

# Elevating the Onboarding Experience: Strategies for Seamless Integration

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# About Semper Tek

- Semper Tek is a Service-Disabled Veteran Owned Small Business specializing in construction with the federal government.
- Semper Tek has been in business for 16 years and our main clients are the VA, National Guard, U.S. Coast Guard, Department of Defense, General Services Administration, United States Air Force, Federal Housing Administration, United States Department of Agriculture and U.S. Army Corps of Engineers.
- Semper Tek has built the company on culture and fostering a positive environment that not only begins with choosing the right candidate but successfully onboarding all new team members.



# Learning Objectives

- ▶ Gain an understanding of who should be involved in the onboarding process and when their involvement should begin.
- ▶ Evaluate the process of acclimating new employees to your organization and providing the appropriate levels of training.
- ▶ Develop a strong onboarding plan that encompasses more than just their first few days to help retain your new employees.
- ▶ Learn how to create checklists and agendas for each of the key onboarding stages including pre-start day.
- ▶ Facilitate integration into the team.

# Let's Begin

- ▶ In a world where talent is hard to find it is more important than ever to successfully onboard and integrate new employees. Proper onboarding will motivate employees to stay longer and be productive sooner.
- ▶ There are three key phases of onboarding an employee: preboarding, actual onboarding, and follow-up.
- ▶ Phase 1 (preboarding): stay in communication regarding the process leading up to the first day. This includes communication regarding their background check, drug screen and any paperwork needed prior to their first day.
- ▶ After the background check and drug screen have been completed start planning out the first week.
- ▶ Begin facilitating integration into the team by coordinating with anyone who will be directly involved with the employee. Examples of these are: their direct supervisor, trainee and/or mentor and other integral parts of the team such as HR, IT, Managers, etc.

# Onboarding Checklist

- ▶ Create or download an onboarding checklist to help you keep track of your progress and ensure you have not missed a crucial task.

**Name:** \_\_\_\_\_

**Job Title:** \_\_\_\_\_

**Start Date:** \_\_\_\_\_

- Offer letter sent
- Offer letter signed
- Background check/drug screen sent
- Background check/drug screen received
- Send email to all Corporate Business advising of new hire
- Create Personnel file
- Send new hire packet
- Send IT checklist to the IT Manager
- Employee binders ready (handbook/benefit/new hire/SOP)
- New hire first day email info sent to Camille
- Shirt JotForm sent
- Shirt order placed
- Business Cards ordered
- Hard Hat ordered
- SWAG bag ready
- Added to Employer Navigator
- Office Name Plate ordered
- AMEX card (Yes or No): if yes email Emily & Beth with name on DL
- Office Keys? (Debi Lexington and Adam Valdosta) (Yes or No)
- Mary: offer letter, W4 and new hire info
- Welcome message in lobby
- I-9 complete
- HH2
- E-Verify (send completed I-9 to Debbie)
- 401K contribution reminder
- Added in 401K Workers Service

# First Week Itinerary



## First Week Itinerary 10.29.2024

M	
T	<p>8:30 AM: Introductions, tour, misc. paperwork</p> <p>9 AM: Welcome Binder Review</p> <p>10 AM: Policy, Procedure, Handbook &amp; Job Description with HR</p> <p>12 PM: Lunch with the team (lunch provided)</p> <p>1 PM: IT &amp; Cybersecurity training and Ring Doorbell with Weston</p> <p>2 PM: Cyber Security and Harassment and Diversity training  </p> <p>3 PM: HH2 training, Expense Tracking and Front Door protocol with Mary</p>
W	<p>8:30 AM: Q &amp; A over anything from the previous day</p> <p>8:30 AM: SOP Binder Review</p> <p>9 AM: Benefits and PTO Review with HR</p> <p>10 AM: Company Intro with Santiago</p> <p>12 PM: Lunch</p> <p>1 PM: Training with Debbie (phones, mail, supply ordering, etc.)</p> <p>2 PM: Open to finish trainings</p>
T	<p>8:30 AM: Time to review with HR</p> <p>9:30 AM: Set up desk space</p> <p>10 AM: Misc. tasks</p>
F	Open

# Welcome Email



**Rai,**

Welcome to the team! We're thrilled to have you at Semper Tek. We know you're going to be a valuable asset to our company and can't wait to see what you accomplish.

Just a reminder, your first day is **Monday, February 17th arrival at 8:00 AM**. Our dress code is business casual and our business hours are between 8 am and 5 pm. Feel free to park in any unmarked spot in the parking lot.

Santiago Iturralde will meet you when you arrive. If you have any questions before your first day, feel free to contact him at [santiago@sempertekinc.com](mailto:santiago@sempertekinc.com) or 229.412.8751.

See below for some additional information for your first day.

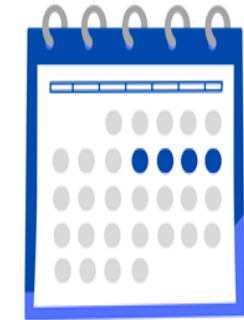
## [For Your First Day:](#)

### [Address:](#)

2200 N. Patterson St  
Valdosta, GA 31602

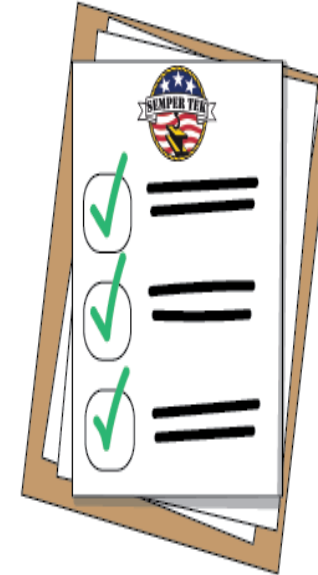
### [Expected Time of Arrival:](#)

8:00 AM



**ORIENTATION ITINERARY**

Itinerary



**Fill out your Profile**

Follow the the link below to complete your profile so we can get to know you better!

About Me Profile

# About Me Profile

- ▶ Use the about me profile to gain information about the new employee. This information can be used to introduce them to the team via a company newsletter or email.

<b>Name</b>	<input type="text"/>	<input type="text"/>
	First Name	Last Name
<b>What's your favorite food, candy, and snack?</b>	<input type="text"/>	
<b>What's your favorite drink?</b>	<input type="text"/>	
<b>What's on your bucket list?</b>	<input type="text"/>	
<b>Favorite movie/TV show/books</b>	<input type="text"/>	
<b>What are your hobbies or hidden talent?</b>	<input type="text"/>	
<b>What do you like to do in your free time?</b>	<input type="text"/>	
<b>Favorite sports teams?</b>	<input type="text"/>	
<b>Who inspires you and why?</b>	<input type="text"/>	
<b>What kind of music do you like?</b>	<input type="text"/>	
<b>About your family:</b>	<input type="text" value="Type here..."/>	

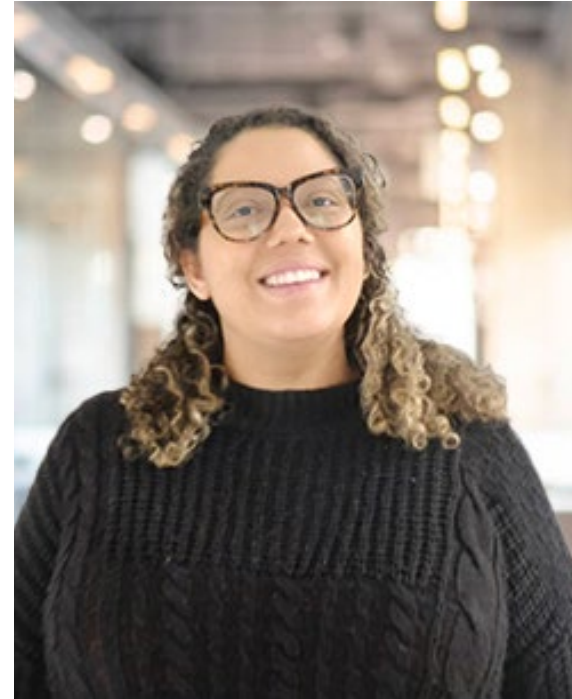


# Welcome Announcement

We are pleased to announce that Rai Johnson has joined Semper Tek as our new Marketing Manager and RFP Specialist. With over a decade of experience in communications and public relations, Rai brings valuable expertise to our team.

Outside of work, Rai and her family can be found throughout Lowndes County, Georgia; they enjoy Friday Night football games and spending time together outdoors! Rai is a proud Michigander, who has enjoyed calling Georgia home since 2020! Her adventurous spirit is highlighted by a bucket list goal of swimming with a whale shark!

Please join us in welcoming Rai to the Semper Tek family. We look forward to working together and achieving great success as a team.



# 1<sup>st</sup> Day (Actual Onboarding)

- ▶ Welcome basket with swag and treats.
- ▶ Welcome message on a TV if possible.
- ▶ Tour: give them a general tour of the building.
- ▶ Schedule lunch with the team: supervisors and anyone they will work with on a regular basis.
- ▶ Provide a training binder with training materials.
- ▶ During training go over your top policies. Pull the most important ones out of the handbook and go over. The topmost important policies could include:
  - Attendance Policy
  - Dress Code
  - Code of Conduct
  - Harassment policies
  - Bullying policy
  - Computer Usage Policy
  - Social Media Policy
  - Disciplinary Actions Policy
  - Process on filing complaints

# Training Beyond Orientation Day

- ▶ Ensure that you have coordinated with their supervisor regarding their training and a plan has been created prior to the first day.
- ▶ During orientation introduce the new hire to their trainee(s). This will help break the ice and make them feel more comfortable.
- ▶ Ensure they know where to go for their training. For example, if they will be training at another location take them there if possible and physically show them where to go.

# Meetings with Management

- ▶ Schedule or encourage their supervisor to schedule 1 on 1 meetings with the employee.
- ▶ This first meeting should take place during their first week and then at least monthly afterwards.
- ▶ The first meeting will help the supervisor discuss expectations of the job. It will also initiate the relationship between the supervisor and the new hire allowing the new hire to become comfortable reaching out when needed.
- ▶ Following the first meeting, the 1 on 1 meetings will help the employee succeed and create open communication.

# 30/60/90 Day Touch base (Follow up)

- ▶ These can be conducted with HR if you have an HR department, or they can be with a supervisor or lead.
- ▶ Quick 10-15-minute conversation to check in with the employee and see how things are going.
- ▶ Best practice is to create simple questions for each touch base to help guide the conversation.
- ▶ If possible, schedule in advance during orientation if possible. This will help the meeting already be on the books and coverage be arranged in advance.
- ▶ Remember to follow up with any concerns expressed. For example, if the employee shares, they have a need or have a concern pass that along to someone who can address it and follow up. Otherwise, these meetings are pointless.

# 30 Day Touch base Example

1. So far, is the job what you expected it to be? Are you feeling challenged by the position, or are you feeling bored?
2. Do you feel you have the information, tools, and resources you need to do your job successfully? Are you feeling welcomed by other staff?
3. Are you experiencing any challenges that I can assist you with?
4. Are you feeling comfortable withing the organization in general? Do you feel like you have a good understanding of your role?
5. Do you feel you are able to be productive and effective in your position? Can you discuss why or why not?
6. Is there any specific training that you feel you need to be successful?

# 60 Day Touchbase Example

1. What areas/tasks/projects you enjoy the most within your position? Are there any new skills that you have developed or strengthened?
2. What are some elements of the position you are not enjoying as much? Is this because you have not been given the proper tools or training to be successful?
3. How is your onboarding going? Are there any areas where you feel you could benefit from additional support or training?
4. How do you feel about your onboarding process? Do you have any recommendations that could make onboarding for the next employee better?

# 90 Day Touch base Example

1. What are a few key accomplishments you've achieved in your first 90 days?
2. Which projects or tasks have you enjoyed the most?
3. Which skills or areas of knowledge would you like to develop further in the coming months?
4. Are there any aspects of team communication or collaboration that could be improved?
5. What feedback do you have for your manager regarding your onboarding experience?



# Touch base Survey

- ▶ If you are unable to meet with an employee in person. Send them a survey. Any communication and check-in is better than nothing.

I was provided accurate information about Semper Tek during the recruitment process.

- Strongly Agree
- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree
- Strongly Disagree

Please explain your rating:

Is there anything we could have done to improve the recruitment process?

What was your favorite part of the onboarding process?

What are your thoughts about the onboarding materials i.e. the new hire binder?

Please indicate the reasons why you chose to join Semper Tek.

What is one thing we could have done to improve your first week here?

I feel welcome at Semper Tek.

- Strongly Agree
- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree
- Strongly Disagree

Please explain your rating:

I have had sufficient training on the processes applicable to my role.

- Strongly Agree
- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree
- Strongly Disagree

Please explain your rating:

I have a good idea about what I still need to learn to do my job well.

- Strongly Agree
- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree
- Strongly Disagree

Please explain your rating:

Do you have any questions about company policies?

Do you have any questions about your job duties?

My role so far matches the job description provided to me.

- Strongly Agree
- Agree
- Somewhat Agree
- Somewhat Disagree

# Points to Remember

- ▶ Onboarding is so much more than paperwork, policies, and system login- it's a memory in the making.
- ▶ Think back to your own first day at a job. Were you excited? Nervous? Did you feel welcomed, or were you left fumbling through awkward introductions and vague instructions? The first day sticks with you.
- ▶ Every new hire feels the same mix of anticipation and uncertainty. How you handle their first day, week and month says everything about what kind of company you are. It's not just about handing over a laptop and walking them through policies. It's about showing, "We're so glad you're here."
- ▶ Onboarding isn't just a process- it's your chance to make a promise that their decision to join you was the right one. Onboarding can make or break your retention. It's not about did they show up on day 1 but are they still showing up on Day 100, fully engaged and thriving?
- ▶ People want to have a purpose; they want to grow and belong. Proper onboarding is your way of giving them these things.
- ▶ **Question:** If your new hires were asked how they felt after their first week, what would they say? Would they feel excited, valued, and ready to contribute? Or would they feel like just another name on an email list?
- ▶ Make onboarding more than a task-it should be an experience.

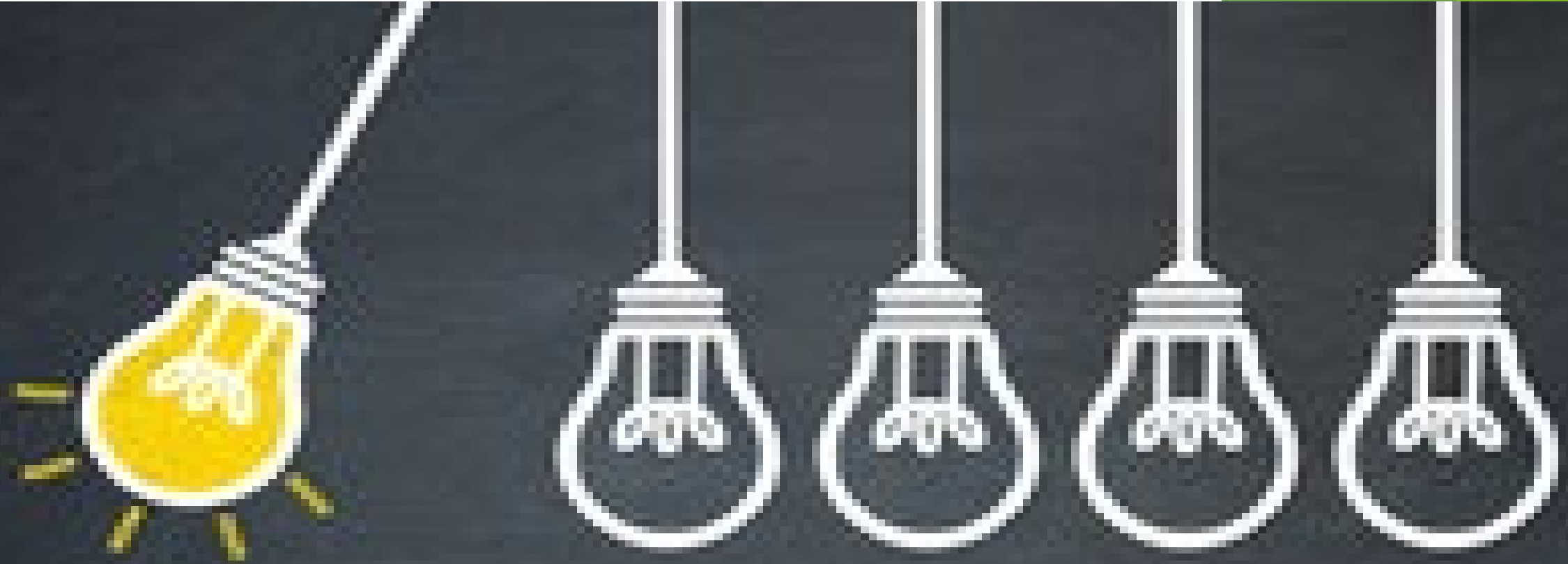
# New Hire Interview

- ▶ Please welcome Maddison McBride, Administrative Assistant for Semper Tek Inc.
- ▶ Maddison started with us in October 2024. She will be answering some questions regarding her own onboarding experience.



# Conclusion

- ▶ Resources for every company vary but regardless it is important to do what you can to make onboarding successful.
  1. Make sure they are prepared for their first day.
  2. Ensure that time and attention is given to them on their first day.
  3. Ensure a training plan is developed.
  4. Make it a priority to touch base with them to ensure training is going well and they have what they need. If you can't do it on schedule that's ok just make a point to do it.



ANY QUESTIONS?