

WEEK 1 SECRETS

*How to Leave a Lasting
Impression on New Employees*

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Only 1 in 10

employees strongly agree that their organization does a good job onboarding.

-Gallup



BUT employees who strongly agree that their onboarding process was exceptional are...

- 2x more likely to feel fully prepared to excel in their new role.
- 2.3x more likely to say their job is as good or better than they expected it to be.

Webinar Learning Outcomes

- 01** Uncover the five critical messages that new hires need to hear during their Week 1.
- 02** Learn techniques to deliver these messages with impact and authenticity.
- 03** Discover how to assess the effectiveness of your Week 1 messages and make data-driven refinements that will pave the way for engagement and retention.

A hand wearing a blue sweater sleeve holds a large, yellow, speech-bubble-shaped paper cutout against a grey, textured wall. The speech bubble contains the text "Message #1".

**Message
#1**

**“We’ve Been
Expecting You”**

What Messages Are We Sending?



"Are you OK to start on Monday? By the way, I'm not telling anyone you're coming, so they won't have anything ready for you. You don't even have a desk yet. You can just wing it, right?"

Let's do some perspective taking...



**NEW ROLES &
RESPONSIBILITIES**



**NEW PEOPLE &
RELATIONSHIPS**



**NEW PHYSICAL OR
DIGITAL SPACES**

Communicate During Pre-boarding

01

Roles & Responsibilities

Examples: Info on the onboarding process, setting up the technical, employee training and compliance info, updates on projects.

02

People & Relationships

Examples: Leader self-disclosures, team composition, key people and their roles, assigned mentor or buddy, social invitations.

03

The Physical or Digital Space

Examples: Where to park, how to access the building, whom to meet, what to wear, lunch info, online work and communication norms.



The 'Little Things'

- Bring them in mid-morning so everyone has time to get ready.
- Have someone meet them at the door or in the parking lot.
- Make sure their space is move-in-ready.
 - Clean and Organized
 - Technology is already set up
 - Decorate if possible
- Surprise them with something they love (favorite Starbucks drink, snack, office supply)
- Share their onboarding plan and goals.

A hand wearing a blue sweater sleeve holds a large, yellow, speech-bubble-shaped sign against a grey, textured wall. The sign contains the text "Message #2".

**Message
#2**

**“This is a
Special Place
and We Do
Important
Work”**

Only 4 in 10

employees strongly agree that the mission or purpose of their organization makes them feel their job is important.

-Gallup

Only 41%

of employees strongly agree that they know what their company stands for and what makes it different from its competitors.

-Gallup

Sharing Your Ethos

- Share stories that encapsulate the company's vision, mission, and values.
 - Storytelling sessions with founders
 - Videos highlighting the company's impact
 - Customer testimonials
 - Employee testimonials
- Invite new hires into your traditions, quirks, and differentiating factors.
- Reduce uncertainty about 'how we do things around here' by establishing clear guiding principles for new hires.

A hand wearing a blue sweater sleeve holds a yellow speech bubble against a grey wall. The speech bubble contains the text "Message #3".

**Message
#3**

**“Your
Contributions
Matter and
Here’s How
You Fit Into
The Team”**

Only about 50% of employees say they know what is expected of them at work.

The number drops to about 30% for those in scientific, technical, and computer-related jobs.





Questions to Ask Yourself

- “Have I walked through their job description again and discussed how performance will be evaluated?”
- “Have I communicated what success looks like?”
- “Do they understand how their role contributes to our overall vision and mission?”
- “Have I provided all the tools, resources, or access needed to be successful?”
- “What other expectations do I have that I haven’t communicated?”

WHAT MATTERS MOST?

A Focus on the Company?

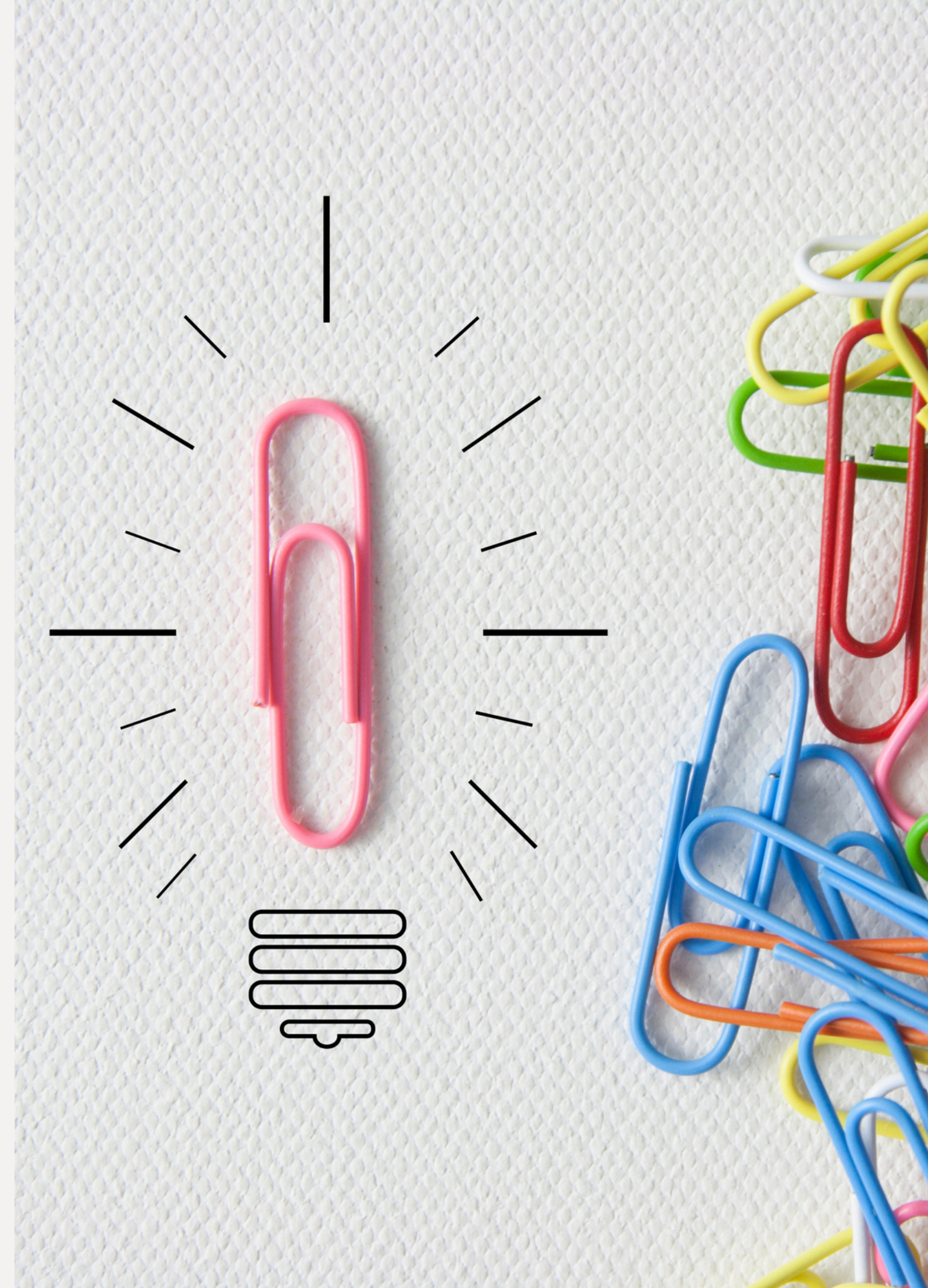
A Focus on the Individual?

- Cable, Gino, & Staats, 2013

New employees from Group #2 were **250% more likely** than those from Group #1 to be with the company 7 months later

3 Ideas for Individualization

- Give them space to reflect on their strengths and how those strengths align with their new role and your mission and values.
- Create a video, social media posts, or internal communication highlighting their uniqueness.
- Ask leaders and colleagues to write welcome notes highlighting why they're excited to have the new hire join the team.



A hand in a blue sweater sleeve holds a yellow speech bubble against a grey textured wall. The speech bubble contains the text "Message #4".

**Message
#4**

**“We Care About
Your Growth
AND Your
Wellbeing”**

‘Opportunities to learn and grow’

is one of the top three factors in retaining millennials and the only aspect of retention that separates millennials' needs from those of non-millennials.

-Gallup



Highlight Developmental Opportunities

- Introduce them to available training and development initiatives across the employee lifecycle.
- Share stories of employees who have developed inside your organization.
- Pair them with a mentor or to discuss growth opportunities and career paths available to them inside your organization.
- ‘Sneak peak’ an Individual Development Plan (IDP).

IDP Template Download



leannelagasse.com/idp

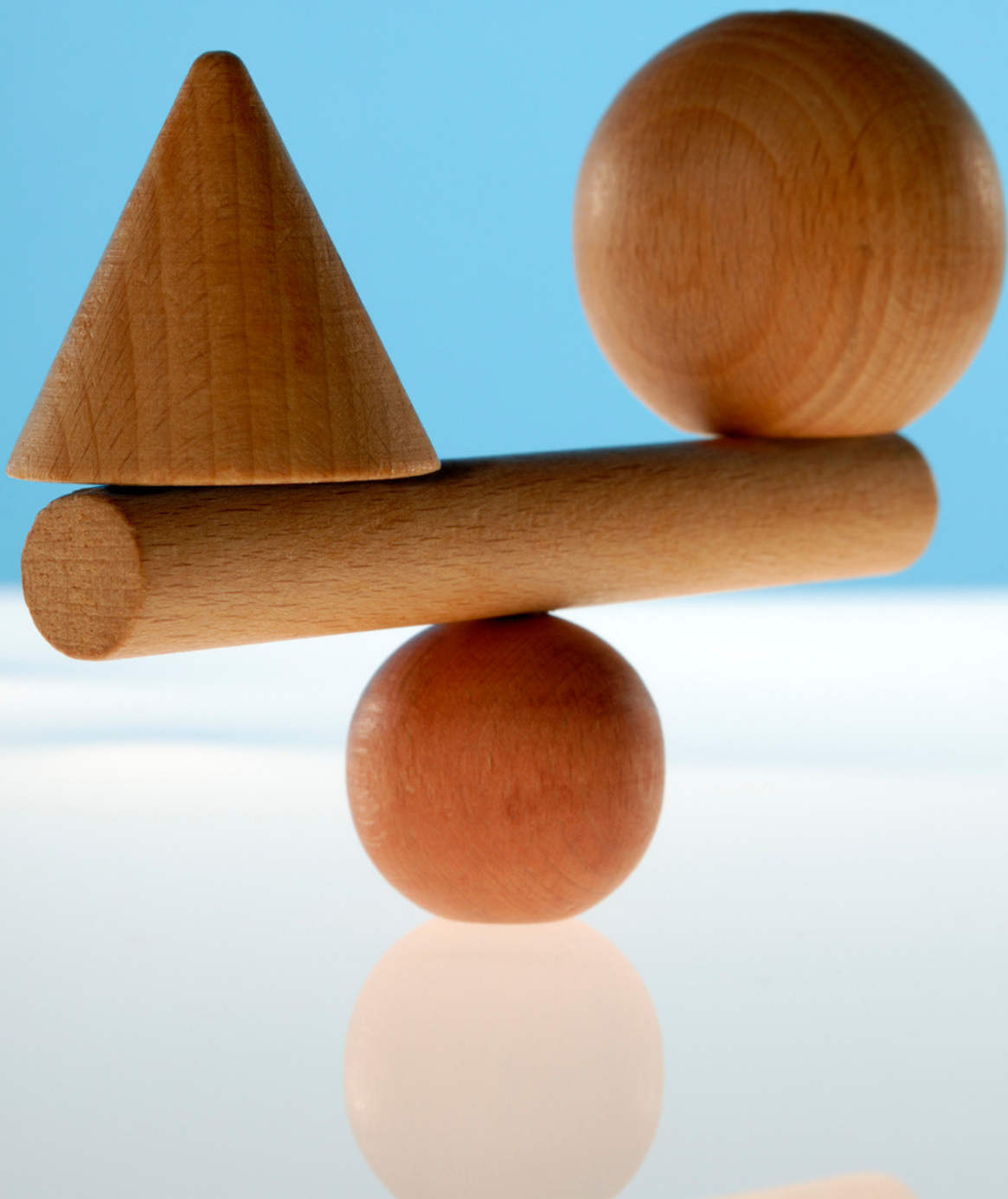


Over 60%

of employees cite greater work-life balance and better personal wellbeing as 'very important.'

Prioritizing Balance & Wellbeing

- Establish clear expectations and norms around work-life balance, rest rhythms, flexible work options, etc.
- Promote benefits you offer for the 5 elements of wellbeing:
 - Physical
 - Career
 - Community
 - Social
 - Financial
- Introduce available counseling services, Employee Assistance Programs (EAP), or tools/apps that promote mental wellness.



A hand wearing a blue sweater sleeve holds a large yellow speech bubble against a grey wall. The speech bubble contains the text "Message #5".

**Message
#5**

**“We’re Curious
What You Think
and See So
Far”**

Only 3 in 10

U.S. employees strongly agree that at work, their opinions seem to count.

-Gallup

Amplifying the Employee Voice

- Highly engaged employees are 3x more likely to say they feel heard at their workplace than highly disengaged employees.
- 74% of employees report they are more effective at their job when they feel heard.
- 88% of employees whose companies financially outperform others in their industry feel heard.

-The Workforce Institute at UKG and Workplace Intelligence



New Hire Listening

- Use pulse surveys to assess their experience, discover unanswered questions, iterate in real-time, and make data-informed decisions.
- Create spaces for upward communication to flow:
 - Encourage new hires to ask questions and share feedback during orientation sessions and meetings.
 - Highlight channels and tools available for communication.
 - Ask new hires to share their insights about your processes, culture, etc.



**What do you want
your new employees
sharing at dinner
during Week 1?**

Thank You!

Let's Stay in Touch!



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LEANNE LAGASSE
SHRM-SCP



Let's Do Lattes!

Schedule a consultation with a  expert to chat about time tracking and the coffee is on us.

goco.io/coffee

Book & complete your call in the next 2 weeks and we'll send you a Starbucks gift card!

