

BIZ  **LIBRARY**

Onboarding Playbook:

Your 101 Guide for
Creating an Engaging
Experience from Day
One with Your New Hires



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Welcome!

Welcome to the Onboarding Playbook, your guide to creating an unforgettable first day and beyond with your new hires! This comprehensive guide will walk you through almost everything you would need to stand out to new employees. We've got suggested content, group and individual activities, timelines and more!

The recommended content titles referred to in this guide can be found in The BizLibrary Collection. Before the start of your program, we recommend you assign these courses to your learners via your company LMS. This provides your learners with easy access to the content and gives you valuable reporting data to measure participation and training effectiveness.

BizLMS also offers grouped content in the form of Learning Initiatives and curated content learning paths! These carefully crafted lists offer additional resources and suggest related areas important to your training goals. You can learn more about what learning initiatives are and how they can enhance your training program by watching the video linked [here](#).

We highly recommend using both the content and assessments included in this guide for an optimal training experience. The content and activities can be tailored to your company's specific needs and are meant as a starting point for training new managers in your organization.

Along with the suggested content provided in this guide are activities that encourage deep personal reflection and promote higher information retention. Activities and reflections are useful because they help learners discover the potential and direct impact of newly learned information on their company.

Let's get started!



Use Case

How can the Onboarding Playbook make your organization stand out amongst the rest?

We want you to be wildly successful in your business outcomes, and it starts with the people. Candidates these days have more options than ever when it comes to finding a job in their desired field. And now with everyone hiring, job searchers can spend the time weighing many factors before signing on the dotted line: benefits package, salary, location, team members, and more!

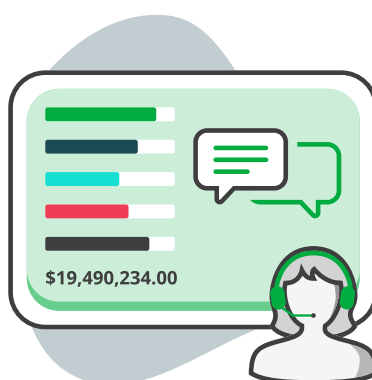
Don't lose your ideal candidate to a competitor, rather be the company that people flock to because the culture is undeniably great. This all starts with an unforgettable first call, first day, first week, and beyond. We know what it takes to create an experience unlike what everyone else is doing, so follow along and learn how to create an incredible first impression. Because after all, it's way more than a handshake these days, it's **EVERYTHING** (we know, a big, bold statement, but it's true!).

Enter the Onboarding Playbook.

Inside this guide is your blueprint for creating a culture where everyone lives out their values, feels a deep sense of pride working for your company, and looks forward to coming to work each day! It outlines the stages that are important to creating an onboarding experience that stands out and may be a bit different than what you've been doing. In this guide, you will receive:

- Guidance on how to set up your program to achieve optimal results
- Actionable email templates to launch your program
- Recommended courses to create understanding amongst your learners
- Fun activities that allow your learners to learn about your values, people, and company
- And more!

So, let's dive in! We can't wait to hear about all the success your Onboarding Program will bring.



Who? What? Where? When? Why? How? Tips to boost your Onboarding Program.



Who will get the most out of this guide?

This guide is set up to create a stand-out onboarding program. From the first interview through the first 90 days, we have outlined how to create an engaging onboarding program with your new hires. Additionally, we also make recommendations on how to incorporate employees at all levels in your organization for additional engagement. Also, this guide is for HR and L&D trainers who want to implement transformative onboarding training that is beyond just benefits enrollment and device setup. Organizations with these types of programs statistically have a better company culture, lower turnover, and higher rates of success!



Whose support does your program need?

No matter what program you're trying to implement it is vital to have the support of C-suite or VP leadership. Here are some statistics you can mention when presenting the importance of having an onboarding program like no other:

- Employers with a robust onboarding program **improve retention by 82%** and **productivity by more than 70%**.
- If an employee feels like they have had **poor onboarding experience, they are twice as likely to search** for new employment.
- Highly effective onboarding results in **18 times more committed staff**.
- **91% of employees** who had an effective introduction to their organization **felt attached to their work**, 29% of those with insufficient training feel the same.
- A great onboarding experience ensures **69% of employees stick** with their company for three years.
- Organizations with structured onboarding saw a **60% year-over-year improvement in revenue**.

From these statistics, it is obvious that giving your new hires a great experience from the very start ensures improvement in retention, productivity, and revenue. When securing buy-in from key supporters, it is also important to show how you will measure success. Keep reading to learn how we recommend you measure success!



What can you expect to gain from this guide?

From this guide, you can expect learners to become employees who care about what their organization values, guiding principles, and goals, know who to go to when they have questions, and have a great time doing it.



Where should this training take place for optimal success?

The following program is set up to be executed through a combination of mediums- self-study video lessons, hybrid meet-and-greets and virtual/in person activities.



When should training be completed?

The topics outlined in this playbook should be followed in the order we recommend, starting with the pre-screen phone call with a candidate when they first begin the hiring process all the way through their first ninety days.



Why does onboarding training matter?

At the end of the day, hiring and retaining talent has never been more important than it is today. Your people are at the core of everything you do and ensuring that they are set up for success and understand the why behind everything you do is crucial.



How can you measure the success of your program?

The Kirkpatrick Model is an excellent resource to consider when creating KPIs for your program. Below are some suggestions on how to incorporate this model into your onboarding training program.

1

Level 1: Reaction, Satisfaction, and Intention.

- Evaluate the response from learners – specifically, how they felt about the training course materials and activities.
 - At this level, you should also measure engagement from your learners. Do you have 100% participation? If not, you may need to reach out to learners for more information on what they need to give the necessary time and attention to the program.
 - Some common issues learners face are:
 - not enough allotted time to complete training,
 - excess stress and responsibilities of their new position,
 - difficulty with work/life balance, and
 - fear of speaking up when they don't understand a concept.
-

2

Level 2: Knowledge Retention.

- Measure how effectively the information was absorbed by your learners. Typically, this is done through testing like the self-assessment template and group role play.
 - Fully utilize the self-assessment tool by comparing ratings from each stage.
-

3

Level 3: Application and Implementation.

- Measure the degree to which your training has influenced the behavior of the participants, and how they are applying their new knowledge to their jobs.
 - Do not be afraid to engage with your new managers' team members. A great way to do this is by sending a survey to the new manager's direct reports before and after the program to determine how they rate their relationship with their manager.
-

4 *Level 4: Business Impact.*

- Measure the impact your training has had at the business level and get a clear sense of ROI for your training program. If you are looking for a deep dive into using the Kirkpatrick Model for evaluating training in your organization, download our free ebook [here](#).
- At this level, you should start seeing measurable results that you can show to your C-Suite and VP-level stakeholders!

5 *Level 5: Return on Investment (ROI) Calculator.*

We have found that calculating ROI is the best way to highlight the success of your program to your stakeholders! Here is a simple formula to help you get started! You can learn more about measuring ROI in our ebook [here](#).

$$\frac{\text{Return (Benefit)}}{\text{Investment (Cost)}} = \text{ROI}$$

Using this guide for optimal success.

The following stages are designed to educate your employees on topics that lead to them understanding the organization they are joining better and have a fully immersive experience into your culture.

We recommend following these stages to ensure your onboarding program goes beyond checking the box.

- 1 Stage 1 – Pre-Screen / First Round Interview with Recruiter**

Your new hires will walk away learning about how your organization prioritizes the onboarding experience and further growth opportunities.
- 2 Stage 2 – Pre-Start**

Your new hires will feel warmly welcomed before their first day and their new team will anticipate their arrival and ensure everything is set up for optimal success on their first day.
- 3 Stage 3 – First Day**

Your new hires will leave their first day getting the administrative paperwork and processes taken care of, meeting people within the organization, learning about what the rest of their first week entails.
- 4 Stage 4 – First Week**

Your new hires will head into their weekend ready to start back on Monday knowing the core values, how the different departments interact with each other, key business goals, and more that will set them up for success.
- 5 Stage 5 – First 30 Days**

Your new hires should have a better understanding of their department, how they work with their team and key stakeholders, recurring 1:1s with their managers, and how their talents will be used.
- 6 Stage 6 – First 90 Days**

By now your new hires are fully immersed in your culture and adding value to their team. They understand how their role contributes to the overall goals of their department and organization.
- 7 Stage 7 – Beyond the First 90**

By now your new hires are fully immersed in your culture and adding value to their team. They understand how their role contributes to the overall goals of their department and organization.

Playbook Instructions

Within each stage outlined below we have recommended email templates, course content, and activities you can use to ensure your onboarding program is unlike the rest. We encourage you to tailor the activities and/or email copy to fit the needs of your organization, adding or changing them based on your unique set of desired business and learning outcomes.

1

Stage 1 – Pre-Screen/First Round Interview with Recruiter

During this stage you can highlight your benefits package to interested candidates. A great component to mention beyond your 401K match, health insurance, compensation, etc., is that your organization has free professional development resources for associates. It's best to highlight programs you have in your organization, especially your new robust onboarding process! Furthermore, you can talk through other available learning avenues like self-discovery of topics they might want to learn more about or skills they are interested in improving upon. You also may want to consider adding this benefit into your benefit guide you send to candidates upon acceptance of their new role.



Stage 2- Pre-Start

During this stage you will find helpful tips to prepare for your new hire's first day! We have written an email template you can send out, outlined a checklist you can use to ensure you have everything ready, mapped out some courses you can assign using your LMS, and more!

Welcome Email + Welcome Video from CEO

Below is an email template you can use welcoming your new hire! Other considerations for this email would be to also include the following:

1. A welcome video from the CEO
2. Forms that will be needed for their first day
3. Company handbook for their review and signature

Hello and Welcome to [INSERT COMPANY NAME HERE], [INSERT NEW HIRE NAME HERE]!

We are so excited for you to join us as our new [INSERT THEIR POSITION HERE] on [INSERT START DATE HERE].

I wanted to send you a quick email detailing what you can expect on your first day.

If in office: *Please arrive at the office located at [INSERT ADDRESS HERE] at [INSERT TIME HERE]. When you come in, I will be there to greet you! I will show you around the office and where you will be sitting. Additionally, we will confirm your equipment has been set up properly. If you are including first day paperwork: please bring the attached documents filled out with you on your first day we can get those scanned and taken care of. Don't worry about bringing lunch, we've got that taken care of!*

If virtual: *Please use this link [INSERT YOUR VIRTUAL CONFERENCE SOLUTION LINK] to join us on your first day at [INSERT TIME HERE]. I sent your equipment to the home address you provided when you sent your letter of acceptance. Also included should be a gift card to Door Dash, you'll want to save that until your first day! Everything should arrive before your first day, if you haven't received it prior to [INSERT DATE HERE] reach out to me. When you receive your package, double check to ensure you can log in and get set up. If something is not working as it should, let me know and we will get in touch with the right people to get you squared away! If you are including first day paperwork: Please submit the attached documents filled out to this folder prior to starting on your first day.*

Your first week here will be filled with opportunities to get to know your fellow first day colleagues, the organization and our values, yourself, and more! We can't wait to dive into all of it with you. Also, before your first day if you could send me a photo of yourself and answers to the questions below, I would appreciate it!

- *What is your favorite ice cream flavor?*
- *Do you have any pets?*
- *If you could travel anywhere, where would you go?*
- *What is one fun fact about yourself?*
- *More to come!*

[Your Signature Here]

New Hire Administrative Check List

Use the list below to ensure you and your new hire are ready for their first day!

- Have you connected with IT to ensure timely computer and tech set up?

Pro Tip: If your employee is remote, you will want to ensure you have all necessary equipment shipped out and delivered prior to their first day!

- If your employee is in person, do you have their key card programmed and at their desk along with any office materials they might need (i.e., pens, notebooks, sticky notes)

- If your employee is remote, have you set up a secure folder for them to submit any documents they may need to fill out on their first day?

- Do you have a swag bag put together with company branded items that your new hire will get lots of great use out of?

- Have you sent your new hire all their first week calendar invites for onboarding activities and lunches?



LMS Learning Initiatives

After talking about your professional development benefit, a great way for your new hires to begin using it immediately is assigning them three separate learning initiatives. You will want to ensure your compliance program is assigned, but to go beyond just the average onboarding experience, a couple other suggestions would be: one aligned to other benefits your company offers and another aligned to the values your company is rooted in. We have selected a few courses that can help get you started for all three touched on above.

The following courses are just a few of the many titles found in the full BizLibrary Collection. Use these titles as guides to explore more content offerings that align best with your desired learning outcomes.

1. Compliance – Assign your company’s annual compliance program. If you are looking to level up what yours looks like, look no further than our Creating a Culture of Compliance Playbook!

2. Everything You Need to Know When Starting a New Job (Health, Wellness, Financials)
 - a. New Job Kick Off Video
 - i. New Hire Success: Starting Your New Job Right
 - b. 401k / Savings (financial wellness)
 - i. Saving for Retirement with a 401(k)
 - ii. Personal Financial Health: Money Saving Hacks
 - iii. Personal Financial Health: Saving for the Future
 - c. Health and wellness topics (deductible, HSA, mental health, stress management, staying healthy)
 - i. 15 Terms for Understanding Health Insurance
 - ii. Creating a Happy and Healthy Headspace: How to Reduce and Manage Stress
 - iii. Expert Insights: Workplace Mental Health with Michael Wellington
 - iv. Wellness Toolkit: Improving Your Sleep Hygiene

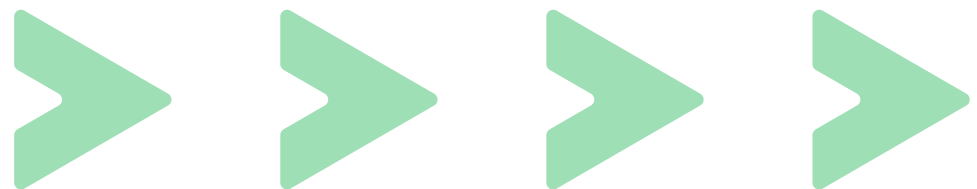
3. Company Values:
 - a. Communication
 - i. SWAP for Positive Communication
 - ii. 4 Communication Skills Everyone Needs
 - b. Curiosity
 - i. Curiosity Killed the Cat, but It Won’t Kill You
 - ii. The 15 Laws of Growth: The Law of Curiosity
 - c. Collaboration
 - i. HEAL for Collaboration
 - ii. 4 Strategies for Building Collaboration
 - d. Empathy
 - i. Developing Work Relationships: Empathy for Others
 - ii. Bridging the Empathy Disconnect

- e. Honesty
 - i. Build an Honest Workplace
- f. Innovation
 - i. Make Room for Innovation
 - ii. Innovation for Success
- g. Partnership
 - i. Collaborate and Find Partners for Innovation
 - ii. Account Management: Establishing Lasting Partnerships
- h. Passion
 - i. Overcoming Compassion Fatigue
 - ii. Finding Your Passion at Work
- i. Teamwork
 - i. How to Be a Better Teammate
 - ii. Pulling Your Weight on a Team
- j. Trust
 - i. Build Trust and Credibility
 - ii. Developing Work Relationships: Building Trust With Others

Welcome Flyer / Newsletter Post

A great way for your organization's employees to get to know who is starting is to make an announcement through a digital flyer on your monitors, in your company's newsletter, on your intranet, or wherever you post relevant business information.

You can use the photo they provide and the answers to their questions to help everyone get to know them a bit better. Be sure to also include their name, department/role, and who they report to!



3

Stage 3- First Day

Get excited, your new hires are here! During this stage you will find our recommended flow of events and activity details to start getting your new hire class immersed in your culture.

Meet at the Office (or virtual meeting)

By meeting your new hire at the door on their first day you can accomplish so much. Check out our recommended flow below!

Note: if you are conducting onboarding virtually some of these may be talking points.

- Collect admin paperwork and scan in office or have them upload to a secure SharePoint folder or Dropbox, if virtual.
- Office tour (if in person)
 - *Pro-tip: If you are hybrid, but your onboarding experience will be virtual, consider filming an office tour for those employees who will eventually come in.*
- End in the conference where your onboarding program will take place.

First Day Activities

1. Elected Benefits walk through (Health, Vision, Dental, 401K, etc.)

- a. Have your benefits enrollment HR professional walk through the details of each benefit, different plans available within each, if applicable, and walk-through start date of enrollment for the onboarding class.

2. Overview of who company is + values with Founder or C-Suite Member

a. A great way to immerse your new hires in your company's culture is to take them through the story of how it all got started. To make this a memorable experience, consider having your founder or another C-Suite member walk through the history of your organization and where you are today.

b. Your organization's values are foundational qualities you look for in each candidate when they first begin the interview process. Explaining in depth what each value means and how your new hires are culture adds because they possess them will help them feel like they made the right choice.

i. Consider using this time for self-reflection by asking your new hires to think about how they live out these values each day. An example might look like:

1. One of our values is passion to be the best. Think about a time where you took the initiative to learn something new to help you grow in your personal or professional life.

ii. Once they are through with the reflection, ask them to share with their new hire class and remind them of the psychologically safe space you have created where they can be vulnerable with each other without judgment.

• ***Protip: have them start with the department so meeting new people doesn't sound intimidating!***

3. Offsite lunch with new hire class or lunch via virtual link

a. This is a great way to take a step back from everything that they have already absorbed and get to know their fellow new hires! This also helps anyone new to the area get to know the city and find good places to eat!

4. Meet fellow employees, scavenger hunt!

a. A lot of our recommendations stem from what we do during our BizLibrary Bootcamp (aka onboarding program), but if we had to choose a favorite, it would be the scavenger hunt! This may take a bit more prep work when it's the first time you do it, but it will be so much fun, we promise.

i. Step one: send out a survey to your employees asking them a unique fact about themselves (are they left-handed, have they never flown in a plane, do they go by their middle name?!)

ii. Step two: arrange the facts in a table in Word, Google Docs, or something similar, without the person's name on it.

iii. Step three: during the first day of onboarding allow your new hires a couple hours to call their fellow employees for 5 minutes to see how many squares they can fill in when time is up. If you are in person, have them walk around the office, double check if an employee is not on the phone or in a meeting and have them ask about the fun facts!


iv. Step four: so your scavenger hunt is always evolving, after each new hire class, switch up some of the fun facts with the ones they responded to your welcome email with!

5. End-of-Day Wrap Up

Use the last 15 minutes of your day to let your new hires know what they can expect the rest of the week. Keep reading below for other great first week activities to make your onboarding program one they will **never** forget!

4

Stage 4- First Week

The first week is complete  You may be wondering what else to include in your new hires' first week to make your onboarding program truly stand out. Below we have given you the inside scoop into some of our own onboarding activities at BizLibrary and even some other suggestions! Additionally, your new hire should go into the weekend knowing what to expect during their second week, so we've outlined an email template you can use to communicate end-of-week expectations with their managers.

1. Lunch with CEO

- a. Consider scheduling another off-site lunch with your new hires that includes inviting your CEO. This gives them an opportunity to ask them questions about their career path, who they are, and what they value outside of work. Additionally, they may walk away learning a few fun facts about them too!

2. Meet the C-Suite

- a. Throughout the week invite your C-Suite members to talk about how their department helps accomplish business goals, the ins and outs of what they and their team members do, and how they collaborate with different departments in the organization.

3. Who Are You?

- a. It's important for people in your organization to know who they are in and out of work! A great way for them to get a better understanding of this is to have them take a personality assessment. Then, have them share with their new hire class their colors, numbers, or alphabetical sequence. This will also help their team get to know them better too.
 - i. Pro tip number one: At BizLibrary we use the Ntrinsx assessment. A couple others we recommend are the Enneagram or Myers Briggs Personality Assessment.
 - ii. Pro tip number two: When rolling this out to your onboarding program, encourage your employees to take the assessment as well!

4. Professional Development Benefit Tutorial

- a. Use this time to have your LMS program manager walk through how to use this benefit! Your new hires should also already have course assignments to take to meet compliance standards, health and wellness benefits, and your company values. Additionally, you can encourage them to use this benefit to grow professionally in skills they want to improve upon or learn to level up in their role!
- b. Allow for additional time for them to spend some time exploring the LMS and finding some courses that pique their interest.

5. Give the 411 on 1:1s

a. For some this may be their first post-college role, for others they may be coming from an organization that never did 1:1s. It's important to shed light on how they are conducted at your organization. Below are some things to consider when explaining 1:1s:

- i. Length
- ii. Prep work
- iii. Same day and time each week pending no conflicts
- iv. Managing Up

1. Use the content videos below to encourage your new hires to learn more about this concept!

- a. Expert Insights: Managing Up With Mary Abbajay
- b. Managing Up

6. Company feedback

a. Throughout the year, your organization may ask for anonymous feedback from employees. Depending on how your company collects this data, you may want to consider sharing the details with your new hires. This allows them to feel like they can be honest, transparent, and candid when providing their experiences with you. If you don't have a system like this in place, consider looking into a 3rd party organization survey provider or start small with a suggestion box!

7. Organizational Trivia!

a. Your onboarding program is ending! A great way to measure if your new hires retain the information that was taught and talked about is having them play organizational trivia. This game is perfect to end with because it can be played in person or virtually, we recommend looking into Kahoot! Ask your new hires questions like:

- i. When was your organization founded?
- ii. Which one of these values isn't one of ours?
- iii. What is the name of the personality assessment you took?
- iv. Where can you go to access free professional development content?

8. Social Graduation Post

a. Nothing like shouting from the mountain top how proud you are to welcome your new hires to your organization! End the week creating a social post announcing to your followers who is joining the organization and their role. This allows other employees to share and welcome them aboard and for your new hires to share their excitement about starting a new position!

Email Template to Managers

Good morning managers!

We are nearing the end of our onboarding program! I am so excited to have [INSERT NEW HIRE(S) NAME HERE] join our organization!

A few reminders for you:

Connect with your new hires before they log off for the week and give them a game plan of what their second week will look like. You can send them a message letting them know you will be calling them tomorrow or send it as a calendar invite!

Share our social post TOMORROW!

Ensure you have your first 1:1 scheduled for next week; our new hires are excited to put to practice managing up!

Schedule meet and greets with members of their team so they can begin to learn how they will work with everyone.

Thank you and let me know if you have any questions!

[INSERT SIGNATURE HERE]

P.s. If you want to ensure your new hire is set up for success, I encourage you to check out the video, [New Hire Success: Setting Up Your New Hire for Success](#) in [INSERT COMPANY LMS NAME]!

5

Stage Five – First 30

Time flies when you have an immersive onboarding experience. A whole month has passed by since your new hires started! The first month is dedicated to ensuring the new hire knows what to expect in their role, meeting others on and off their team, experiencing several 1:1s, and participating in the post-onboarding survey.

1. Meet and greet with people on their team

a. These are scheduled by the new hire's manager with people they feel will work closely with the new hire. During the 15-minute time slots team members should cover their role and how they will work with the new hire. This time allows for the new hire to get to know people on their team they may not interact with every day but helps build connections within the team.

2. Software / technical training they may need to attend (Office 365, specific applications to their role, Adobe, etc.)

a. Some organizations and roles may require a new hire to take additional training on how applications are used within the organization. This will allow the new hire to do their job to the best of their abilities with the tools they are given.

3. Weekly 1:1s with managers

a. By now your new hire should know how 1:1s work in your organization and have experience with the concept of managing up. Depending on their job role and if additional training was needed, at the end of the 30 days it is recommended the new hire's manager share feedback on performance so far and ask what they are enjoying most about the organization/role.

4. Job- specific training

a. For some roles, additional role training or shadowing may be required so that the new hire fully understands the processes they are to follow and expectations and goals they are to meet. All of this takes time to fully comprehend. Having a training or shadowing program in place allows the new hire to have someone they can go to ask job-specific questions and learn from will make all the difference in ensuring they feel well supported at their new organization.

5. Mentorship program

a. Mentorship programs are shown to be extremely effective in creating long-term change in organizations! Consider how mentorship can make a significant impact in your organization. Learn more about mentorship programs [here!](#) We recommend you pair the new hire with someone outside of their department that can help them navigate a new job, professional growth, and more! This should be set up immediately after their first week in onboarding.

b. When introducing your new hire to their mentor, consider using this email template:

Hello [INSERT NEW HIRE NAME HERE],

I hope you learned a lot last week and are ready to dive into your role this week! I wanted to send a quick email introducing you to your mentor, [INSERT MENTOR NAME HERE]. They are [INSERT DETAILS ON MENTOR HERE].

Our mentorship program is great for having someone you can go to that is invested in your professional growth here and can help you navigate the change of taking on a new role! If you haven't experienced a mentorship before, no worries! I have linked some content pieces you can watch in our LMS below:

[Being a Great Mentor or Mentee](#)

You will be hearing from your mentor in the next couple of days to set up coffee or lunch where you can get to know each other!

Let me know if you have any questions in the meantime,

[insert signature here]

6. Onboarding Survey

a. A great way to ensure you are capturing everything your new hire would want you to during your onboarding program is to conduct a survey. Within the first 30 days send your new hires a survey asking what they enjoyed, what they maybe didn't enjoy, what could be improved on, and any other ideas they would like to provide to enhance the experience. This will ensure your onboarding program continues to hit the nail on the head when creating an unforgettable first week!

6

Stage Six – First 90

90 days have passed, and we have no doubt your new hire is crushing it in their role! 🌟 Below are a few ideas to keep engaged with your new hires and to see how they are performing within your organization!

1. Monthly check-ins to see how they are doing

- a. This can be either a quick teams/slack chat or an email simply checking in to see how they are adapting and if they have had any questions about benefits, professional development or anything else that has come up. This also shows that you are committed to their success beyond just the first week of the new job!

2. 3 Month Lunch

- a. While not quite a huge milestone, once a new hire makes it to 90 days they are officially out of the probationary period, and we think that is something to celebrate! Connect with your new hire class either in person or virtually to learn what cool projects they are working on, how managing up is going, and how they are liking the mentorship program you have in place.

3. Check in with managers

- a. Now is a great time to send your managers a quick note to ensure all is going well with their new hire. Are they meeting job requirements, bringing new ideas, working respectfully, coming prepared to their 1:1s? You can also give them any pointers or advice if they feel like the new hire isn't quite performing up to par.

7

Stage Seven-90 and Beyond

Onboarding is more than just the first day and goes well beyond the first 90 days. Below are a couple ideas to ensure your new hire is living out your organization's values and performing above and beyond in their role.

1. Six-month Review

- a. Encourage managers to give a six-month review of their performance. Discussion topics can include: what they are enjoying, not enjoying and anything they are interested in learning more about. Additionally, encourage the managers to source feedback from peers the new hire works closely with to ensure a comprehensive view of their work is taken into consideration.

2. Mentee becomes mentor

- a. Around the one-year mark send an email to your new hires asking if they would be interested in becoming a mentor! This allows them to share the golden nuggets they have learned over the last year with the next person and give back to the organization! Don't forget to remind them this doesn't mean they have to stop meeting with their mentor!

Onboarding Recap

Now that your employees have completed this immersive onboarding experience, they have no doubt they made the right choice to join your organization.

We would encourage you to continue to check in periodically with them even after their first 90 days just to ensure they are still doing well and enjoying their role.

If you are wondering what other guides may be available to use and implement at your organization, check out our [New Manager Playbook](#) and [Creating a Culture of Compliance Playbook](#).

As your learning partner, we love hearing how we can better support your training program initiatives, you can reach out to us at team@bizlibrary.com.

Need help strategizing KPIs and Business goals?

Developing KPIs is important to measuring growth, but knowing the what, where, and how's can be hard. Your BizLibrary Client Success Manager is ready to walk through these steps with you to ensure you have the right targets in place to measure success in meaningful ways.

If you have feedback or suggestions on how we can help create a culture of compliance in your organization, or how we can partner with you in other areas of your training program, send a message to your Client Success Manager or team@bizlibrary.com.

