

6 Stages of On-Boarding

There are six stages to the on-boarding process that are time-based.

1. **Before arrival:** Pre-boarding
2. **Day 1:** New employee orientation
3. **Week 1:** Introduction to the organization, people, and tasks
4. **Month 1:** On-the-job training and education
5. **Month 3:** Check-in and feedback
6. **Month 6:** Check-in and feedback
7. Detailed information about the stages and specific tasks, suggestions, and guidance are provided in Stage 2 of the guide

Additional Resource Tools for Employees Being On-boarded

There are a few additional resource tools you should consider developing as a part of your on-boarding process. They include:

- Frequently Asked Questions guide.
- Empower the employee to self-serve at their pace.
- Making documents and resources accessible.

Actions to Avoid When On-boarding Employees

Supervisors should always strive to avoid the following when working with new hires:

- Making assumptions on skill sets the new hire may have.
- Making assumptions about the new employees' learning and comprehension skills.
- Making assumptions about the communication skills of new hires.

NOT SURE WHERE TO START? CONTACT US

For more information about the 5-Stage Model on How to Attract and Retain Public Works Employees, please visit our website at www.txltap.org and navigate to:

Library > Workforce Development, click on the PDF file for the 5-Stage Model to download.

You may also call us at 817-272-2581 to arrange for an on-site consultation on how to implement this program at your organization.

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ONBOARDING

5 Stage Model to Attract and Retain Public Works Employees



How to Implement an Effective
ONBOARDING PROGRAM
for Your Organization Stage 2
of the 5-stage Model to
Attract and Retain
Public Works Employees



Onboarding In General

There is a distinct difference between the orientation that new hires receive from the Human Resources (HR) office and their immediate supervisor. HR is focused on transactional-type processes, such as paperwork, distribution of employee manuals and policies, and other organizational policies. Immediate supervisors should create development processes and steps for employees, including an introduction to the daily work they will be doing. This is referred to as the onboarding process.

Many organizations do not have an onboarding strategy or process for new hires. In the absence of an onboarding strategy or function, it is left up to their supervisors how they will be handled once they report for work. Some supervisors will do a good job explaining the job to the employee and may even assign them a shadow employee to introduce them to the rest of the work group and walk them through their assigned tasks.

Onboarding Benefits

The benefits of having a structured onboarding process outweigh the reservations or, in some cases, outright objections that supervisors may pose. Benefits of structured onboarding include:

- Decreased attrition rates with new hires.
- Increased productivity of new hires.
- Reduction of EEOC complaints by having a standardized process across the organization that is not biased.
- Accelerated integration of the new hire into the business unit and the feeling of being a part of the team.
- It's repeatable. It's in writing; a supervisor should follow the playbook instead of making it up as they go.
- It's scalable. This means you have flexibility in structured onboarding to increase or decrease your daily/weekly engagement level, depending on the new hire.

Orientation And Onboarding Defined

ORIENTATION

For new hires, orientation is a one-time event that welcomes them to your organization and does the necessary paperwork for payroll and other administrative functions.

During orientation, new hires are introduced to the organization and its culture, mission, vision, and values. In an ideal world, new employee orientation should be conducted on the first day of employment.

Orientation is usually a conference-style event that brings new hires from different organizational departments. Generally, information is transferred through presentations and question-and-answer sessions.

Organizations often schedule time for various leaders and managers to greet new employees, introduce themselves, and explain their organizational roles.

ONBOARDING

While an orientation agenda is a checklist, onboarding is more of a strategic approach to engaging and retaining the new employee.

During the onboarding process, employees should be thoroughly introduced to their organization. Managers should schedule regular meetings with new employees so that they can get comfortable talking to one another. Over time, new employees will learn the specifics of their roles and responsibilities. Among those can be how to correctly complete key tasks, whom to go to with questions, how to get approval for their work, and how to make suggestions.

An onboarding plan should focus on what matters most to the department to help new employees connect department-wide goals with their day-to-day tasks.

INDUSTRY ONBOARDING STATISTICS

WITH a structured on-boarding process, organizations can realize a:

20% increase in management satisfaction with new hires.

50% increase in productivity of the new hire.

58% retention of new hires after three years with your organization.



Find out more information.
Visit txltap.org

WITHOUT a structured on-boarding process:

4% of new hires never return after the first day on the job.

20% of new hires leave within 45 days on the job.

33% of new hires look for a new job in their first six months of employment.

90% of new hires decide within six months if they intend to stay or start looking for other opportunities.

23% of new hires leave before their first anniversary with the organization.