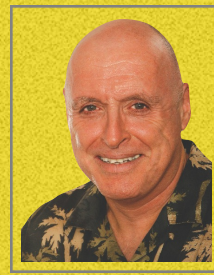


THE EXTRA POINT

BY JERRY ROBERTS



1317 Key Points in Bringing New Talent Onboard — Part 2

Bringing new talent into your organization is a job that goes beyond the human resources department. Today, part two of our discussion of how to onboard the new person in such a way that it benefits the individual and the employer alike. I'm Jerry Roberts, and that's next on The Extra Point.

What can we do to make the onboarding of new workers more successful and enjoyable?

The transcript of part one of this topic can be downloaded at guamtraining.com. Click on "XP" on the top menu bar, and find transcript #1316.

Yesterday, I suggested that new workers, regardless of their place in the organization, be introduced to department heads and other senior leaders, including the ultimate decision maker. These are short conversations, and may be an eye-opener for the worker.

The worker should learn the company's history, be assigned a mentor, and be encouraged to use their "fresh eyes" to see things that could use fixing or eliminating.

Those are all in what I would call the "big idea" category. If you do those things, you'll no doubt get this worker's attention and make it clear to them that they've signed on with a very different organization.

Now, let's talk about some things that are more basic, that too many employers gloss over or ignore completely.

1. Go over how the health plan works and any details that will trip the worker up, when he/she needs to use it.

Not every plan is the same. Just cover it, along with any quirks you've come to know. Eliminate unhappy surprises before they occur.

2. Explain whatever other benefits you have, and how to access them. I've had people tell

me they were handed a folder and told to ask questions if something wasn't clear. That may seem like the thing to do when you're busy, but it doesn't exactly exhibit the desire to give this individual personal attention.

3. Does everything work? I know workers who have gone to their newly-assigned workstation, and the computer or phone wasn't operational.

That leaves a reasonably bad impression. Make sure those things are working before the new employee gets in there.

If supplies will be needed and you don't have them, give the worker petty cash to pick up what they require. Or, let them give you a list and you send somebody after the stuff.

Will they need business cards? In the digital age, some folks don't use them much. If this worker will, order them the day of the hiring and have them ready on day one — not weeks later.

There's another side to this, and it has to do with security. This relates to passwords on the computer, and also the cell phone they use for their work.

The phone? Does that need a password? Well, no, as long as you don't mind a lost phone and whoever finds it scanning the data on it. Maybe you don't care if this "whoever" sees info about contracts, vendors, employees, company finances, etc. Naw, don't sweat it. No passwords necessary.

In addition, if your organization does business with the government, particularly the federal government, security — especially when it comes to data — is a massive concern. This is an area I'd want to talk about right from the start.

Four ideas yesterday and three today. That's seven ways to establish a stronger bond with your new hire. (Con't.)

How much of this you want to do is up to you. You can do some of what I suggest, or all of it, and you can brainstorm and go even farther with your onboarding.

You've heard it before. You only get one chance to make a first impression. Make sure you make a powerful first impression on your next new worker.

Make them immediately glad they chose to come to your place to start or continue their career.

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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