



Distribute Innovation
INFLUENCE // IMPLEMENT // INTEGRATE

Onboarding Excellence:

SETTING NEW HIRES UP FOR SUCCESS FROM DAY ONE

MARCH 10–13, 2025 // JW MARRIOTT // INDIANAPOLIS, IN



Onboarding Excellence:

**SETTING NEW HIRES UP FOR
SUCCESS FROM DAY ONE**

with Lisa Ryan, CSP



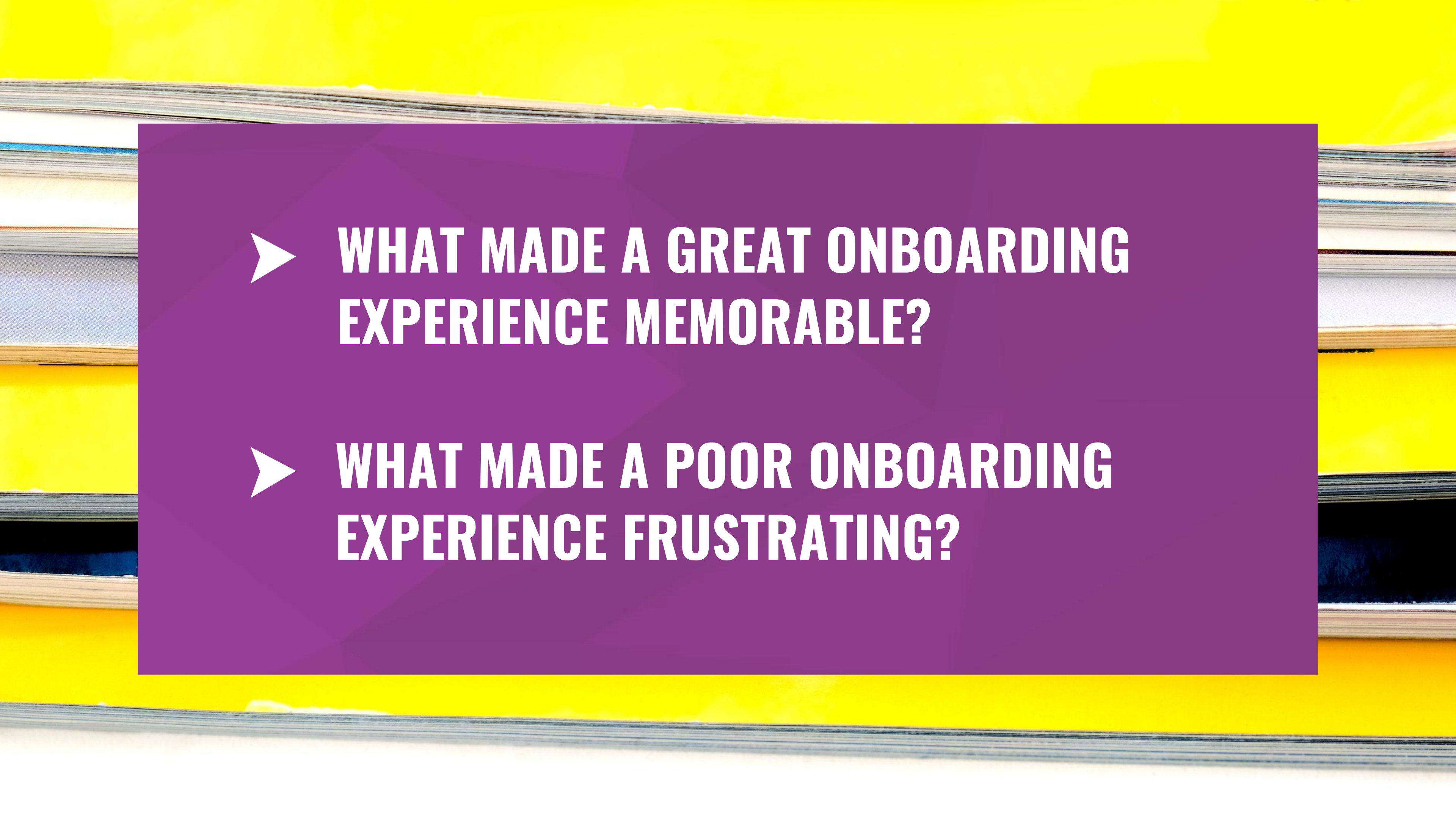
WHAT

What is the most important day for a new hire?

FIRST DAY!



ONBOARDING

- 
- The image shows a stack of books with a yellow cover. A purple rectangular overlay is positioned in the center, containing two white bullet points. The background is a bright yellow color.
- **WHAT MADE A GREAT ONBOARDING EXPERIENCE MEMORABLE?**
 - **WHAT MADE A POOR ONBOARDING EXPERIENCE FRUSTRATING?**

UNDERSTANDING NEW EMPLOYEE PSYCHOLOGY



UNDERSTANDING NEW EMPLOYEE PSYCHOLOGY

HOPES, ASPIRATIONS, CONCERNS

WHAT INSPIRES THEM

WHAT MAY LEAD TO DISENGAGEMENT

MOTIVATION FACTORS



**WHAT ARE YOUR
MOTIVATION FACTORS?**



Intrinsic
Motivation





JOB EXPECTATIONS VS. REALITY

EXPECTATIONS

- **Company Culture**
- **Role Clarity**
- **Level of Support**
- **Recognition and management is key.**



- **What expectations do new hires have about working in distribution?**
- **What is the reality of distribution roles?**

JOB EXPECTATIONS VS. REALITY

Discussion Question:

**How can you better align
the TWO?**

JOB EXPECTATIONS VS. REALITY



CAREER GROWTH AND CULTURAL FIT

CAREER ADVANCEMENT OPPORTUNITIES

PROMOTIONS

SKILL DEVELOPMENT

MENTORSHIP INITIATIVES

CAREER ADVANCEMENT:

**Do you know what each of
your employees wants?**

RECOGNITION & APPRECIATION



- **THANK YOU NOTES**
- **PUBLIC ACKNOWLEDGEMENT**
- **VERBAL APPRECIATION**
- **ALL ABOUT ME SHEET**



ALIGNMENT WITH ORGANIZATIONAL VALUES

Sense of purpose.

Connection to Mission and Values.

Hire for personality and skills.

Train for skills.

DISCREPANCIES IN ROLES AND RESPONSIBILITIES



DISPARITY IN COMPANY CULTURE AND PERSONAL VALUES




IMPACT ON MORALE AND ENGAGEMENT

Get up to speed with the new job.

Make them feel a part of the team.

**Keeps the team running smoothly
together.**

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2025



WHAT CAUSES



disengagement

1. LACK OF CLARITY IN ROLES AND RESPONSIBILITIES

- Leads to frustration and demotivation
- Need clear communication and regular feedback
- Employees must understand their roles
- They feel empowered to contribute effectively

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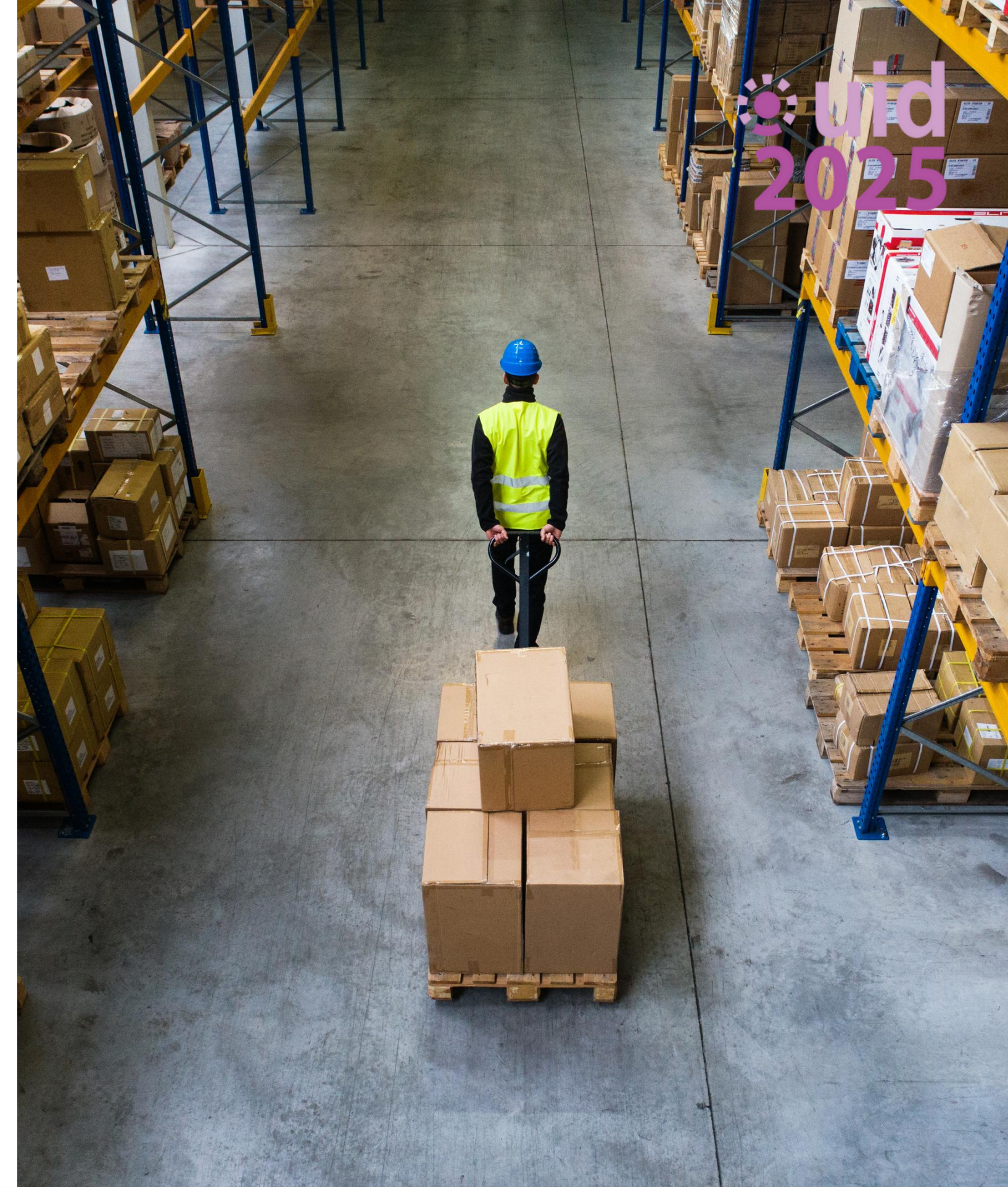
2. POOR COMMUNICATION CHANNELS

- Erodes trust
- Undermines morale
- Key to establish open lines of communication
- Provide regular updates
- Solicit feedback



3. FEELING UNDERVALUED OR UNAPPRECIATED

- Simple gestures
- Acknowledge achievements
- Provide opportunities for growth
- Boosts morale
- Reinforces belonging



4. CULTURAL MISFIT OR CLASH

- Feel they don't belong
- Sense of alienation
- Foster inclusivity
- Celebrate diversity
- Employee feel valued and respected

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**WHAT ARE THE BIGGEST ISSUES YOU'VE
SEEN IN YOUR COMPANY?**

BRIDGING THE GAP



1. CLEAR COMMUNICATIONS

- Crystal clear about culture
- Gives a sense of belonging
- How they fit into the big picture
- Shows their work matters



2. SET EXPECTATIONS

- Detailed job descriptions
- Responsibilities
- How success is measured
- Show a typical day



3. CULTURAL INTEGRATION AND ADJUSTMENT

- Teambuilding exercises
- Mentorship programs
- Social events
- Helps new hires navigate more effectively



4. SOLICIT FEEDBACK AND ADDRESS CONCERNS

- Regular check-ins
- Surveys
- Open-door policies
- Demonstrates commitment to employees' success



IN SMALL GROUPS...

The image features three white speech bubbles with purple outlines, set against a solid purple background. The bubbles are arranged in a triangular pattern: one on the left, one on the right, and one centered at the bottom. Each bubble contains a step in a process, written in bold, purple, uppercase letters.

**CHOOSE A COMMON
ONBOARDING
CHALLENGE.**

**DISCUSS POSSIBLE
SOLUTIONS.**

**SHARE WITH
THE GROUP.**

10 STEPS TO SUCCESSFUL ONBOARDING





1. FIRST YEAR ONBOARDING PLAN

BEFORE THE EMPLOYEE STARTS

- Offer acceptance and pre-employment documentation
- Welcome communication
- Technology setup



FIRST DAY

- Coffee meetup
- Introduce to coworkers
- Tour the facility
- Local attractions and things to do



ORIENTATION

- **Company swag**
- **Policies, values, culture**
- **Mission, vision, expectations**
- **History and goals**
- **Answer question**
- **Clarify doubts**
- **Further integrate into culture**



WORKSPACE SETUP

- Facility tour
- Office supplies and essentials
- Computer set up
- Business cards
- Clean vehicle
- IT support



FIRST WEEK

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- **Training and shadowing**
- **Introduction to processes and systems**
- **Check-in meetings**

FIRST MONTH

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- **Performance expectations review**
- **Feedback and coaching**
- **Integration into teams**



JAN - FEB - MAR

FIRST QUARTER

 **uid
2025**

- **Progress review**
- **Professional development planning**
- **Recognition and feedback**

FIRST YEAR

January 2025						
S	M	T	W	T	F	S
31					1	2
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24	25	26	27	28	29	30

February 2025						
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28	29					

March 2025						
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April 2025						
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17	18	19	20	21	22	23
24	25	26	27	28	29	30

May 2025						
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22	23	24	25	26	27	28
29	30	31				

June 2025						
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July 2025						
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August 2025						
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14	15	16	17	18	19	20
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28	29	30	31			

September 2025						
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October 2025						
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November 2025						
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27	28	29	30			

December 2025						
S	M	T	W	T	F	S
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11	12	13	14	15	16	17
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25	26	27	28	29	30	31

- Annual performance evaluation
- Career progression discussion
- Retention and engagement strategies

2. ASSIGN A DEDICATED ONBOARDING MENTOR

- Pair each new hire with a mentor
- Answer questions
- Provide guidance
- Offer support
- Experienced in company culture and values



3. PROVIDE CLEAR EXPECTATIONS AND GOALS

- Performance objectives
- Key milestones
- Success metrics
- SMART goals



4. OFFER TRAINING AND DEVELOPMENT OPPORTUNITIES

- Skills training programs
- Ongoing opportunities
- Workshops
- Webinars
- Certifications



5. FOSTER A CULTURE OF INCLUSIVITY & BELONGING

- Makes new hires feel valued, respected, and supported
- Team-building activities
- Social events
- Networking opportunities



6. SOLICIT FEEDBACK AND ACTIVELY LISTEN

- How was the onboarding experience?
- What worked well?
- Areas for improvement?
- Adjust based on input



7. PROVIDE RESOURCES AND TOOLS

- Access to tools and technology
- Provide training on systems
- Navigate responsibilities with confidence



8. ENCOURAGE OPEN COMMUNICATION

- Let new hires express thoughts, concerns, and ideas
- “Thank you for sharing” attitude
- Hold regular check-ins
- Provide feedback on performance.



9. CELEBRATE MILESTONES AND ACHIEVEMENTS

- Recognition milestone
- Publicly acknowledge achievements
- Reinforces positive behaviors
- Boosts morale



10. FOLLOW UP AND PROVIDE ONGOING SUPPORT

- Make sure they're still engaged
- Assist in navigating challenges
- Help them succeed in their roles
- Stay interview



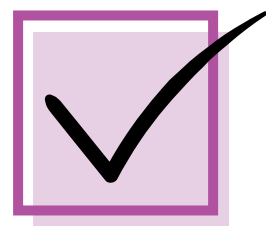
WHAT'S YOUR



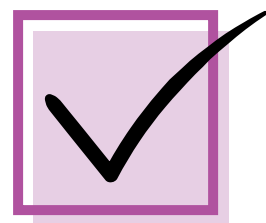
Scale of 1 to 10 (with 10 being GREAT)



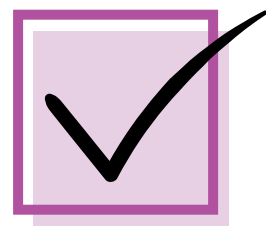
First Year On-Boarding Plan Set



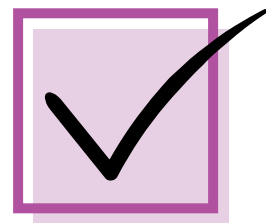
Mentoring Plan in Place



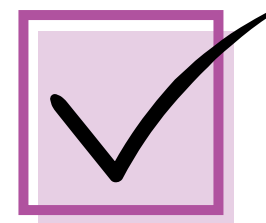
Clear Expectations and Goals Set and Reviewed



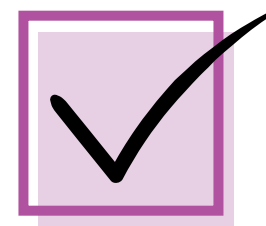
Training and Development Programs Offered



Feeling of Belonging and Value



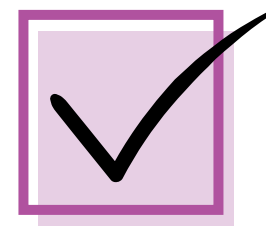
Soliciting Feedback Regularly



Resources and Tools Provided



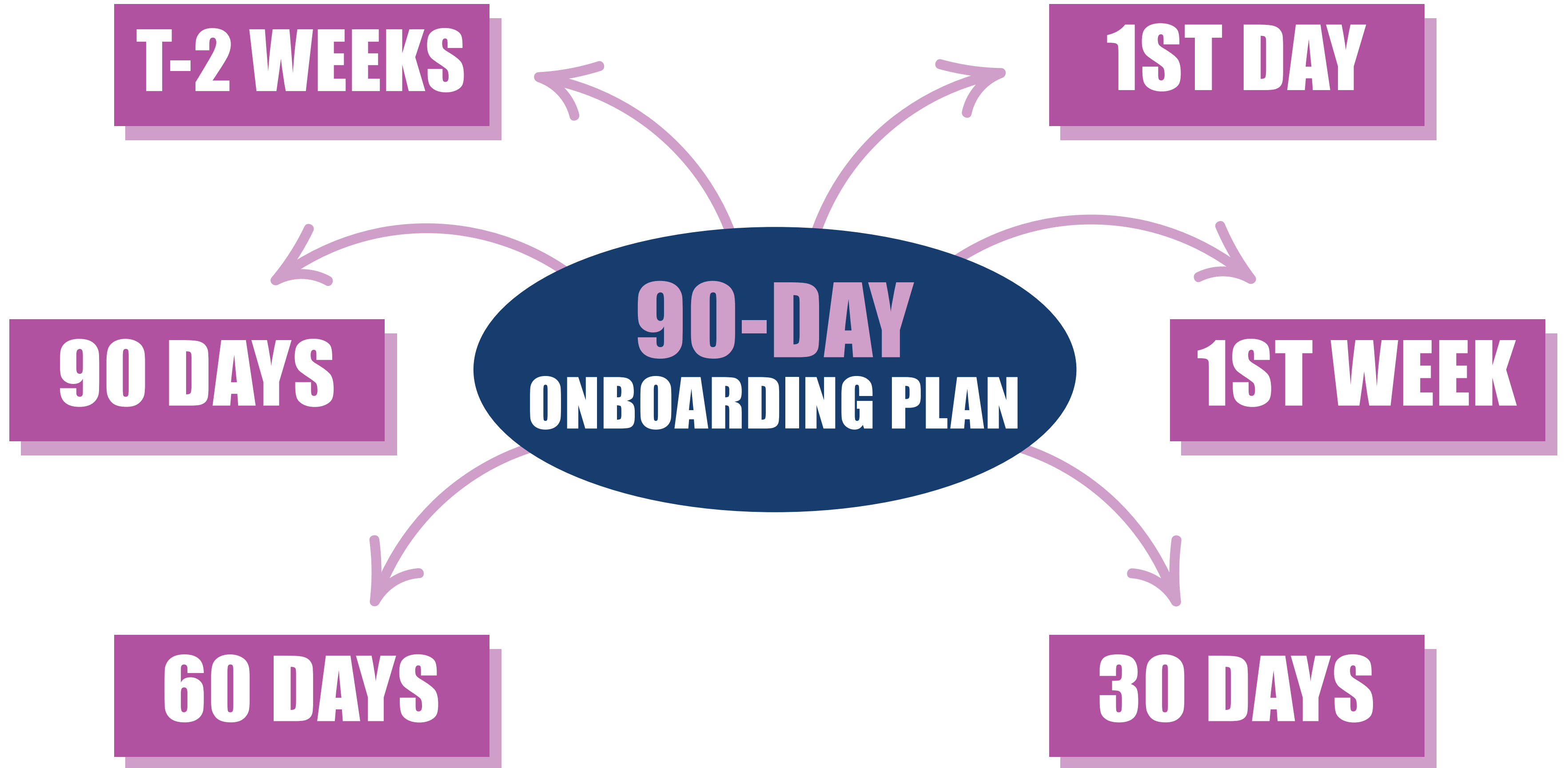
Open Communication Encouraged



Celebrating Milestones



Ongoing Follow Up and Support Scheduled





Give feedback to Lisa

Scan this QR code



Or go to

<https://talk.ac/lisaryan>

and enter this code when prompted

ONBOARD

WHAT WE COVERED

- Employee psychology
- Addressed misalignment and disengagement
- How to ensure a successful onboarding process



TAKEAWAYS


- How to deal with expectations versus reality
- Practical strategies for creating a positive experience
- Best practices for retention
- Actionable steps for an onboarding program



**WHAT DID I
LEARN?**

Q & A

NEXT STEPS

- 
- **Assess current onboarding practices**
 - **Develop a comprehensive plan**
 - **Implement feedback mechanisms**
 - **Invest in training and development**
 - **Monitor and measure success**





THANK YOU!

CONNECT WITH ME:



@GRATEGY



@MYGRATEGY



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Give feedback to Lisa

Scan this QR code



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<https://talk.ac/lisaryan>

and enter this code when prompted

ONBOARD