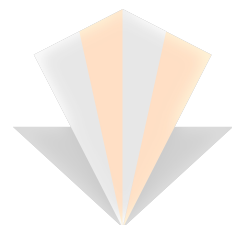




NEW EMPLOYEE ONBOARDING PROCESS

Building a strong onboarding process is the best way to welcome, and retain, new employees. Effective onboarding is all about planning ahead and thinking from your new employee's point of view. It doesn't begin and end on your new hire's first day with you. It starts at the beginning of your hiring process and ends when your new employee is fully settled into their role. Here's a planning timeline and some checklists that we can use to design a good employee onboarding experience.



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During the hiring process

Hiring and onboarding are often treated as separate. But their edges blur. New hires get their first impressions of our company during our hiring process, so our candidate experience efforts should be as thoughtful and welcoming as the rest of our onboarding efforts:

- **Write a clear job description** that gives your new hire a concrete list of their responsibilities.
- **Tell candidates how we structure our hiring process** and how long each stage is likely to take.
- **Follow up early and often** and communicate with candidates at each stage of the hiring process.
- **Give candidates your full attention at interviews** and respond to any questions they may have.
- **Give candidates full information** about reference checks and background checks.

During the offer stage

- **Opt for a phone offer, if possible.** Phone offers are more personal than email offers and can help you better communicate your enthusiasm for a candidate. It's best to schedule your call ahead of time, so you don't end up catching your candidate off guard.
- **Follow up with an enthusiastic offer letter.** **Director of HR**, will develop the offer letter and will ask if you prefer, she send it or you. Either way, we will aim for a warm tone and include all relevant benefit details and contact information, so we can easily address any remaining questions.
- **Be courteous during salary negotiations.** Salary negotiations, done badly, can be tense and confrontational. Done well, they can help solidify your new employee's value on your team and build a foundation of mutual respect. So, be open and try not to penalize candidates for being their own best advocates.
- **Set a start date and share it with your new hire's team.** Offer some start date flexibility, if possible. It's best to respect your new employee's need to finish up projects and give appropriate notice with their current employer. *Once you've set a date, fill out 'new hire checklist' and share it with your new employee's team so they can prepare to welcome their new colleague.*

