

COMMON PAIN POINTS FOR NEW HIRES,
AND WHAT YOU CAN DO TO ADDRESS THEM!

NEW ON
BOARD



Poll

?

?

?

?

?

?

?

?

?

?

?

?

?

?

Presented by



Andrea Davey

General Manager, Scout Talent Recruitment Software

andrea.davey@scouttalent.com.au

07 3330 2543



Jennifer Fleay

Talent Acquisition & Training Coordinator, Employment Office

jennifer.fleay@employmentoffice.com.au

07 3330 2582

Housekeeping

- Have a question?

Type it into your GoToWebinar Action Pane and we'll answer it at the end!

- We'll e-mail you the webinar slides/recording afterwards

What you can expect to learn today

- What are some common pain points for **your new starters**
- How these pain points are reflective of **onboarding challenges** often faced by HR professionals
- What you can do to ensure that you **don't lose candidates** before their first day
- What **tools are available** to you, and how you can use them to streamline your onboarding process (including Scout Talent:Onboard)

Common pain points for new starters

- No contact between offer and first day
- Takes too long to receive offer letter
- Errors in contract
- Administrative matters not sorted by first day



- Day 1 chaos:
 - Not greeted
 - Workstation not set up
 - Logins not ready
 - Instructions not clear
- Insufficient training

Poll Results

Onboarding-related challenges for HR

- Lack of commitment by candidates
- Constructing contracts – too time consuming and prone to error
- Tailoring offers according to hiring manager/location - too manual
- Tracking acceptances and signed contracts - too manual



Key learnings from our onboarding overhaul

- Engagement between offer and first day is critical
- Small details make all the difference!
- Onboarding software is imperative to streamlining the process
- Onboarding doesn't stop at day one

Keep them engaged between offer and start

Send an **email** or an **SMS**, followed by a **phone call** when appropriate, every few days in the lead up to their first day.



This is especially important when...

- There's a **long lead-time** between offer and start date - plenty of time for your hire to be offered and accept another job! (e.g. Christmas casuals in retail & hospitality)
- You're **hiring in bulk** - each hire needs to feel special and unique (e.g. in Healthcare)
- You're hiring across **different locations**

Some content examples include...

Material for extra prep (guides, manuals, etc.)

Fwd: Some light reading.....



Inbox x



Jennifer Fleay

to Ana ▾

10:45 AM (4 hours ago) ☆



Hello!

Just a week and a half to go?! How did that happen!? I hope you are looking forward to it :)

Just a quick note - on Friday July 13th, we are throwing our end of Quarter Celebration - keep an eye out for an invitation to the event via email - and make sure you RSVP (it should arrive by the end of the week) - it'll be a great opportunity to get to know the team better, and celebrate your first couple of weeks on the job!

Have you had much of an opportunity to have a look on our website, and to follow what Employment Office has been getting up to on social media? We have amazing resources, information and content, all readily available for our clients (and you!) to see what we're up to and to gain invaluable insight into the world of recruitment.

Want to check them out? Have a look at the links below to get started.

Recruitment Guides - <https://employmentoffice.com.au/recruitment-guides/>

An easy download and an interesting read - these guides are great for you, but even better for our clients, who appreciate helpful advice from industry leaders.

Webinar Recordings - <https://employmentoffice.com.au/webinar-recordings/>

Hosted by our very own, Employment Offices run monthly webinars on all manner of topics - whether its discussing a way to revolutionise your shortlisting process (hello video interviews), how to grow you candidate talent pool, or why Employer Branding is so important. If you want to gain a better understanding of the industry - this is a great place to start!

We'll talk alot more about our guides and webinars during training, and how we use them to turn a luke-warm lead piping hot.

To download them, just enter your details and click the link - and its yours!

Also be sure to find us on LinkedIn & Facebook - we'll be welcoming you with open arms!

More questions just let me know!

Kind Regards



Invitations to upcoming social events

Get Ready to Party!



Inbox x



Jennifer Fleay

11:00 AM (4 hours ago)



to Ana ▾

Hi XXXX

Just a quick note - on Friday July 13th, we are throwing our end of Quarter Celebration - keep an eye out for an invitation to the event via email - and make sure you RSVP (it should arrive by the end of the week) - it'll be a great opportunity to get to know the team better, and celebrate your first couple of weeks on the job!

Let me know if you have any dietary requirements so I can make sure its all organised for you!

Oh.....and did I mention its a costume party?

THAT'S RIGHT - this quarter, we're celebrating our success while we celebrate our favourite Superheros & Villans - so come dressed as your favourite hero, and be prepared to party!

We'll see you there!

Kind Regards



What you'll need on your first day...

Onboarding - What you'll need on your first day!

Inbox x



Jennifer Fleay

10:44 AM (4 hours ago)



to Ana

Hello!!

Can you believe its just one more week until you'll begin your EO career?

Lets discuss what you can expect when you arrive on **Monday, July 2nd** - time flies when you're waiting to get started with Employment Office!

Please ensure you are at the office by 8AM so we can introduce you to all of your new co-workers, get you acquainted with your team and your desk, and then spend roughly 90% of that time figuring out the coffee machine so we can teach you how to use it! We will start the day with a morning meeting at 8.20AM so its good to come a little earlier to settle in!

Please make sure you bring along the following:

1. **Anything you think will make you feel more at home at your new desk** - we've got everything from kids drawings to chandeliers, so don't hesitate to bring anything along that will make your desk feel more 'you'.
2. **Earphones** - you'll be spending some time listening to exceptional calls made by staff past & present, and checking out a few training videos so make sure you've got a pair of earphones handy.
3. **Bank Account & Superannuation Details** - you'll have the opportunity for a sit down with the finance team over the course of your first couple of days - please make sure your details are correct and up to date.

You can expect in your first week to get to know the team and do initial training around our process and systems. I'll be running a few of those sessions, but you'll also work with your team leader and fellow co-workers! The day finishes up @ 5PM!

Our goal is to have you prepared and excited to be making calls by the end of that first week. There is no required preparation heading into your first week. We will teach you everything you need to know. All we ask, is you come ready to learn!

Any questions - you know where to find me!

Kind Regards



Other info relevant to your organisation

Fwd: Keeping it Personal!

Inbox x



Jennifer Fleay

10:46 AM (4 hours ago) ☆



to Ana ▾

Hello Damien!

I hope you're having a great week - the countdown is on until your first day, but I thought I'd touch base so we can slowly get things started!

So you've probably noticed we have some pretty impressive dynamic email signatures, which allows clients & prospects to watch video testimonials, access resources, and find us on social media - and it also tells them a little about their Sales & Account Executive.

We will be taking your photo on day one but I actually wanted to talk to you about the personal tag - as you can see, mine is 'Podcast Fiend'.

These are great conversation starters, and a fun way to talk about who we are, so I'd like you to start thinking about a tag for yourself.

They need to be less than 30 characters long, and professionally appropriate of course.

Some other examples include

- Pilates Addict
- Weekend Renovator
- Global Traveller
- Circus Runaway

Have some fun with it - and get back to me when you can!

Kind Regards



! Make sure that all communication is sent from the **same person** – the onboarding coordinator, direct manager, etc.



Poll Results

The Scout Talent:Onboard difference

- Helps you **administer** the onboarding process, but doesn't run the process for you
- **Human-to-human** aspect of onboarding is still very important!
- **Fully integrates** with Scout Talent:Recruit
- Can integrate with payroll or other HR systems

Scout Talent:Onboard IN ACTION



Employment Office

We've calculated some trends based off of your daily activities. Keep hustlin that human resources business.

3
New Candidates

42%
Response Rate

21
Offers Out

8
Actions Today

[Filter](#) [BULK MESSAGE](#) [CREATE BULK OFFER](#)

First Name	Last Name	Email	Location	Role Type	Date Added	Status	<input type="checkbox"/>
Adam	Rowe	andrea@employmentoffice.com.au	Corinda	Sales & Account Executives	07 August 18	New	<input type="checkbox"/>
Andrea	Tjoeng	andrea.davey@scouttalent.com.au	Corinda	Sales & Account Executives	07 August 18	New	<input type="checkbox"/>
John	Dekker	john.dekker@employmentoffice.ca	Testerville	Sales & Account Executives	07 August 18	New	<input type="checkbox"/>

Some other features you may be interested in...

- **Manager Approval Workflows** before offer is sent to candidate
- **New Starter Checklists** and Workflows for IT, Finance and other departments
- **Notifications** - e.g. candidate has signed (or not signed) contract
- **Drip / trigger emails** after candidate accepts - e.g. Intro to your Organisation, What to Expect on Day 1
- **Candidate Portal** where they can log in to complete pre-employment induction and training (e.g. WHS)

Prepare & welcome - quick tips

- Bookmark important websites/pages for easy access
- If you're providing a new computer, ensure it's been set-up and include some user instructions (not everyone know how to use a Macbook!)
- Do something personal (e.g. desk name tag)

Onboarding doesn't stop at day one...

- **Buddy system** - pair new starter with senior staff member
- Regular **1-on-1s** with onboarding coordinator (if available)
- Reliable **online training structure** must be in place - Scout Learning

Summary

- Engagement between offer and first day is critical
- Small details make all the difference!
- Onboarding software is imperative to streamlining the process
- Onboarding doesn't stop at day one

Special Offer

To book a free, no-obligation demonstration of Scout Talent:Onboard email andrea@scouttalent.com.au or contact your product specialist directly.

Demonstrations of **Scout Learning** are also available upon request.

Still have questions?

Please send them to:

andrea@scouttalent.com.au