Spotlight Topic of the Month
Onboarding: Creating an Engaging New Hire Experience
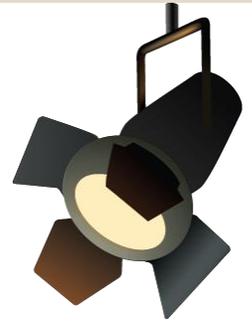
Successful organizations recognize that their workforce is their greatest asset. Engaged employees, who feel a sense of belonging to the organization, usually produce better results and are more likely to "go the extra mile." Creating an engaging new hire experience is what "onboarding" is all about.

Effective onboarding is a supportive process that starts as soon as an employee is hired and can extend up to 18 months. The onboarding process sets up the new employees for success in their new role by providing the support and information needed to navigate the organizational landscape. A successful onboarding process speeds up the rate at which new hires become productive and make a difference. It can transform a new hire into a committed and engaged employee. *(Strategies for Successful Employee, Onboarding Skillsoft, 2012)*

The following information can help Human Resources (HR) professionals, managers and supervisors understand the key components of onboarding and how to apply the tools:

New Hire Orientation vs. Onboarding	Who is Responsible for Onboarding?	What is the Employee's Role?	Onboarding Benefits	Onboarding Tools
• New employee orientation involves the first-day session or first week of activities. It typically includes completion of payroll, benefits and new hire paperwork. • Onboarding is a comprehensive approach that starts prior to the new hire's first day of employment. It provides a more strategic plan for employee success. • Onboarding proactively involves the new hire in activities that align with the agency's mission, goals and culture.	• HR and managers work collaboratively through the onboarding process. This partnership helps to establish a long-term relationship with the employee. • HR plays a key role in early recruitment and orientation. Both HR and the manager proactively engage and facilitate the employee's successful integration into the agency over time. • Manager/supervisor communicates the new employee's job responsibilities and monitors performance.	• Job shadow peers and others, to learn about the job and the organization. • Discuss identified career development goals. • Establish a career development plan with timeline. • Identify and improve specific skill gaps. • Understand competencies and goals for the job. • [Access Learning on Demand](#) for skill building and e-learning training.	• Strategically integrates the new employee into the agency. • Achieves productivity quicker. • Supports the agency mission, strategy, goals and values. • Shows the importance of the new employee's work and how it supports the agency goals. • Relieves the new employee's anxiety while helping him/her to become supportive. • Improved performance. • Enhanced employee engagement. • Builds a learning culture.	• HR role ~ Onboarding checklist ~ New hire forms checklist ~ Sample welcome letter • Manager/supervisor role ~ Reviews the onboarding checklist ~ Sample letter to staff announcing new employee ~ Uses tool for setting performance goals and expectations • Peer partner ~ Selection criteria ~ Staff responsible to introduce new employee to others • Peer partner discussion form

For additional information on the Ohio Department of Administrative Services onboarding tools and resources, *click here*.

If you have any questions or suggestions for future Learning on Demand Spotlight topics, please contact: Debora Branham or Mary Cornwell at: LearningonDemand@das.ohio.gov