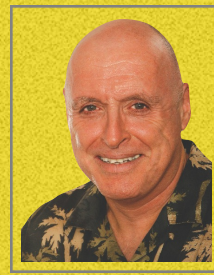


THE EXTRA POINT

BY JERRY ROBERTS



1316 Key Points in Bringing New Talent Onboard – Part 1

In the last few years, Guam has seen many job fairs. In the past, a job fair almost always featured dozens of employers who had multiple positions available. Many of the recent such events have been staged by a single organization. Is that a good strategy? We'll save that topic for another day. Today, I want to talk about a few ideas that can get you more mileage out of the onboarding process. I'm Jerry Roberts, and that's next on The Extra Point.

Whether you've hired new talent at a job fair or through other means, how you bring that person into your organization is important for several reasons.

One, it's the first example the new worker will have about how your place operates. How careful, how thoughtful, how thorough are you in the onboarding?

Two, it paints a clear picture of the importance you seem to place on them and their position. Are they expected to contribute immediately, or is that not a priority?

I've gone through onboarding several times in my career. In general, I spent a couple of hours with HR, filling out required paperwork. Then my boss entered the picture to talk about the company, show me around, introduce me to my coworkers, and then take me to lunch. The afternoon was spent getting my desk or workstation figured out, or learning how to use equipment.

That was the end of the onboarding. When day two began, I was becoming old news and it was time to get to work. Maybe you've had a similar experience.

Frankly, I was fine with this, what I would term a minimal introduction to the organization, and then I could start producing.

Over the years, I've come to understand that there is a much larger opportunity here for the

employers that want to score big points in getting new workers started. We'll offer some ideas today and tomorrow on how to do that.

Of course, every job is different and the effort in the onboarding will likely vary depending on the position involved. That being said, here are some thoughts to consider.

1. Introduce the worker to your department heads and other senior leaders, including the ultimate decision maker. Oh wait, those people are too busy? This can be a series of five-minute conversations, and will probably make a huge impression. And yes, introduce them to the new janitor, dishwasher, admin assistant, or customer service rep.

2. Assign the new hire a mentor, even if that term is never used. I say that because if the new employee is a mid-level manager or above, the thought of being given a mentor may not sit well with them. In this case, the "mentor" will just look in on them periodically and assist in any way needed.

In other situations, the mentoring is meant to be a part of the worker's development.

I once took a job as a regional manager in Los Angeles, and my onboarding consisted of a meeting with a regional manager from another part of the country who was tasked with the job of filling the position, an introduction to the operations manager I would supervise, and a "good luck" as he walked out the door. It was not exactly ideal.

3. Sell the employee on the company, along with its history and achievements. Let them know that your organization is special, and has a purpose. Human beings are wired to want to be a part of something bigger than themselves.

(Con't.)

4. One more thing for today. If you've been with this commentary for a while, you've heard me talk about "fresh eyes." It's refers to the fact that new workers notice things that other employers just don't see anymore. Clocks that don't tell the right time, things that don't work, and processes that are inefficient.

After a couple of weeks or maybe a month, sit down with your new hire and ask questions about what they've seen. Fresh eyes can give fresh perspectives and fresh ideas.

Tomorrow, a list of things that far too many employers ignore, or don't do as completely as they should.

If you want to do a better job of onboarding your talent, don't miss part two.

That's the Extra Point. Be responsible and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

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