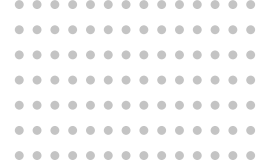




The Ultimate 8-Step Checklist for **Creating an Employee-First Onboarding Experience**





Give them a reason to stay!

It's no secret that attracting top talent is a big challenge, but hanging onto a new employee can be even more challenging.

90% of employees decide in the first 6 months whether or not they'll stay, which just highlights how vulnerable a segment of the organizational population new hires are:

- 50% of hourly employees leave new jobs within 4 months
- 50% of turnovers occur within the first 18 months



Here's a complete checklist that will help you create an engaging and effective onboarding experience that will make employees glad they chose your organization over other employment options.

1. Provide a seamless experience
2. Make it easy to ask questions and find information
3. Create personalized and contextual communication flows
4. Offer a consumer-grade experience
5. Streamline management of the process
6. Integrate with complex enterprise systems to enable seamless access
7. Automate as much as possible
8. Remember that a truly great digital employee experience continues for entire employee journey



1

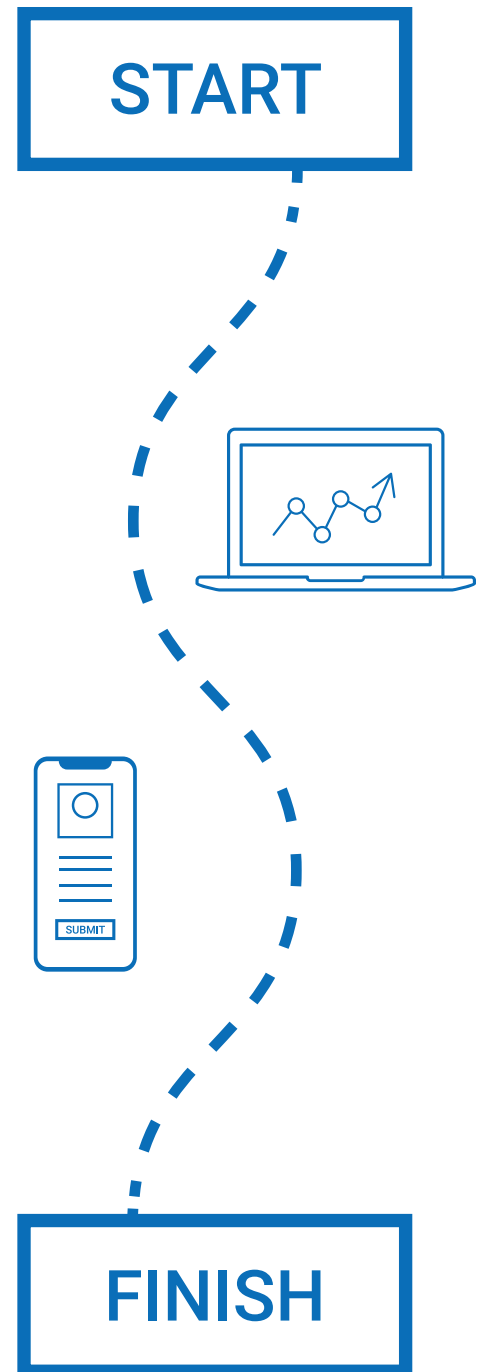
Provide a seamless experience

When new employees start they have pretty high expectations of what the digital experience will be like in your organization. For one thing, you've presumably put your best foot forward during the interview process so they likely have a great impression of your company. Plus, they're regularly experiencing the best examples digital experiences in their day-to-day lives – it's only natural that they would assume that an organization of your stature would provide the same level of simple, effective functionality.

So don't disappoint them with a fragmented process that's a confusing trail of tasks across systems and departments.

Give new employees a seamless experience that checks all the boxes for a simplified work day, including:

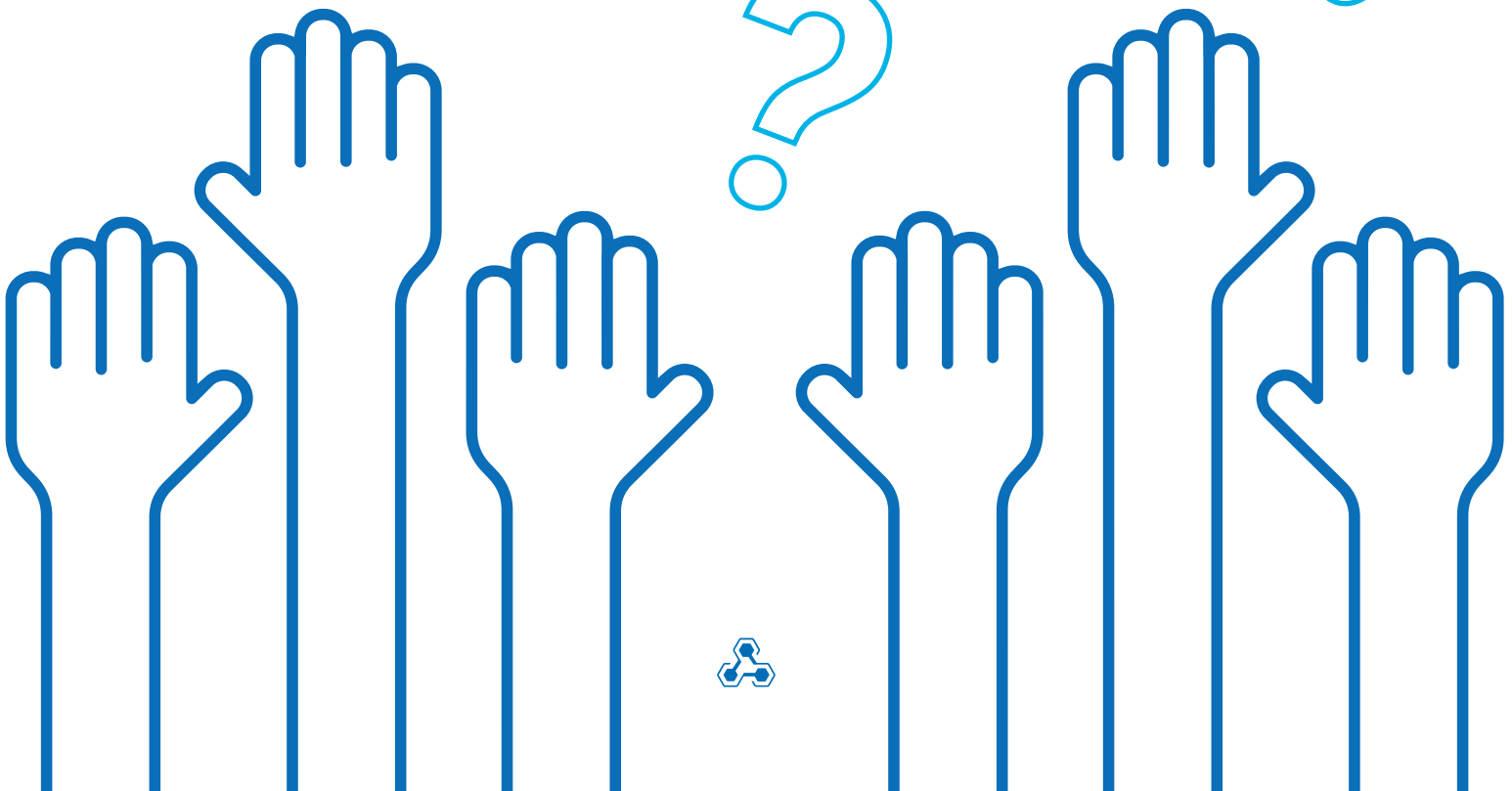
- A single task and information stream for everything related to onboarding across the organization
- A centralized location for everything they need to know and do in their day-to-day roles
- An easy way to get fast, reliable and personalized answers to questions and
- An easy way to interact with the complex applications that power the enterprise



2

Make it easy to ask questions and find information

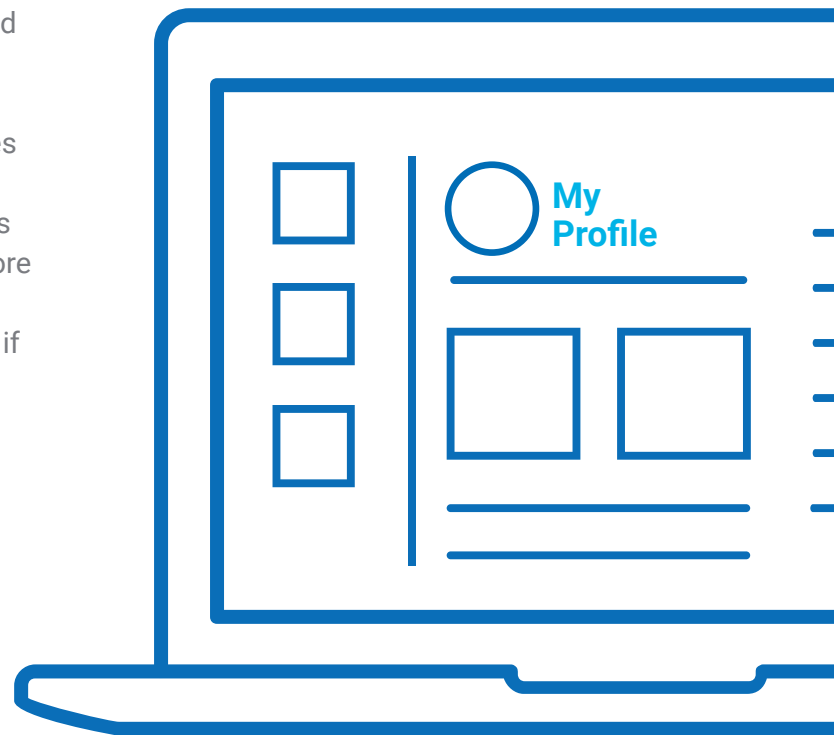
The first few days at a new company can be an extremely stressful time, with lots of important administrative tasks to take care of and information flooding in from all directions. It's intimidating. But you can eliminate the confusion and frustration by giving employees a fast, easy and reliable way to ask questions and find the information and resources they need. A natural language chatbot is a great way to do this and can even make it possible for employees to get personalized answers to their questions, furthering the belief that yours is a company that cares about employees as people, not just numbers



3

Create personalized and contextual communication flows

For employees to feel engaged they need to be treated as welcomed, appreciated and holistic people right from the very start. You can do that very easily by using the data you already have available on employees to deliver the consumer-grade experiences they've become accustomed to. By leveraging information such as job function, department and office location, your organization can send new employees tasks and communications that are guaranteed to be relevant and useful, such as onboarding assignments, news about functional trainings, location-specific information (security, facilities management, etc), and level-specific training for managers vs. non managers. Not only does that kind of targeting make employees feel more engaged, it increases the likelihood that those communications will be seen — particularly if they're also delivered in a central location that exists outside the chaos of email.

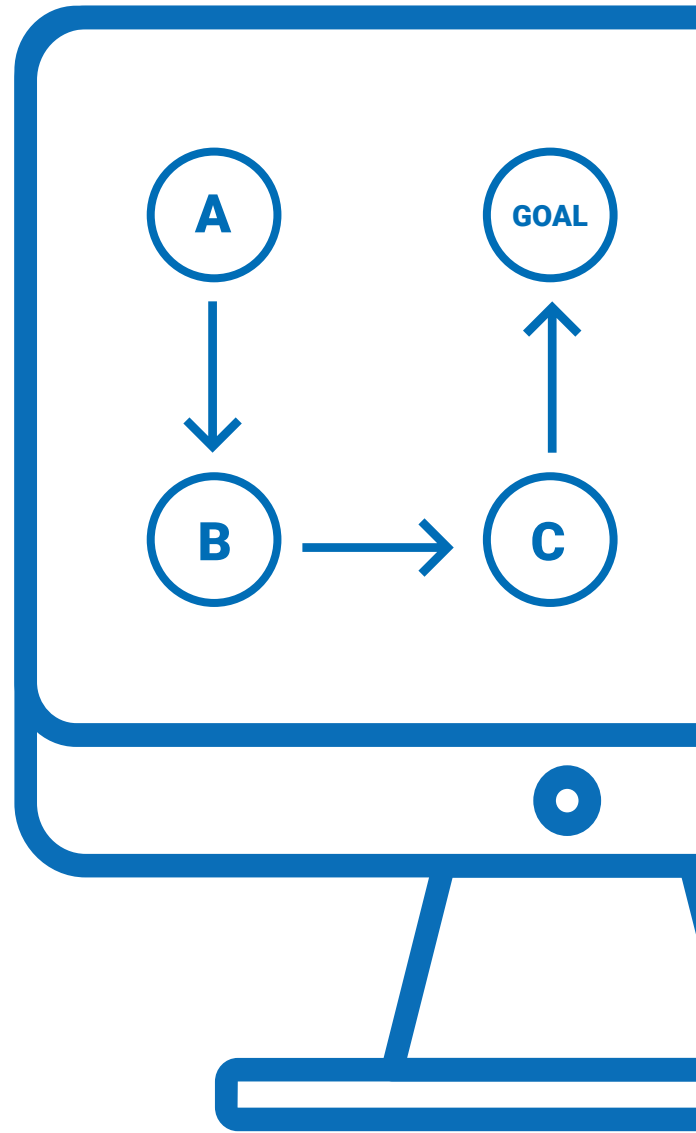


4

Offer a consumer-grade experience

Services like Amazon and Netflix have set an extraordinarily high bar when it comes to digital experiences and have turned simplicity and seamlessness into table stakes rather than points of differentiation. Your organization can demonstrate those levels of excellence as well – it starts by remembering one simple rule: focus on making the work day easier.

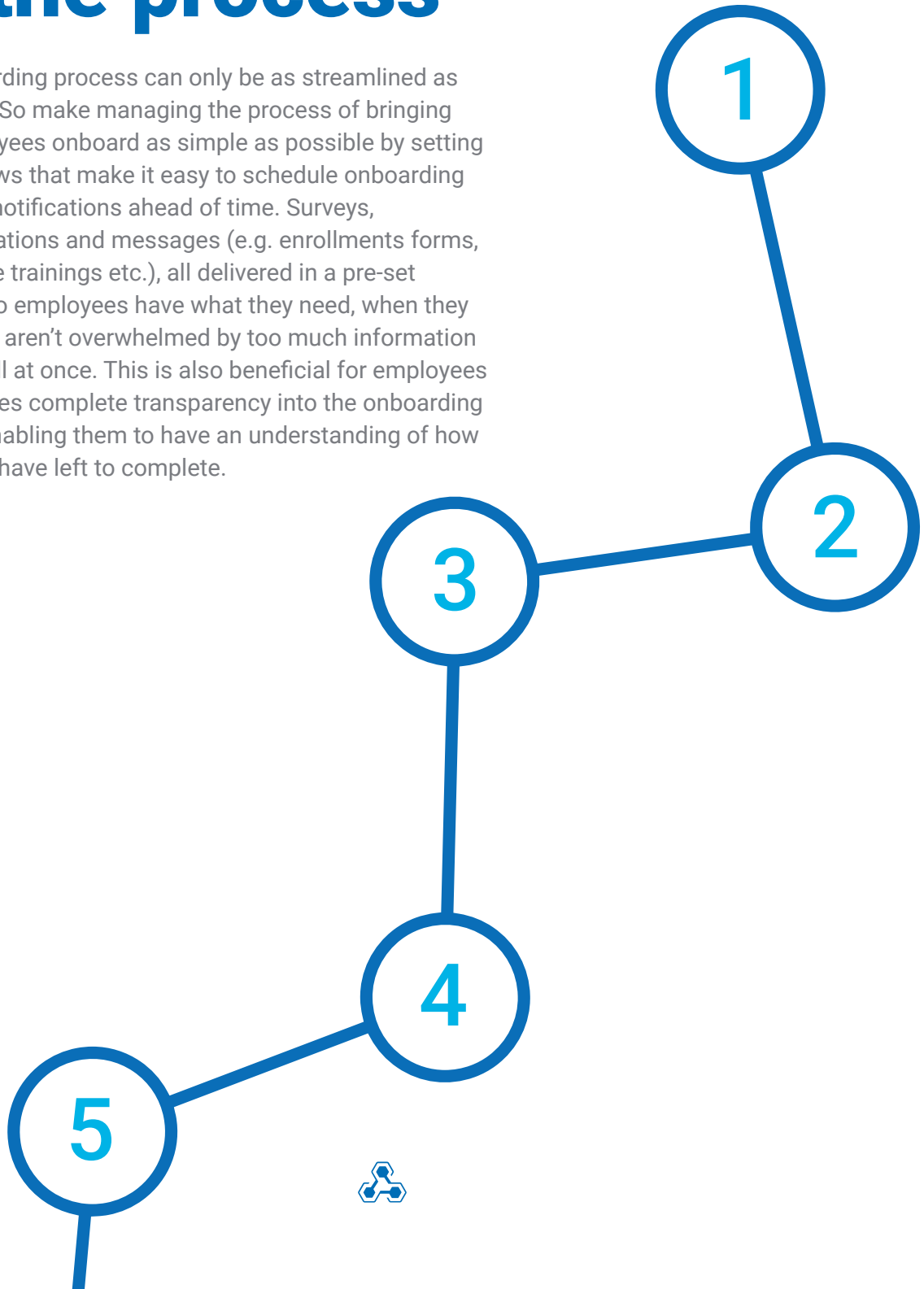
Employees don't care about fancy apps or the latest technology. What they want is an intelligent, intuitive experience that gives them more time to focus on the meaningful work they were hired to do. So make that possible by implementing technology that takes an "employee-first" approach in terms of streamlining communication, centralizing tasks and making it easier to find information. When you focus on what employees really need – easy access to tasks and information from the device of their choice, in a variety of engaging formats, including video – employee engagement and satisfaction will rise as a natural result.



5

Streamline management of the process

The onboarding process can only be as streamlined as the set up. So make managing the process of bringing new employees onboard as simple as possible by setting up workflows that make it easy to schedule onboarding tasks and notifications ahead of time. Surveys, communications and messages (e.g. enrollments forms, compliance trainings etc.), all delivered in a pre-set cadence, so employees have what they need, when they need it and aren't overwhelmed by too much information delivered all at once. This is also beneficial for employees as it provides complete transparency into the onboarding process, enabling them to have an understanding of how much they have left to complete.

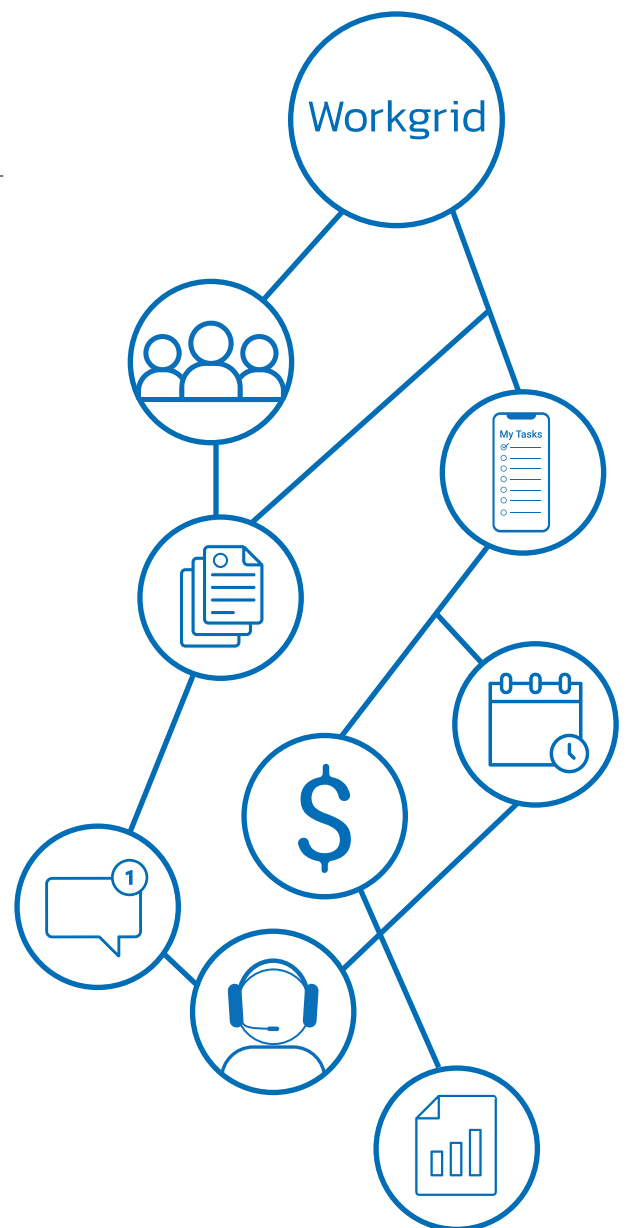


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Integrate with complex enterprise systems to enable seamless access

New employees have a lot to focus on, like learning the ropes of a new organization and tackling the challenges of their new responsibilities. Don't make their initial days even harder by requiring them to learn the ins and outs of complex enterprise systems just to complete one-and-done tasks they'll likely never do again (think setting up their VPN access).

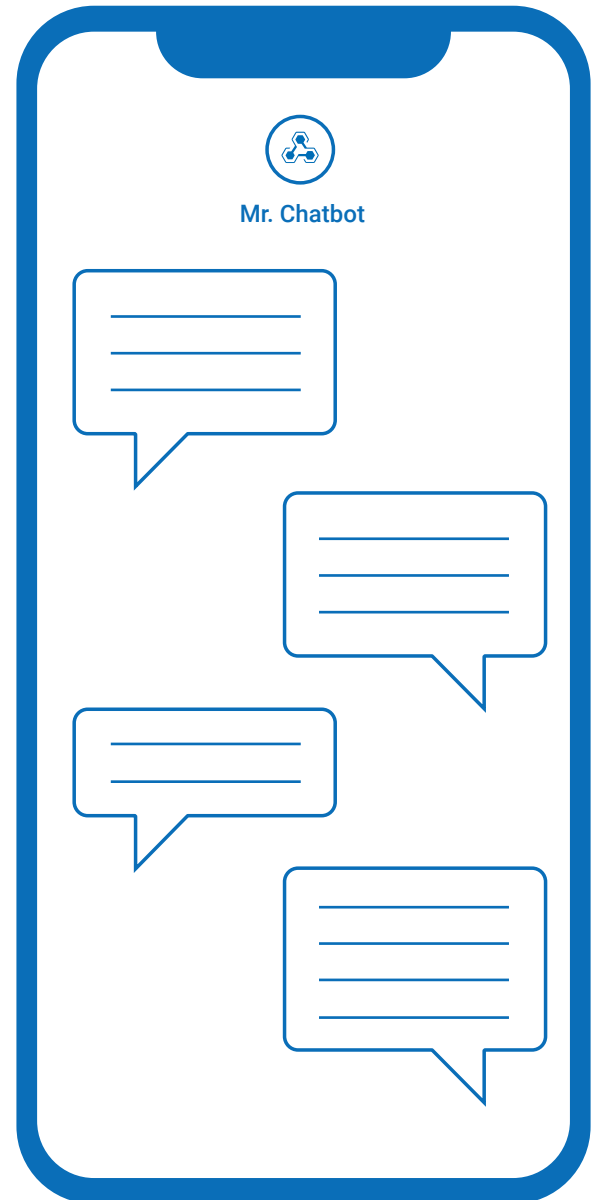
Instead, arm them with tools that can abstract the information and tasks they need from underlying systems and present it in a unified, easy-to-use experience. Imagine how impactful it would be to simplify the process of completing the vast array of HR paperwork that's required during onboarding. Having withholding forms, benefits, 401K etc. all in a centralized, simplified process would go a long way towards deepening employees' impression of a consumer-like digital experience within your organization. It would also foster engagement as employees will have more time to focus on meaningful work.



7

Automate as much as possible

There might be lots of talk about how robots are replacing humans in the workforce, but the reality is, technologies like AI and machine learning are actually an excellent augmentation to your workforce, handling all of the mundane work so employees can focus on what they were hired to do. This is particularly useful during onboarding. For example, thoughtfully designed and implemented chatbots enable knowledge owners to provide automated access to information and self-service tasks, while other functionality in employee-focused digital experience platforms handles functions such as task and process automation. It's the easiest way to get employees up and running more quickly and to increase their potential and output over the length of their time with you.





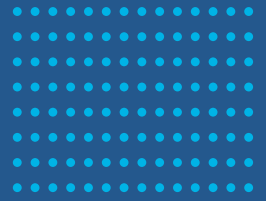
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Remember that a truly great digital employee experience continues for entire employee journey

Onboarding isn't a "one-and-done" exercise. To ensure that your employees stick with you for the long haul you'll need to continue focusing on extending that stellar employee experience to every step of their journey with you.

The good news is, by following this framework and taking a disciplined, employee-first approach that solicits employee feedback in order to deliver continual improvement on their experience, you'll have no trouble and attracting and retaining the top talent your business needs.





Find out how to check these items off your list.

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