



Onboarding Do's & Don't Tip Sheet

1. **Don't skimp on time invested for the onboarding process.** It's important to invest the time in planning and preparing your new employee at the beginning of the employment relationship to help build employee engagement, outline expectations and provide proper training. Doing so will shorten the time to full productivity and help to eliminate confusion related to the company and supervisor's expectations. Onboarding is a time whereby new hires get to know the company inside and out, covering every important aspect of the business so they can absorb years' worth of history, knowledge, and culture. By the time new hires are through, they should have a clear understanding of the company's vision.
2. **Don't make onboarding just an HR or supervisor-only function.** Expose new employees to an onboarding program that aligns with your company's mission, values, and how you work. Design your program to ensure that new hires meet with key staff across departments and teams. Assign a mentor to that new employee to help them navigate the company and their new role, other than their supervisor. When you bring others into the onboarding process, ensure you have made it clear what their role is, key learning objectives they are to provide to the new hire, and any additional information that will help prepare them for providing the desired onboarding experience for your new hire.
3. **Do ensure new hires "get" the strategic vision of the company.** This includes understanding the company history – where it came from and how it evolved – to an understanding of where it is today, and where it will be in the future. Typically, this helps to understand the company and norms that are followed and will help the new employee appreciate where the company came from and where it is going.
4. **Don't forget to also provide the "big picture" for the individual department or team.** This is important in getting the new hire up to speed, understanding key goals and deliverables, and what everyone else is working towards. This is also a time to provide the team norms and why they exist.
5. **Do make sure new hires know the culture.** One of the most challenging parts of entering into a new environment is understanding the subtleties of the culture, how people work, and who to turn to if a person needs something related to their project.
6. **Don't forget to teach about products and services.** A new hire can't expect to be a contributing member at full capacity unless they fully understand the products or services a company provides. And it's not about just learning as they go; new hires should get a thoughtful, thorough introduction into the business's bread and butter, and what goes into making it successful. Understanding the end-to-end process and how the new hire contributes to that process or the dependencies will help them to be more cognitive of other departments and employees and what is needed.
7. **Do familiarize the new hire with where to find policies, procedures, benefits, etc.** One of the key areas in which companies may forget to onboard a new hire is how the employee can self-serve or obtain information without having to ask. This could be your Intranet, SharePoint site, or other electronic location for where this information is retained, or maybe it is in a binder in an office. Allow them to be self-sufficient.