

THE EXTRA POINT

BY JERRY ROBERTS



1490 Crucial Times: The New Worker's First 90 Days

More today on the new employee's breaking in period, often called the "honeymoon" phase. We'll focus on what you can do in the first 90 days that can influence not only how well they get integrated into your system, but also how you can punch their loyalty and longevity buttons. I'm Jerry Roberts and that's next, on The Extra Point.

The initial 90 days of a new employee's time with your company can significantly impact their loyalty and longevity.

First, let's establish one thing right off the bat: Loyalty is a two-way street. You have to give it to get it. Employers who give the minimum and expect a worker to develop those warm and fuzzy feelings, are kidding themselves. The other issue is that you need to give first, to plant loyalty seeds, if you someday expect to reap the benefits of a loyalty harvest.

Employers who invest time and resources into effective onboarding and support during this critical period can start to build a sense of belonging, and will boost the worker's engagement because human nature will kick in — they'll figure, "Hey, these people are okay, they're doing things for me...so I'll give them a fair shake with my effort." Will it happen every time? Probably not, but the odds are in your favor.

Onboarding isn't limited to filling out a bunch of paperwork, meeting your teammates, then being dragged to lunch, and slowly figure out the job you've been hired for. Yes, it is all of those things, but it's much, much more. It's about relationship.

Onboarding sets the stage for the new employee's experience within the organization. You won't simply introduce them to their coworkers, you'll also introduce them to the company's culture, values, and expectations. You'll introduce them to the kind of people you are, and everything you're about.

You'll introduce them to what they can expect

from your organization. In that first 90 days, they should have a very clear picture of what the next three months, six months, year, or longer is going to be like.

Clear job expectations should be given, along with training opportunities. Develop a plan for their growth. Make it clear that if they decide to dig in and perform at a high level, there will be better opportunities down the road.

Is there somebody on your team who can act as a mentor or a work "buddy," to help the new hire to ease into their role? If so, that will be an advantage.

All of this will help your new worker to feel valued, and those loyalty seeds may begin to sprout.

There's something else. It's this person's last employment experience. If it wasn't so good, you can make your organization stand out. On the other hand, if the previous employer did a solid job in the onboarding and ongoing relationship departments, then you'll want to raise your game a notch or two to show that they made a great choice in deciding to come to work with you.

The first 90 days should be planned to give your new hire and your organization a good opportunity to generate some early wins.

Add in significant doses of meaningful work, praise, recognition, and other types of valuable feedback, and you'll be on your way to creating the loyalty you want.

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

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