possess the necessary soft skills.** Soft skills are reliable indicators of how people behave, learn, and communicate. When you know a person's soft skills, you can confidently adjust the design of their onboarding.

Consider soft skills that will be important in the role and prepare specific questions to uncover those skills during assessment and interview.

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Data with high predictive validity.

Predictive validity refers to the ability of one measure to predict a future outcome.

Learn more about **Predictive Validity** in this downloadable guide from AssessFirst.

FREE E-BOOK

A structured and standardised workflow will help you to eliminate intuition and cognitive bias whilst also benefitting your diversity and inclusion goals throughout recruitment. The most important aspect to consider is not the volume of data that can be collected, rather the quality of the data and the reliability of the method used to obtain it.

YOUR 3 POINT ACTION PLAN.

Quickly evaluate your recruitment process; look for areas where structure and standardisation can be improved.

- Prepare reference questions ahead of time and ask the same questions to all your references
- Assess a person's soft skills and behaviours via a structured and scientifically robust method
- Make time during the interview to explore candidate soft skills results obtained from assessments

Learn more about best practice **reference checking** in this download from Refapp.

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OPTIMISE YOUR ONBOARDING WITH 3 *NEW* POSSIBILITIES.

01 **PERSONALISATION.**

Customise the learning environment (systems, processes, deadlines) based on the increased depth of your reference information. This should include provisions for the person's familiarity for remote working according to your policy.

02 **ADAPTATION.**

Arm the hiring manager with soft skills insight about their new team member. Enable them to understand how their natural management style will help the new employee and where they should adapt to help the hired candidate assimilate.

03 **CREATION.**

Create a peer group or mentor programme for new employees to welcome and support them. Design these support networks using information gathered during reference checking or by analysing the natural affinity between groups of people based on behavioural assessments.

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YOU'RE READY TO TACKLE THE ONBOARDING CHALLENGE.

This short guide was brought to you by Refapp and AssessFirst: partnering to help employers make the best hiring decisions with the help of technology.

Refapp helps recruiters collect valuable third-person views on candidates' soft skills and potential with digital reference checking. Learn more at **www.refapp.com**

AssessFirst helps organisations make better hiring and management decisions with its advanced behavioural profiling and AI solution.
Learn more at **www.assessfirst.com**