



accrue
PARTNERS

All Aboard

Why Effective Onboarding is Key To Employee Engagement



Groove Management

Welcome



Patty Comer



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PARTNERS



Amy Pack

Brian Formato Bio

Writer, strategist, early adopter, creative thinker



- 20+ Years of corporate experience



- Leadership Development, Organizational Development, Team Building, and Communications thought leadership
- Masters of Science in Organizational Development, American University
- Born and raised in NYC, now live in Charlotte, NC
- Passion for technology, people development, and surfing
- Founder **Groove Management** and **LeaderSurf**-*Leadership development done differently*



Barry White Jr.



abc NEWS

Welcome Aboard Agenda

Welcome and Icebreaker

The Link between onboarding and employee engagement

The Quicken Loans Approach- Katie Holstine

Table Team Brainstorming Activity

Onboarding Best Practice Panel Discussion

Wrap Up

THIS TICKET IS NON-REFUNDABLE AND NON-TRANSFERABLE. PASSENGERS ARE LIMITED TO 1 CARRY ON BAG. OUR COMPLIMENTARY ON BOARD SERVICE WILL INCLUDE GOOD FRIENDS & GOOD TIMES.



Noteworthy
COLLECTIONS

NOTEWORTHYONLINE.COM

ID-1148

Introductions at tables

- Name
- What you get paid to do?
- When you started your job did your day 1 desk look like A or B?

A:



B:





Icebreaker

Fill In Their Blank!

1. Each person at your table must write a “fill in the blank” phrase on a sticky note
2. Have one person from your table collect all of the sticky note and then exchange them with a table captain from another table
3. Redistribute the new sticky notes at your table and have each person complete the fill in the blank phrase and share it out-loud at your table

Examples

If I had a soundtrack to my life it would be _____ .

My favorite person in the whole world is _____ because _____ .

The person I would trade lives for a day with is _____ .

I couldn't live a day without _____ .

Why Are We Here?



Great employee onboarding can improve employee retention by **82%** and productivity by **70%** according to Glassdoor

The Sad Fact



The percent of organizations that do not onboard well according to Gallup

I Might Just Keep Looking



A negative onboarding experience results in new hires being 2x more likely to look for other opportunities according to Digitate

Hiring is Expensive and Time Consuming



The average US employers spends this amount of time and money to hire a new worker

Life Events

- Major life milestones
- Accepting a new job is a one the biggest potentially life changing events people experience



What Exactly is Onboarding?

It is the first chance to show new employees **why** you do what you do and to set them up for success within your company culture. Onboarding helps develop your brand and can build a positive reputation for your company among talented job seekers.





How To Welcome New Hires

Welcome to the team!

When should the onboarding process start?

As soon as the offer is accepted!

Many candidates who accept jobs continue their job search up to their start date and even beyond



What is the first thing sports teams do when they sign a new player?



Pre-Boarding

- Actions taken between offer acceptance and day-one
 - A welcome letter or email
 - Information about the company and the industry
 - Day-one resources including a schedule and other pertinent information



Welcome Gifts



The Time Warner Welcome



Welcome to the family!

Brand Ambassadors

- Your new employees will be representing your brand. Make them love it!



Insufficient Onboarding



Onboarding is often compliance driven and led by HR

Training is on the fly

- 25% of companies admit their onboarding does not include any formal training
- 60% admit to not setting any concrete goals or milestones

Negatively impacts engagement and retention

LinkedIn Surveyed 14,000 global professionals about onboarding

What new hires say is most important during onboarding:



Make sure new employees get one-on-one time with their direct managers

- It is critical that the direct manager is present on day one. Preferably they should be the first person to greet the new employee on their first day
- Direct manager should introduce the employee to the team and to others in the office
- Take them to lunch or at least carve out one on one time to set expectations and show excitement



Why Leadership Matters

- If the leaders **don't** care, why should anyone else



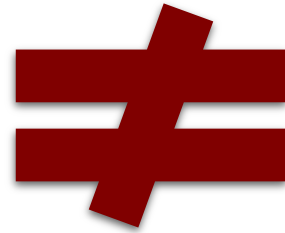
If the leaders **DO** care, so will everyone else

Employee Retention is an Outcome, Engagement is the Goal

"If you aim to engage your employees your retention numbers will improve"



Employee
Engagement



Employee
Satisfaction

Most Important Employee Engagement Question To Answer:

- About their work
- About their company



Core Values are Critical

88% of those that do know their
company's core values reported
being engaged at work

- Right Management

The Entrance Interview

- Most companies conduct exit interviews when people depart
- Flip the model and start with an entrance interview
 - Why did you choose to join our organization?
 - What excites you about this particular opportunity
 - Did you have other opportunities that you were considering and if so, what sealed the deal with us?
 - What are your hopes and expectations?



New Leader Assimilation

A facilitated half day approach to accelerating the assimilation of a new team leader or executive.

The workshop focuses on four areas:

- Professional background and experience of the leader
- Personal interests and family
- Work style and cadence for the team
- Miscellaneous



Outcomes



- The team gets to know and understand the new leader
- The watercooler chatter is cut down because the new leader transparently shares information
- The new leader gets to know the team and their concerns
- The questions asked by the group divulge more about the team than the answers tell about the new leader. The leader is control of how they answer

What is Cross Boarding?

- 81% of organizations agree that onboarding internal hires is just as important as onboarding external hires according to HCI



Quicken Loans[®]

Katie Holstine





Attract, Engage and Retain our Top Talent
Onboarding our newest Family Members at the Rock Family of Companies

ROCKET
Mortgage
by Quicken Loans

Changing the Game

2018 Rock FOC Women's Conference

Who am I?





Who Are We?

A Culture of Excellence



1. **Innovation – Think and Act: Innovation is rewarded. Execution is worshipped.**
2. **Character – Be a person of character: Every team member. Every time. No Exceptions. No Excuses.**
3. **Environment – Respect the environment: Be obsessed with finding a better way.**
4. **Talent – Aim Higher and Communicate Effectively: The inches we need are everywhere around us.**



What We Do

Jumpstart





CHASE

Optical Lens



What is Leading Yourself?

Leading Yourself consists of a series of courses with unique learning objectives to help you navigate your own development journey. Each course will challenge you with online training, supplemental resources and activities to enhance the soft skills you'll need to boost both your personal and professional development. Leading Yourself will help you trail blaze an exciting and fun-filled journey of growth and change.

How It Works

New team members are automatically enrolled in Leading Yourself and will receive monthly emails with new courses. Current, full-time team members can work with their leaders to create their own learning adventure and work at their own pace. A Leading Yourself: Journey Journal is available to help navigate the program.

Leading Yourself

Mission FOC

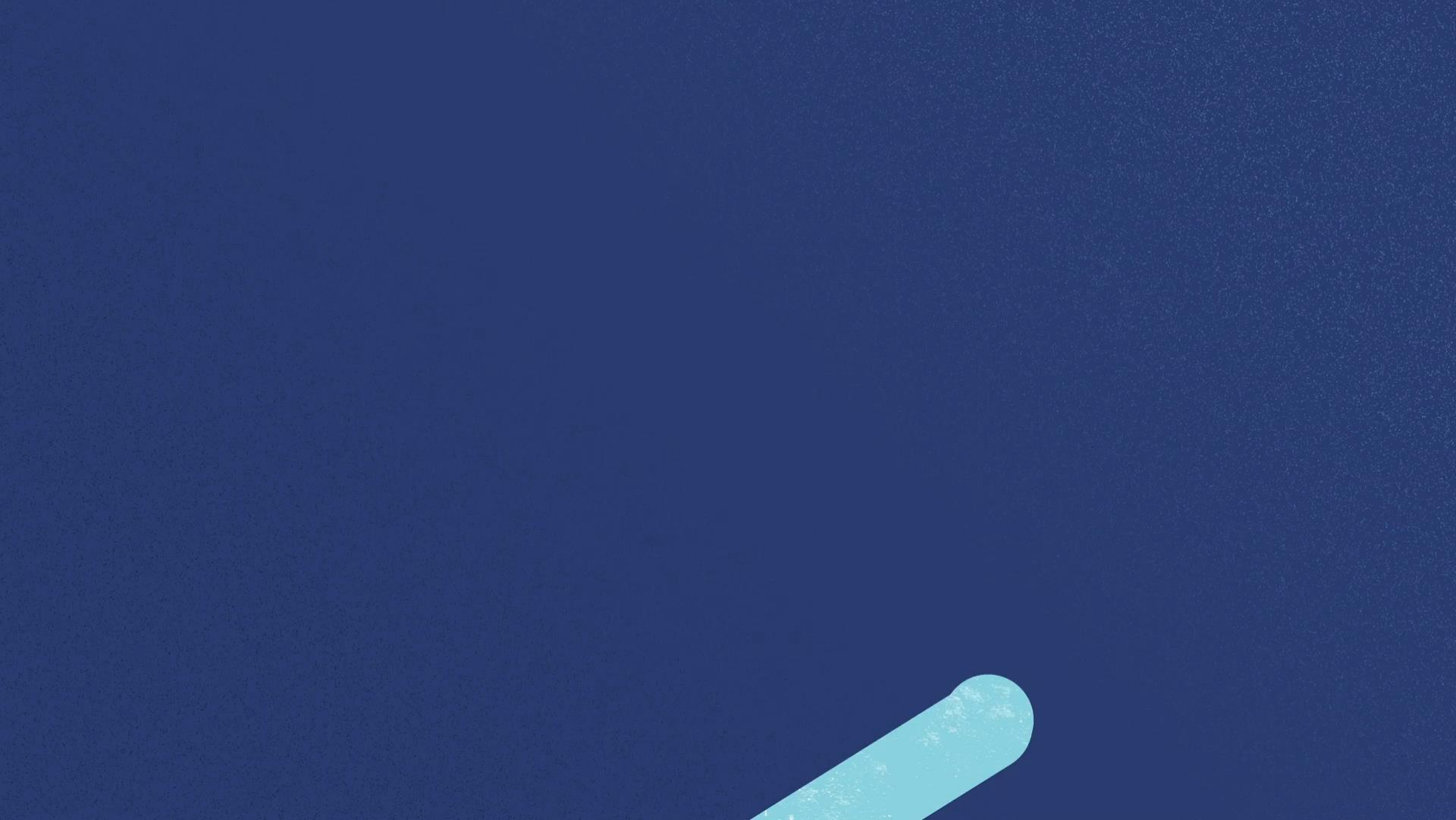


ISM_s

~noun (sort of) [iz • mmmms]

The ideals we live by at Quicken Loans and at every one of our family of companies. They have a lot more to do with who we are than what we do.

What Makes Us Special





ISM's Day



Little Caesars arena

POWERED BY ACTION

EXCELLENCE

LEADERSHIP

EXCELLENCE

EXCELLENCE

Thank you!



Table Team Best Practice Brainstorming

Team Activity

- At your table brainstorm a list of unique onboarding tactics, approaches, games and ideas
- Capture the list on the flip chart
- Include new ideas as well as those your companies already do
- Aim to create a top 5 list to share with the broader group





Melanie Popjes
Vice President,
People Development



Calvin Stovall
Director, Learning
and Development



Lori Kerr
HR Office Manager



Kristine McFadden
Director,
Human Resources



Panel Discussion



PROPEL YOUR TEAM FORWARD



Team Building Done Differently



Raffle

Winner receives a free facilitated team building on Charlotte Cycleboats for up to 15 participants

- Icebreaker activity
- Brainstorming or creative problem solving session
- Time to relax and recharge as a team

PROPEL YOUR TEAM FORWARD



Team Building Done Differently



Take Aways/Check Out

- What is one thing that you will remember most from today? Something that made an impact on you?

