10 ways to WOW your new HIRE

10 ways to wow your new hire

Fewer than 1 in 3 employees in the workforce today describe themselves as "engaged."[1] And more and more, engagement, or lack thereof, is cited as a reason people leave jobs. How do you foster engagement and when does it start? Ideally, every new employee would be fired up and engaged at the get-go.

By providing your new hire with a strong first impression, you can forge a lasting bond that benefits employee and employer as well as the organization as a whole. If you can make an employee feel welcome, keep onboarding simple and straightforward, and eliminate those boring day-one clichés, you'll have them saying "wow" even after they go home that night.

Often after the offer letter is signed, getting a new hire from acceptance to productivity is an afterthought. Yet, the interim between reaching an employment agreement and the start date can be crucial in establishing a relationship with a new employee. The first days on the job are equally important in the opinions a new employee forms—and in the retention of a new team member. In fact, about 35 percent of American workers quit in the first 6 months. And more than 6 in 10 turnovers begin with some kind of post-hire shock—the employee realizes that the job or workplace wasn't what they expected, for example.[2]

A number of factors influence successfully bringing new hires into the fold. But one thing has come to the forefront in simplifying and assuring a consistently superior onboarding experience: comprehensive people management technology that includes not only automating recruitment, but also everything that happens thereafter—starting with onboarding and also encompassing functionality like payroll, benefits administration, goal creation, performance assessment, and career development.

Discover how the following 10 new hire best practices can ease new employees' entry into your organization and help turn new hires into passionate, productive team players.

Ultimate
SOFTWARE

1

Ensure a Seamless Transition from Application to New Hire

A newly hired employee has already had to fill out page after page of personal information during the application process. Yet most employees spend their first few hours on the job submitting every piece of this data all over again! This kind of duplicate data entry only serves as an additional source of frustration and wasted time on the first day of work. With onboarding as part of a comprehensive HCM solution, all of the preliminary information collected in an online job application is automatically pulled into the appropriate fields within your employee database. For even more of a jump start, you can provide your new hire with an online welcome package, including helpful tips, information, and names to remember for day one.

These simple benefits cut down initial set-up time, allowing employees to focus on what matters instead of filling out forms for the second time. It will also make a great first impression on your new hire, demonstrating your organization uses efficient, streamlined technology.

Introduce New Technology Up Front

An online welcome package helps to familiarize your new employees with the organization's people management solution prior to their first day. Instead of having to learn where to go and how to use your solutions on the job, they'll already have a fundamental understanding and can hit the ground running.

The first day on the job can be very stressful for both you and your new employee. The most important factor to consider in an onboarding solution is that it should never get in the way of what's important. This means that your new hire's first day can be about learning the ropes, meeting key colleagues, and becoming an engaged member of the team—not figuring out how to work with convoluted software.

And when a people management solution also serves as the hub of communications for an organization, new employees know just where to go for information such as company news, forms, policies, and the employee handbook. The solution functions as a one-stop-shop portal.

2

3

Automate Eligibility Verification

Complex liability and compliance laws make verifying the employment eligibility status of a new hire a crucial step in the onboarding process. But this verification can be a complicated, time-consuming procedure if done manually. An ideal onboarding solution will automate this process for you, ensuring your new employees are ready to get to work the moment they step in the door. With real-time checks of the Department of Homeland Security and Social Security Administration databases, the right technology can safeguard against losing even a single minute of productivity while waiting to verify employment eligibility.

Create an Onboarding Schedule

4

Spend a little time in advance to plan out a schedule your recruits can follow once they're set up in the office. This simple step costs nothing but can save hours of headaches for both your new employees and their managers. Map out everything from who the new hire needs to meet to what equipment they'll be assigned. Be specific as to what they need to get done on their first day and make sure to include contact information for any key staff members who they'll need to contact to get through the checklist.

No manager likes to be constantly asked, "What should I do next?" Having a concrete schedule ready to go for your onboarding process will ease the added stress on your workforce that comes along with hiring a new team member. At the same time, it will help present your organization as a well-oiled machine from the start.

5

Have Everything Ready on Day One

A comprehensive people management solution will help you manage everything that needs to get done prior to your new hire's start date. Everyone involved in the onboarding process can be automatically notified about your employee's first day. For example, your IT department might be tasked with setting up a new account for network access, while your facilities department could be notified in advance to assign a new workstation. You can even manage your provisioning requests online so that every piece of necessary equipment for your new hire is ready the moment you need it.

Automated task notification with built-in reminders will keep the entire process running smoothly, so you'll never need to chase down colleagues to make sure everything gets done on time. Tracking every task and request in one location will ensure that nothing is missed when your new hire arrives.

Make Orientation a Pleasure

6

Employee orientation is all too often thought of as a static information dump at best and a yawn-inducing exercise at worst. Instead your onboarding solution should turn orientation into an interactive, engaging process. You can use an online experience to walk your employees through their new role in the workplace at an ideal pace, and configure unique new hire packages that vary depending on the specific position and employee.

Exceed expectations by turning a typically dull step in the onboarding process into a memorable and engrossing experience. Send your employees home with something interesting or unconventional to say about their orientation, and they'll remember it forever.

7

Introduce Them to the Family

Nothing makes a new employee feel more comfortable than familiarity! Start out with friendly, informal introductions to as many of their colleagues as possible. Make sure to schedule lunches with team members as well as higher-ups; getting to know coworkers and key executives is an indispensable part of the onboarding process.

Furthermore, having online access to a simple, intuitive company directory with pictures allows new hires to easily remember and learn more about the people they've met. Fostering a close-knit social network will make the office feel like home and get employees engaged right out of the gate.

Let Them in on Perks and Benefits

Everyone loves perks—the various ways that your company goes above and beyond for its employees are among the best tools you have to foster engagement. The benefits that your organization offers will seem even more compelling if your new hires learn about them as soon as possible. Ideally, your onboarding solution will allow employees to keep track of all the available perks and benefits in one centralized location, and even offer an intuitive way to manage certain aspects, such as 401(k) contributions, right from the start.

Educating your new hire about company benefits will also give them something exciting to brag about with a spouse or friends. When your employees get home and find themselves talking about the kind of first day they had on the job, you want them to have plenty of positive experiences to draw from. Anything you can do as employer to generate good will in an employee's personal life will make a huge impression.

8

9

Assign a Mentor or Guide

Even with a manager taking every step possible to make a new hire feel welcome, onboarding can still be a stressful time. Integrating comfortably into a new team can be tricky, and many new workers will be nervous. That's why assigning your new hire a mentor for questions and guidance in the early days is one of the most effective ways to foster engagement.

Whether you call them a mentor or guide, giving your new employee someone on their team they can seek out at any time will have an enormous impact. Instead of letting questions go unasked due to the fear of approaching the wrong person, a mentor for your new employees can always point them in the right direction. And to maximize the value of this process, a comprehensive talent management solution will let you map employee relationships and allow managers and colleagues to leave feedback at any time.

Encourage Frequent Feedback

Asking for frequent, detailed feedback is the number-one way to engage new employees and keep them passionate as they progress. Understanding what motivates your new hires is priceless. They'll feel like a true part of the team when they see that feedback is taken seriously, and you never know when a simple suggestion will inspire you to implement a novel idea that could benefit your entire team.

Leveraging a robust people management solution will allow your employees to easily leave feedback online at any point in the new hire process. You can review this feedback with your managers and team leads, making notes and honing in on areas for improvement. By encouraging your employees to provide feedback as often as possible, you can continually identify trends even long after the onboarding process has ended.

10

1: Employee Engagement Report 2011 conducted by global consulting firm BlessingWhite
2: The Seven Hidden Reasons Employees Leave by Leigh Branham, The Center for Association Leadership

Ultimate
SOFTWARE

Ultimate Software is a leading provider of cloud-based human capital management (HCM) solutions, with millions of people records in the cloud. Ultimate's award-winning UltiPro delivers HR, payroll, talent, and time and labor management solutions that connect people with the information they need to work more effectively. Founded in 1990, the company is headquartered in Weston, Florida. Ultimate has been ranked consistently on FORTUNE's list of the 100 Best Companies to Work For since 2012; ranked #7 on Forbes magazine's list of the 100 Most Innovative Growth Companies; recognized as a "Leader" in Nucleus Research's HCM Technology Value Matrix; and named among the InformationWeek Elite 100, honoring innovation in business technology. Ultimate has thousands of customers around the world, including Bloomin' Brands, Culligan International, Major League Baseball, Pep Boys, Texas Roadhouse, and Yamaha Corporation of America. More information on Ultimate's products and services for people management can be found at www.ultimatesoftware.com.