



CREATING A TRANSFORMATIVE ONBOARDING EXPERIENCE

WRITTEN FOR TALENTWISE BY
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EMPLOYEE ENGAGEMENT STARTS BEFORE DAY ONE

You've probably seen enough poor engagement research to make you feel, well, disengaged, but here are some benefits of a highly engaged workforce:

- Companies with highly engaged employees rank 12 to 34 percent higher in customer satisfaction ratings (Vance).
- Among Fortune 100 companies, there was a 1,000 percent decrease in errors among engaged versus disengaged employee populations (Gonring).
- Highly engaged employees have 48 percent fewer safety incidents (Gallup).
- Engaged employees are 21 percent more likely to be involved in personal wellness efforts (Gamlem), which in turn reduces sick time off work and improves productivity.

Before you can achieve a highly engaged workforce, first comes the recruiting experience, the offer experience and ultimately the hiring and onboarding experience.

Today's progressive organizations strive to deliver a compelling employment brand story while recruiting candidate experience. Talent acquisition leaders are seeking to improve and then "amplify" their recruiting, hiring and onboarding processes, and are looking for new ways to share and showcase their culture.

And the light shines the brightest for organizations and candidates alike when an offer letter is accepted.

LET'S GET TO WORK

A good onboarding experience is crucial to the success of every new employee. Since a new hire will decide within the first year whether to stay with a company, an effective and inviting onboarding process is key to improving employee morale and retention.

Unfortunately, many companies miss this golden opportunity. They bombard the new hire with paperwork on the first day, and leave unanswered many questions about everything from benefits to job responsibilities.

Today's workplace reality is more complex than many organizations are willing to admit. People work differently, are motivated differently and are engaged differently than at any other time in the past. Organizations can no longer afford to simply "manage talent" because talent demands more. Millennials have pushed for greater flexibility in how and where they work, and social technology is transforming all the generations in the workplace.

EMPLOYEES TODAY WANT:

- Ongoing growth opportunities
- Workplace flexibility
- Tools and systems that encourage collaboration
- Commitment to a reciprocal climate of support and encouragement

When properly leveraged, the above factors can generate huge payoffs in employee retention, satisfaction, and overall business performance.

This is what a high-engagement workplace culture provides – an environment where employees love what they do and with whom they do it.

When all employees are emotionally and intellectually invested, and leadership is just as committed, if not more so, then extraordinary effort and positive financial results follow.

The 2013 Candidate Experience Awards survey revealed that onboarding practices are relatively consistent among participating employers:

- 65.4 percent of the new hires surveyed had completed paperwork online, versus 69.4 percent for the winning organizations.
- 42.3 percent of new hires received a call from HR, versus 49.2 percent for winning organizations.
- 35.5 percent of new hires received a call from the hiring manager, versus 39.7 percent for winning organizations.

Despite less-than-perfect practices by both overall and award-winning firms, these candidates – now new hires who most certainly consider themselves winners in the competition for a job – are nearly universally positive about their onboarding experience: Overall, 79.5 percent of the hired candidates were positive about their onboarding experience, versus 87.2 percent of the candidates of award-winning firms.

These scores can be even higher when the paperwork and initial socialization process are moved online in **a single, unified system**.

Onboarding is a people-oriented process requiring an investment of time. Technology can help facilitate, but not replace it. With this understanding in place, a company will benefit from a successful onboarding process that engages employees from the get-go.

IS THIS YOUR EVERYDAY EXPERIENCE?

When you think about your recruiting and hiring experience, have you recently:

- Saved hundreds of thousands of recruiting dollars per year?
- Saved tens of thousands of dollars by reducing your compliance penalty exposure?
- Reduced your time to hire by over 50 percent?
- Reduced the average time to onboard a new hire from one week to one day?
- Saved more than 425 hours of manual new hire paperwork each year?
- Eliminated most if not all errors and omissions in your new hire paperwork?
- Made personal data more secure through digital collection and storage?
- Won more top talent through an improved candidate experience in a competitive hiring environment?

Think about that last one. Maybe you've accomplished some of the above, but you're most likely struggling to bridge the recruiting and onboarding experience. Do you offer a consistent, engaging, personalized, seamless and inclusive experience to everyone you're bringing in the door, regardless of job classification or role?

DETERMINE YOUR PAIN POINTS – WHAT IF?

What if you have a scaling problem because your company is growing more quickly than your HR team can manage? Your talent acquisition system isn't integrated with your other HR systems, or it has no integration capabilities, leaving you unable to produce offer letters. Paper offer letters and forms come back incomplete or with missing signatures. Once it's finally complete, information from the new hire paperwork must be manually entered into your HRIS system. The whole arduous process is managed on paper spreadsheets and email – truly a process with a big margin for error and costly headaches.

What if you have a painful paper-based Form I-9 process? Maybe your recruiters are burdened with time-sucking administrative tasks that divert them from sourcing, recruiting and onboarding top talent. Perhaps your hiring process isn't centralized and lacks consistency. Forms I-9 are frequently filled out incorrectly and require even more time to check and recheck. Your candidates have to enter their educational background manually and then HR re-enters it for its background screening vendor, leaving tremendous room for error.

What if you're in the public sector and heavily regulated with more administrative challenges than several private HR departments combined? A critical onboarding step is the security clearance, which requires the early collection of social security numbers - a painfully slow, manual paper-based process. You cringe daily because critical information is often omitted by candidates is even illegible. Combine that with the pace of hiring that ebbs and flows based on your project needs, periodically overwhelming your department. Another problem: your hiring might also occur in remote locations where there are no offices, but only government trailers lacking printers, scanners or any modern office amenities.

THE END-TO-END HIRING EXPERIENCE

In today's competitive market, whether you're a private or public institution, you need an end-to-end hiring solution that aligns with your workplace culture, and yet is configurable to change with you at the speed of business. You need to empower your HR team with a single dashboard from which they can manage all hiring and onboarding activities, dramatically reducing your organization's cost to hire and time to hire, and greatly improving compliance.

Even more important, you need to create a transformative experience for all candidates. Your internal candidates should have the same transformative experience that external candidates have.

The TalentWise Hire platform is your answer. It integrates seamlessly with most talent acquisition systems so candidate information can be easily transmitted without time-consuming and error-prone re-keying. Background checks and occupational health screenings launch seamlessly from the same online dashboard that manages offer letters and Form I-9s. In fact, screening results usually come back more quickly than with other vendors, allowing your people to get to work faster.

Multiple documents can be consolidated into a single acknowledgement form that can then be launched from the candidate's TalentWise portal, saving time and money. Plus, your payroll department will be thrilled because they'll no longer have to track down candidate information for W-4s or direct deposit because the new employee's data is fed to payroll.

And if there are any questions along the way, TalentWise's award-winning customer service is ready to answer your call within three rings.

Your talent acquisition and HR teams can now spend their time doing what they do best: finding, recruiting and securing the best talent for your organization. And then they can devote time to dynamic, engaging onboarding instead of managing paperwork. New hires will remember a transformative experience that immediately immerses them in your culture, and be far more likely to stay.

Remember, the wise talent you find is yours to lose. So why not start keeping your exceptional hires from day one with a happy customer experience?

ABOUT TALENTWISE

TalentWise is a technology company that's transforming the way HR manages job offers, screens and onboards new hires. TalentWise has built a single, online platform that automates the hiring process end to end with compliance built in. The result is a highly efficient and positive experience for HR, hiring managers, candidates and new hires. The platform includes criminal background checks, paperless drug screening, skills and behavior assessments, employment eligibility verifications (Form I-9 and E-verify), new hire forms and more.

TalentWise is consistently recognized for delivering innovative technology and award-winning customer service.

"With TalentWise Hire, we've compressed the length of time between time of offer to time of start. We can send an offer letter out and have them ready to start the next day."

- Dan L'Abbe, CEO, Granite Solutions Groupe

"We moved to TalentWise for the compliance and their pricing. But then we put together the onboarding piece, which is different for each of our clients, and that's where we've really seen the difference. It's made the process a lot smoother and it eliminated a lot of paper...Internally, it's really cleaned up our process. Externally, it gave us a better branding appeal to our candidates. We look more professional as a company."

- Namita Premnath, HR and Immigration Manager, InfoVision

"Our candidates love the process, we have surveyed and it's almost unanimous! There's a bit of whiz-bang factor, which suits us great because we are a technology company and candidates love the ease of everything."

- Mike Smart, Manager, Talent Acquisition, Trustwave

Meghan M. Biro, CEO of TalentCulture

Meghan is a globally recognized talent management leader, career strategist and digital media catalyst. Named as one of the “Top 25 Trendsetters in HR” by HR Examiner and “Top 25 Women To Follow On Twitter For Your Job Search” by CEOWorld, she’s consulted with hundreds of companies — new ventures to global brands, including Microsoft, IBM, and Google — to recruit, empower and retain talent.

Meghan’s concepts on recruiting, brands and social media in the workplace set the standard for best practices in leadership development and HR. Meghan was named on Huffington Post’s “Top 100 Business, Leadership & Tech Twitter Accounts You Must Follow” and “100 Must Follow on Twitter” for three years running.

Her weekly Twitter Chat #TChat World of Work is now a go-to in the world of work, an expanding, dynamic community of business leaders and innovators, and a leading source for HR and business professionals worldwide.

Co-author of *The Character-Based Leader: Instigating a Revolution of Leadership One Person at a Time*, Biro regular contributes to *Forbes*, *Entrepreneur* and *The Huffington Post*. A featured speaker at global HR and leadership conferences, her metaphors for today’s networked organizations continue to spark imaginations and conversations. Biro frequently appears on radio programs, and serves on advisory boards and committees for leading HR and technology brands.

