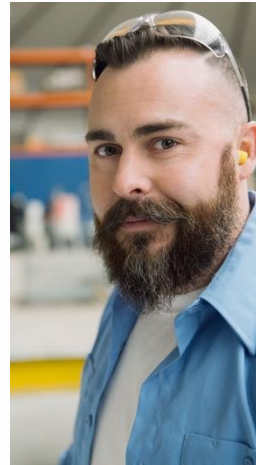


# Sustainable On-Boarding and Cross Training for Success



## KEY POINTS

- Why
- Best Practices in On-Boarding
- Successful OJT
- Discussion



# Goal...








## Be the Employer of Choice



## Top Categories of Reasons People Left Jobs

Career Development  
Health & Family\*  
Work-Life Balance  
Job  
Manager Behavior

# Attitude Towards Career

|                        | Maturists (pre-1945)   | Baby Boomers (1945-1960)  | Generation X (1961-1980)   | Millennials (1981-1995)  | Generation Z (Born after 1995)   |
|------------------------|--|---|--|--|--|
| Formative Experiences  |  <ul style="list-style-type: none"><li>Wartime rationing</li><li>Rock'n'roll</li><li>Nuclear families</li><li>Defined gender roles - particularly for women</li></ul> |  <ul style="list-style-type: none"><li>Cold War</li><li>"Swinging Sixties"</li><li>Moon landings</li><li>Youth culture</li><li>Woodstock</li><li>Family-oriented</li></ul> |  <ul style="list-style-type: none"><li>Fall of Berlin Wall</li><li>Live Aid</li><li>Reagan/Gorbachev</li><li>Early mobile technology</li><li>Divorce rate rises</li></ul> |  <ul style="list-style-type: none"><li>9/11 terrorist attacks</li><li>Social media</li><li>Invasion of Iraq</li><li>Reality TV</li><li>Google Earth</li></ul> |  <ul style="list-style-type: none"><li>Economic downturn</li><li>Global warming</li><li>Mobile devices</li><li>Cloud computing</li><li>Wiki-leaks</li></ul> |
| Attitude toward career | Jobs for life  | Organizational - careers are defined by employees   | "Portfolio" careers - loyal to profession but not to employer  | Digital entrepreneurs - work "with" organizations  | Multitaskers - will move seamlessly between organizations and "pop-up" businesses  |

# Keep in mind

- Connections and Experiences
- Workplace value
- Visibility on how their work fits into the bigger picture



## Best Practices from Day One

- **Strong Onboarding & Buddy System**
- **Career Pathways/Align to Pay**
- **Structured OJT**
- **Regular Feedback-Formal & Informal**



## **Strong On-boarding** | Key Points

Share Mission and Vision

Company Swag

Give a Tour

Introduce-Connect





## Buddy Programs

Rotate Frequently

Mix up the crowd

Tap into recent hires



# Defining Onboarding

## Why is onboarding important?

### Recruitment, selection and training costs:

- Frontline worker: ~\$4,000.00
- Executive: ~\$50,000.00

### Data on onboarding from various studies:

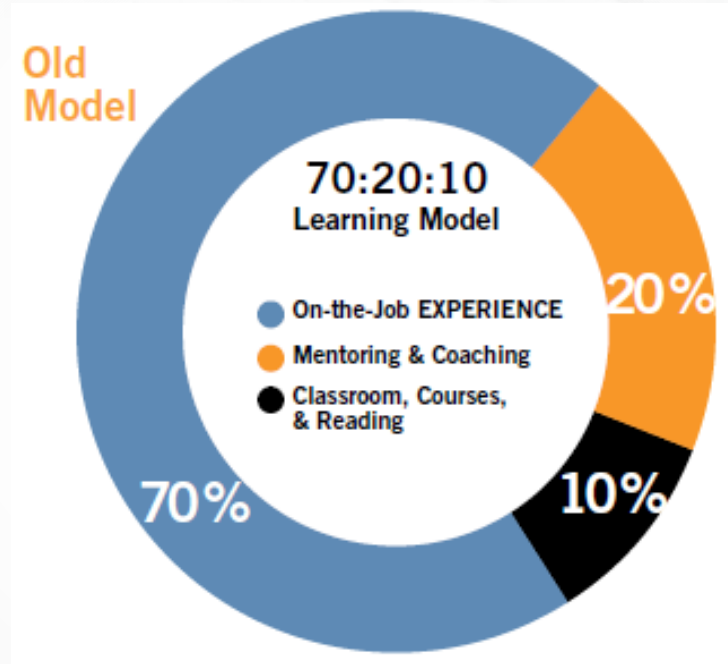
- 1/3 of external hires are not with the organization after two years.
- Formal onboarding increases the chance of keeping a new employee for at least three years by 69%.
- Only half of new hires rated their onboarding programs highly.



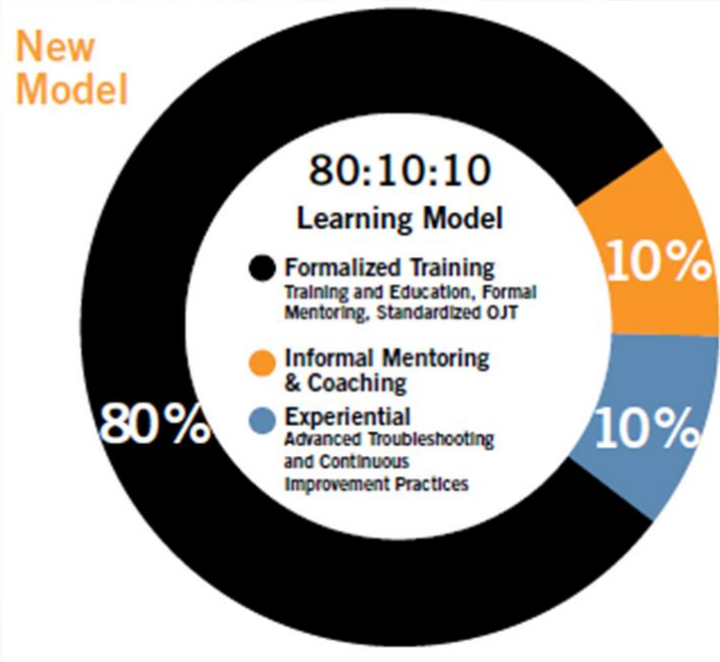
# Clear Training and Career Pathways



# 70/20/10 Learning Model



# 80/10/10 Learning Model

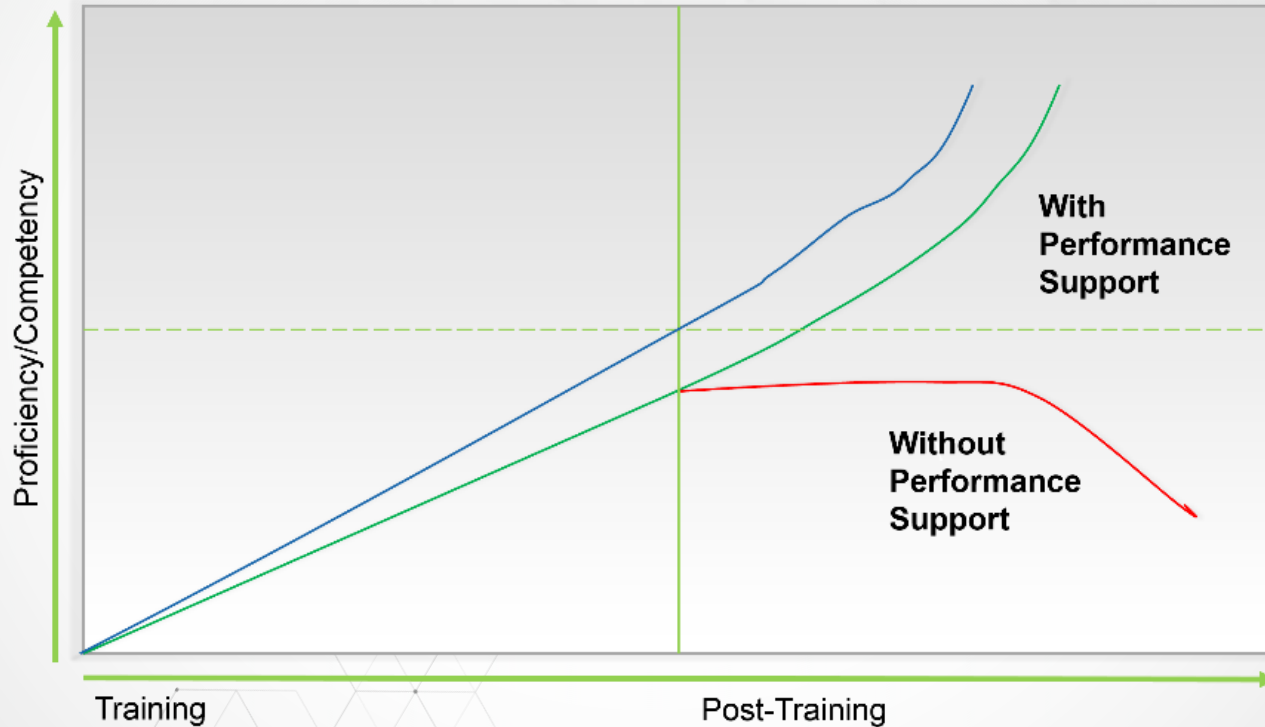


# A Structured Pathway



# Performance Support

Are learners truly competent after learning?



# Performance Support





# Social Learning

- Push content through apps
- Build knowledge-sharing within the organization
- Encourage mentoring and bridging of generational gaps



# Training Tools and Techniques

Things to think about when designing your onboarding & on-the-job-training

## Design for Social Distancing

- Can you apply technology to complete training needs?
- Can you use larger spaces when new hires need to learn in a single setting?
- Can you apply safety checks for new hires prior to starting their day?
- Can you assign mentors who use virtual means and platforms to communicate with new hires?





## Final Tips

- Encourage communication
- Do a SWOT Analysis
- Start small
- HILOs

# Thank you!

Please connect with me via LinkedIn or at [denise.ball@toolingu.com](mailto:denise.ball@toolingu.com) to continue the conversation.



**Questions**

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