ChartHop

New Hire Onboarding

Onboarding is one of the most important experiences in the employee journey. Creating a sense of belonging from day one helps employees connect to the company mission, understand how their role can make a difference, and ramp up faster so they can feel successful sooner. It's the hat-trick of onboarding.

Setting up a basic onboarding process right away will help with integration, retention, and performance.

Here's how to go about it.

Setup

As with developing all strong programs, setting up an effective onboarding program is an ongoing and iterative process. A good place to start is with the People team leading the charge with buy-in from managers.

Roles

Define who will be a part of the onboarding process to create the best new hire experience:

- Hiring Manager
- Onboarding Buddy
- People Ops Manager
- IT Department

Before launching onboarding program

- Divide onboarding responsibilities between the Manager, Onboarding Buddy, and other stakeholders

- Create a source-of-truth for your company's most important information in an easy-to-access place (Intranet, G-Drive, Notion, Confluence). Things to include:
  - Office info: Wi-fi password, address, contact information, remote work guide
  - Handbook: Benefits, perks, PTO policy, holiday policy, and company values

- Create message templates you'll use often during this process:
  - Welcome message
  - Slack introduction
  - New hire introduction message to share with your team for each person's first day

Checklist

With visibility into all new hires and their start dates, the People Ops Manager should be responsible for sharing expectations with all involved. Use the following checklist to get started.

Before start date

Manager tasks

Send welcome email after offer letter is signed

Create a [30-60-90 Day Plan](#)

People Ops Manager tasks

Send what to expect on Day 1 email

Create employee file and add to payroll system

Add to recurring team and company meetings

Schedule out new hire's first week with onboarding and orientation meetings
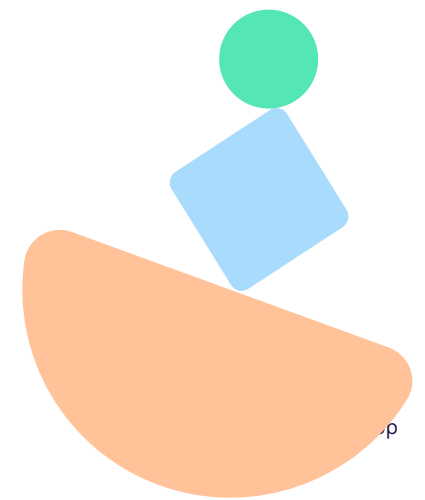
IT tasks

Create email account

Set up laptop and ship to home or have it ready in the office

Add to email groups

Add to shared calendars

Create all other necessary accounts

On Day 1

Manager tasks

Introduce the New Hire to the company

Introduce New Hire to their Onboarding Buddy

New Hire tasks

Setup laptop

Log in to all systems

Create employee profile

Review employee handbook and policies

Week 1

People Ops Manager tasks

Host trainings to give context on the company and all the teams

Collect week one feedback

New Hire tasks

Review 30–60–90 Day Plan and set 90 day onboarding goals with Manager

First 90 days

People Ops tasks

Collect onboarding process feedback

New Hire tasks

Review 90 day onboarding goals

Hire the New Way of Doing HR.

Is your team prepared for success in the future of HR? It's time to put people first, and doing that effectively requires the right technology to underpin your strategy. Discover how ChartHop can help.

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