

Employee Onboarding

Frequently Asked Questions



What is onboarding?

- Onboarding is the process of integrating new employees into our organization with the end goal being that our new employees feel **welcomed**, **connected**, and **confident** that they made the right decision joining McMaster University.
- We cannot underestimate the importance of employee onboarding - specifically, an **effective** and **engaging** onboarding experience.
- Onboarding is one of our primary opportunities to win the hearts and minds of new employees, new leaders, and new perspectives that will shape the future of McMaster University.



Why is onboarding important?

- There is a direct link between employee retention and employee engagement with a positive, fulfilling and interactive onboarding experience.
- On the contrary, there is also a direct link between employee turnover and disengagement with a poor, unstructured onboarding experience.
- We only get one chance to make a lasting first impression and the consequences of a poor first impression can be detrimental to our organization.
- In many ways, the onboarding process isn't so different from the first day of school, which is an experience that is incredibly anxiety-provoking and nerve wracking.
- Careful consideration and thought needs to assess how we can make this experience as positive as possible.



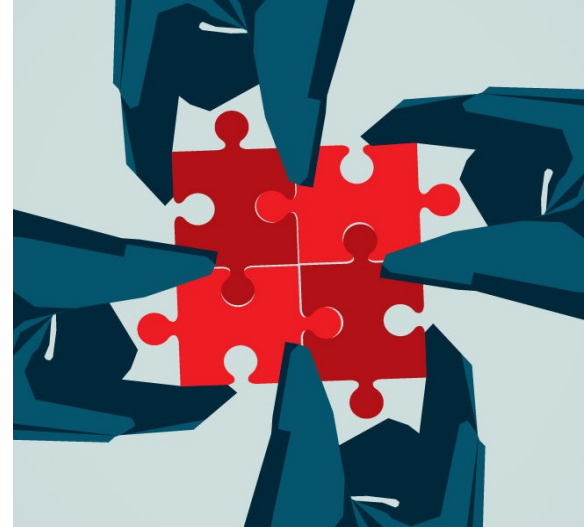
Why is the onboarding plan/agenda important?

- There are several stakeholders involved in a new hire's onboarding, which means the onboarding plan/agenda ensures **accountability** and **participation** by confirming who is responsible for each meeting/discussion in the plan.
- Scheduling ahead is pivotal, particularly in our virtual environment where casual 'pop-ins' are no longer. It's not just about scheduling – it also shows our new employee that we have thoughtfully and purposefully planned out their first few weeks with the intent to make their experience **memorable** and **fulfilling**.
- This **structured plan** will set new hires up for success, as they will be able to plan accordingly for any meetings, generate questions and feel equipped to work with the various stakeholders involved.



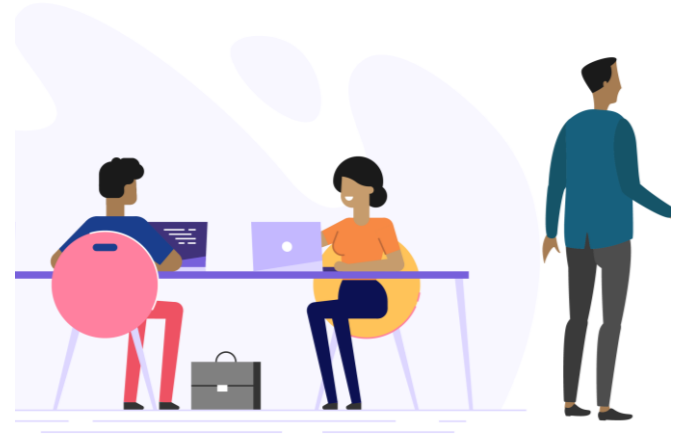
Who is responsible for onboarding?

- It takes a village!
- Developing and delivering a successful onboarding experience is a **shared responsibility**.
- It will take key stakeholders, senior leaders, team members, human resources, and of course, the hiring manager.
- The hiring manager will need to identify the key stakeholders, coordinate the various discussions/meetings/trainings and ask for participation and engagement throughout the process.



What are the challenges?

- The common challenge with developing and executing an effective onboarding experience often comes down to **scheduling** and **logistics**.
- The challenge is bigger than any one person or department.
- Now more than ever in our virtual workspace, schedules are busy, and it can become challenging to carve out time to develop and execute these initiatives. This does take time to build!
- Once you have built an onboarding plan using the recommended guidance on our website, you will be able to customize existing plans for future hires in your department.



How do we execute a customized onboarding plan?

- **Planning ahead** is critical and we recommend utilizing the tools and resources on our website.
- Throughout your recruitment process - ideally when you have identified a need in your department, start to map out your onboarding plan by thinking about the six elements listed below. Once you have identified these pertinent details, the onboarding plan will encompass the critical elements needed for success!
 1. Identify key stakeholders that your new hire will be working with, partnering with, and/or supporting
 2. Identify key training
 3. Identify senior leaders that are essential for your new hire to meet with
 4. Identify frequent one on one sessions (with direct supervisor/manager) to establish expectations, answer questions and build positive rapport
 5. Identify helpful resources, links, templates and/or documents
 6. Identify an onboarding buddy/mentor

For more detail, check out the [**guide to create a customized onboarding plan.**](#)

Questions?

Please reach out!



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