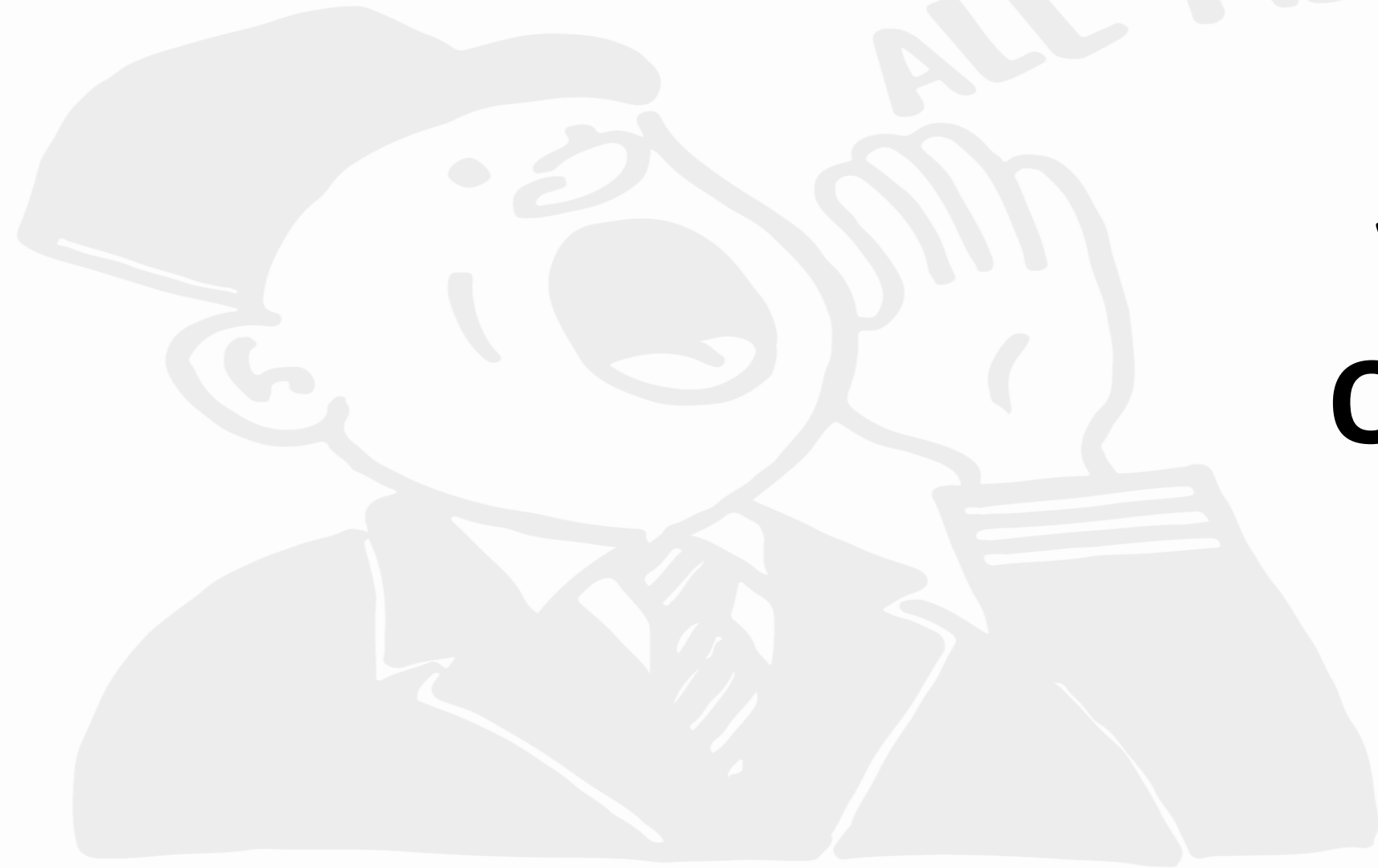


ALL ABOARD!

# **STAFF and VOLUNTEER ONBOARDING**

Created by Mark Oxe



# What is Staff Onboarding

- Staff onboarding is the process(es) your staff experience after they have been hired.
- Organizations confuse onboarding with training. While training does have a role within the onboarding it does not represent the entire scope of the process(es).

# Why is Staff Onboarding Important?

- Formal vs Informal - organizations that engage in formal (or intentional) onboarding are more effective than those that do not – staff engagement.
- The first 90 days of bringing on a new staff member are pivotal – First impressions matter!
- Staff that go through structured onboarding are 60% more likely to remain with the organization after three years.
  - Cost of losing a staff member is far more costly than paying them more.

# 3 P's Approach to Onboarding

Organizational  
level:

Organizations  
that use this

1

## Passive Onboarding

COMPLIANCE



30%

2

## Potential Onboarding

COMPLIANCE and CLARIFICATION

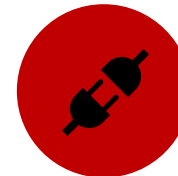


50%

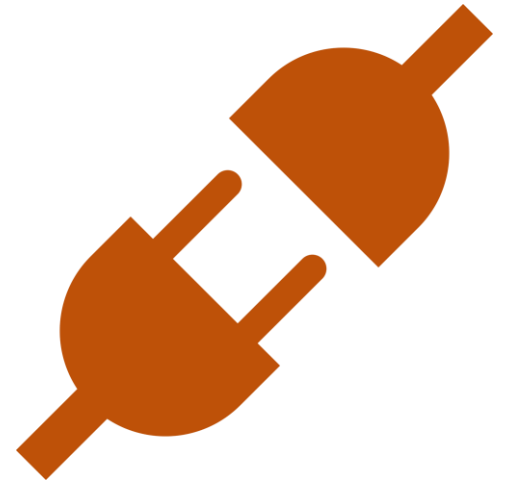
3

## Proactive Onboarding

All four C's are formally addressed: COMPLIANCE, CLARIFICATION, CONNECTION, and CULTURE



20%



Four C's Method to  
**Onboarding**

# Four C's Method to Onboarding

**COMPLIANCE**

**CLARIFICATION**



**CULTURE**

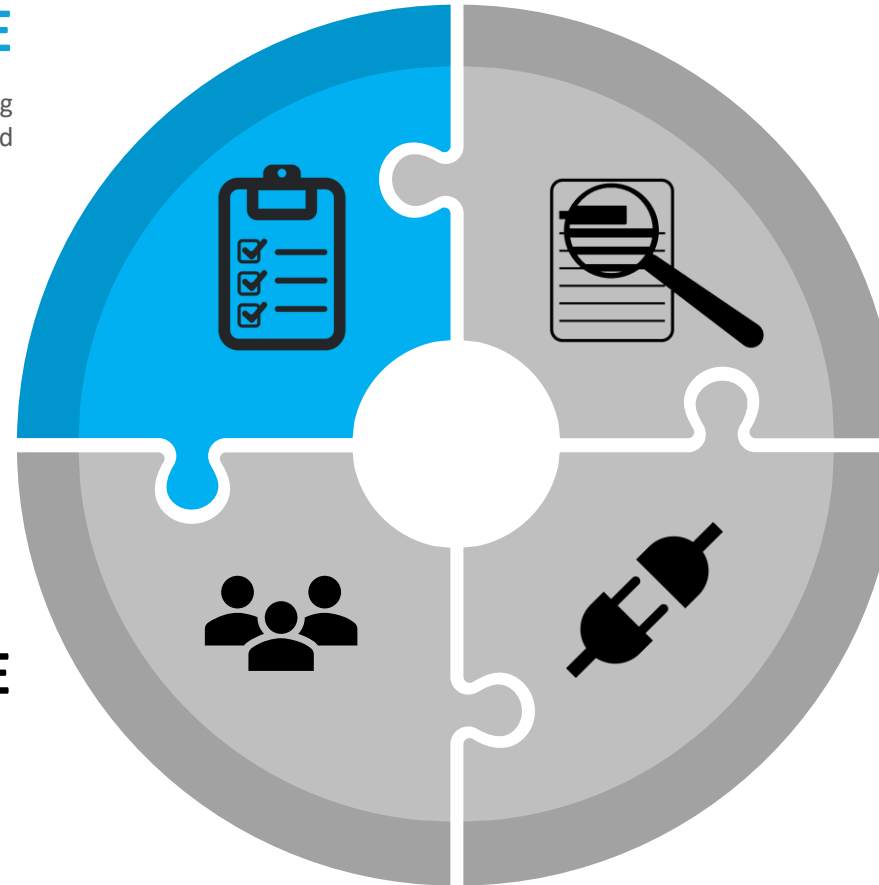
**CONNECTION**

# Four C's Method to Onboarding

## COMPLIANCE

is the lowest level and includes teaching employees basic legal and policy-related rules and regulations.

## CLARIFICATION



## CULTURE

## CONNECTION

# Four C's Method to Onboarding

## COMPLIANCE



- Most companies, regardless of their stance on onboarding – BE INTENTIONAL!
- Compliance measures typically include an outline of company policies, confidentiality requirements, safety regulations and more.
- These measures need to be taken, but they're also just the first level (see 3 P's slide).



# Four C's Method to Onboarding

**COMPLIANCE**



**CLARIFICATION**

refers to ensuring that employees understand their new jobs and expectations.

**CULTURE**

**CONNECTION**

# Four C's Method to Onboarding

- You need to ensure that each of your new hires clearly understands their role in the company and what's expected of them – **THEY NEED CLARIFICATION!**
- Address questions such as: what the company's overall objective? who new staff should report to? where to park?

## CLARIFICATION



# Four C's Method to Onboarding

**COMPLIANCE**

**CLARIFICATION**



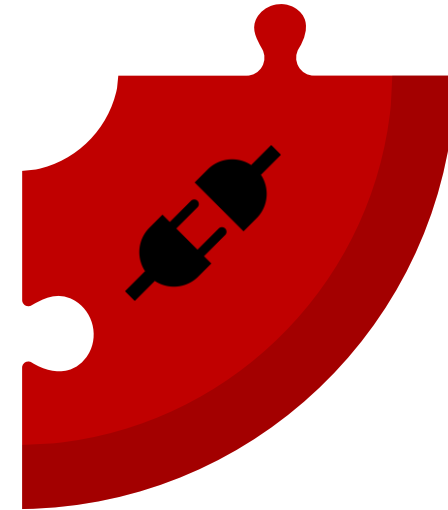
**CULTURE**

**CONNECTION**

refers to the vital and interpersonal relationships and information networks that new employees must establish to be successful.

# Four C's Method to Onboarding

- Your staff is more than random people performing specific functions. They're teammates working together to accomplish ambitious goals. At least they should be – **THEY NEED TO BE CONNECTED!**
- Assign a mentor (see slides on 4 C's of empowering staff) - Mentoring can increase employee productivity by up to 88%.
- Foster (INTENTIONAL) connection and communication between staff. 70% of staff say having a friend at work is the most important element to being happy at work.



**CONNECTION**

# Four C's Method to Onboarding

**COMPLIANCE**

**CLARIFICATION**



**CULTURE**

**CONNECTION**

is a broad category that includes providing employees with a sense of informal and formal organizational norms.

# Four C's Method to Onboarding



**CULTURE**

- Unfortunately organizational culture is often taken for granted.
- Culture is arguably one of the most important facets of a successful organization – Do not leave it to chance! It is also not a one time thing, it is continual – ALWAYS BE WORKING ON CULTURE!

# Four C's Method to Onboarding

COMPLIANCE

CLARIFICATION



CULTURE

CONNECTION