

HR

New Hire Onboarding

The purpose and benefits of a robust onboarding program

Employers should not underestimate the value and importance of having an effective onboarding program in place for new hires. Onboarding helps new hires familiarise themselves with the organisation and to adjust to their new roles quickly and smoothly. An effective onboarding process ensures employees feel valued and engaged early on, resulting in higher performance levels, improved retention, organisational commitment and job satisfaction.

Key benefits for employers include:

- Employees trained to perform effectively early on
- Highly engaged and committed workforce
- Reduced employee turnover
- Reduced errors and complaints

Key benefits for employees include:

- Getting to know co-workers and key staff quickly
- Better understanding of the organisation's policies, procedures, culture and values
- Better understanding of their role and responsibilities
- Receiving relevant training and support
- Feeling part of the organisation and valued by the employer



Onboarding Steps

Before Day 1

- Send the employee useful information about the organisation such as history, culture and values
- Plan for employee's arrival, set up their workstation and decide who will meet them on their first day

Day 1

- Meet the employee in person, show them around the workplace, introduce them to colleagues and managers
- Complete required paperwork, but don't make day 1 overwhelming
- Health and safety must be outlined on day 1

Week 1

- Explain the organisational structure, how the organisation works, how things are done, its rules, the new employee's role and how they fit in
- Explain how performance is assessed and give them the opportunity to try some tasks

Month 1

- Arrange regular catch ups with the employee to establish how they are settling in, if any further training or coaching is needed, and if there are any concerns
- Communicate performance expectations, including alignment to company goals and compensation and incentives
- Give reassuring but candid feedback on how they are performing and encourage the employee to ask questions about their role and company procedures

Month 3

- Review employee's performance and provide developmental feedback on how they are performing
- Agree on any further support and training, outlining any action to be taken to support the employee to reach their performance objectives

Month 6

- Decide if probationary period is successful, unsuccessful or to be extended, where the contract permits
- Review employee's performance and set and agree objectives for the next six months

Year 1

- Conduct a year-end performance review
- Ask the employee for feedback on the effectiveness of their induction and integration into the organisation

Next Steps

- Continue to support the employee and their future career growth in ways that benefit both the organisation and the employee

3HR's experienced HR Consultants can provide your management team with training covering all aspects of the onboarding process. Please contact your usual consultant for more information.

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