FTCC HR Committee

Wednesday March 12, 2025

Franco-Thai Chamber of Commerce
หอการค้าฝรั่งเศส-ไทย

CCI FRANCE INTERNATIONAL

ONBOARDING BEST PRACTICES

Building an Effective Employee Integration Process

AGENDA & INTRODUCTION

Why Onboarding Matters:

- 60% reduction in time-to-productivity
- 82% improvement in employee retention
- Only 12% of organizations do onboarding well

Our Focus Today:

- Onboarding Journey Steps
  - Best practices
  - Pitfalls to avoid
- Checklist
- Measurement

Onboarding, what is it?

Onboarding is the first experience an employee have at a company, which makes it a significant time for a **New Hire**

"The goal of onboarding is to get the new hire into all the tools they need, get them up to speed on critical projects and ultimately help them succeed in their new role and increase the New Hire chance to pass probation and becoming a permanent Talent within the company"

An unsuccessful onboarding could impact the following:

- Negative impact on the workplace culture, co-workers' morale and tarnished brand reputation
- Confusion, frustration, and lack of motivation among New Hires
- Lower confidence in new roles, slow down New Hire productivity & readiness to tackle the job
- Worsened the New Hire engagement and increased the risk of employee turnover:
  - New Hire not passing probation or leaving before end of probation
  - and/or actual employee
    - Which lead on a financial impact as the cost per hiring, time manager/HR spent with the New Hire (cost per hour)

Onboarding Journey Steps

⬅Pre-boarding➡

Pre-Onboarding | Company Introduction with CEO | Orientation with People/HR team | 1st Meeting with Manager | 1st Meeting with Team | 30 days | 60 days | 90 days | Final decision

BEST PRACTICES

The **pre-onboarding process** ensures a smooth transition for new hires by engaging them early and integrating them into the company culture.

Key Steps:

- ✅ **TA/Recruiter**: Sends a **welcome email** between new hire and next PIC to introduce them, uploads/shares agreements and personal info, and informs key stakeholders (HR, IT, C-Level, Manager, Team).
- ✅ **IT Team**: Prepares and configures **necessary hardware** (laptop, phone, accessories) and **software access** (email, HR systems, security credentials) before the first day to ensure a smooth onboarding experience.
- ✅ **HR Admin/Engagement Team**: Sends a **welcome email** with key documents (welcome kit), updates **orientation deck**, works with Manager to **create an Initial training schedule**, works with IT to set up accounts, and ensures engagement before the start date to retain interest.
- ✅ **C-Level**: Schedules an **Introduction Meeting** on the first day and connects with the new hire on LinkedIn.
- ✅ **Manager/Team Lead**: Ensures team awareness, assigns a **Mentor**, schedules a **welcome lunch**, connects with the new hire on LinkedIn and sets **30-60-90 day goals**.
- ✅ **Others (Mentors/Buddies)**: Supports onboarding by guiding new hires, ensuring cross-department engagement, and facilitating integration through buddy programs and team lunches.

PITFALLS TO AVOID

Assuming a Signed Offer Means a Done Deal

Candidates can still receive counteroffers or reconsider. Stay engaged, communicate regularly, and make them feel valued to ensure they show up on Day 1!

Delaying IT Setup Until the Last Minute

A missing laptop or locked accounts on Day 1 creates a bad first impression. Ensure IT has all hardware and software ready before the new hire starts

Lack of Clear Ownership in Onboarding

Without defined responsibilities, key onboarding steps can be overlooked. Ensure TA, HR, IT, Managers, and Buddies all know their roles

Forgetting to Introduce the New Hire Before Their Start Date

If teams aren't aware, the new hire may feel unwelcomed or lost. Announce their arrival in advance and ensure a warm welcome

Skipping the 30-60-90 Day Plan

Without clear goals, new hires can feel directionless. Set milestones early to keep them engaged and productive

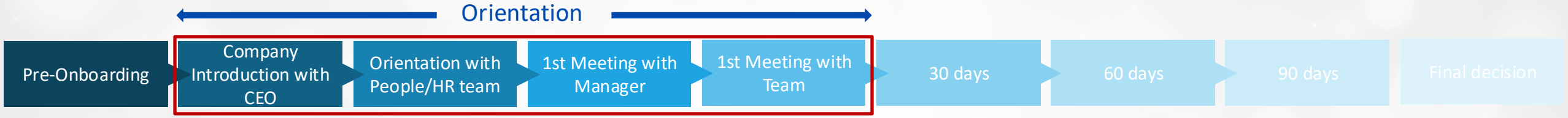
Underestimating the Importance of a Buddy/Mentor

Without guidance, new hires struggle to integrate. Assign a buddy to help them navigate culture, systems, and expectations

Neglecting Engagement Before the Start Date

A disengaged candidate may second-guess their decision. Maintain communication, share updates, and build excitement pre-start.

Onboarding Journey Steps



BEST PRACTICES

The 1st-day onboarding process is designed to create a welcoming experience, set clear expectations, and help new hires integrate smoothly into the company culture.

Key Steps:

- ✅ **HR/People Team**: Conducts an **orientation session** with ice-breaker covering company mission, vision, values, org charts, policies, compensation, IT setup, and a site/office visit to introduce teams.
- ✅ **C-Level**: Holds an **Introduction Meeting** with the new hire to share the company's history, vision, and strategic direction.
- ✅ **Manager/Team Lead**: Ensures **team awareness**, assigns a **Mentor**, organizes a **welcome lunch**, shares **initial training schedule** and conducts a **goal-setting meeting** for the 30-60-90 day plan to set clear expectations.
- ✅ **Others (Mentors/Buddies)**: Provides **peer support**, helps new hires navigate company systems, and encourages cross-team engagement through buddy programs.
- ✅ **Additional Considerations**: The company may **offer the first lunch**, provide a **buddy activity budget**, or allow the new hire to **experience company products/services** firsthand.

PITFALLS TO AVOID

Overloading New Hires with Too Much Information

A long, information-heavy first day can be overwhelming. Break it into digestible sessions and provide follow-up materials.

Skipping C-Level or Leadership Introduction

Without leadership engagement, new hires may feel disconnected from the company's mission. A brief C-Level meeting boosts engagement and belonging.

Neglecting to Assign a Mentor or Buddy

New hires without a go-to person may struggle to integrate. A mentor or buddy helps them feel supported and connected.

Lack of a Clear Plan for the 1st Day

A disorganized first day leaves a bad impression. Follow a structured schedule that includes orientation, meetings, and social integration.

Ignoring Cross-Team Engagement

New hires can feel siloed if they only interact with their direct team. Encourage engagement with other departments through lunch or buddy activities.

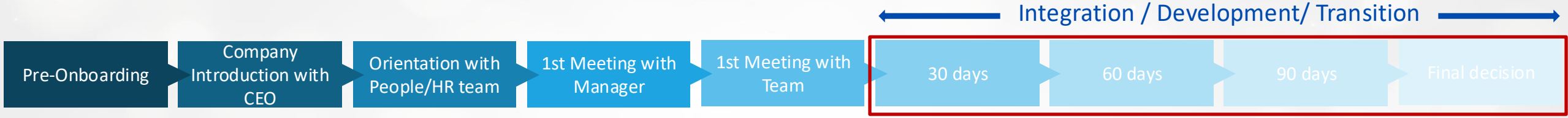
Not Setting Clear Expectations for the First 30-60-90 Days

Without clear goals, new hires may feel lost. Outline key milestones early to guide their success.

Treating Onboarding as a One-Day Event Instead of a Continuous Process

Onboarding doesn't end after the first day; it's an ongoing journey. Rushing through orientation and leaving new hires to "figure it out" leads to disengagement, confusion, and higher turnover.

Onboarding Journey Steps



BEST PRACTICES

The probation journey ensures continuous feedback, goal alignment, and structured evaluations to support new hires' success and long-term integration.

Key Steps:

✅ **Before 30 Days:**

- HR follows up with the **Manager** to finalize goals for the probation period and provides access to Job-specific training (leveraging LMS).
- HR checks with the **New Hire** for any concerns about performance expectations.
- **Manager** shares the final draft of probation goals within the first week and ensures that the New Hire has **access to necessary resources and tools**.

✅ **30 Days Check-In:**

- **HR/People Team**: Conducts a **catch-up with the Manager** to discuss the New Hire's progress, strengths, and areas for improvement. Schedules a well-being check-in with the New Hire to confirm they have all necessary training and documentation.
- **Manager**: Holds a **1-on-1 feedback meeting** with the New Hire before the HR team meeting, ensuring feedback is aligned.

✅ **60 Days Check-In:**

- HR conducts the same **performance check-up** as in the 30-day review.
- Discussions begin on whether to:
  - **Extend probation** (if necessary) with **new goal planning**.
  - **Confirm passing probation** or plan for **termination** if needed.
- **Manager** follows the same check-up process.

PITFALLS TO AVOID

Unclear or Unset Expectations from the Start

If probation goals aren't clearly defined, the new hire won't know what success looks like. Ensure expectations and performance criteria are communicated in the first week.

Lack of Regular Feedback & Check-Ins

Waiting until the end of probation to give feedback can lead to surprises and disengagement. **Consistent 30, 60, and 90-day check-ins ensure alignment and course correction.**

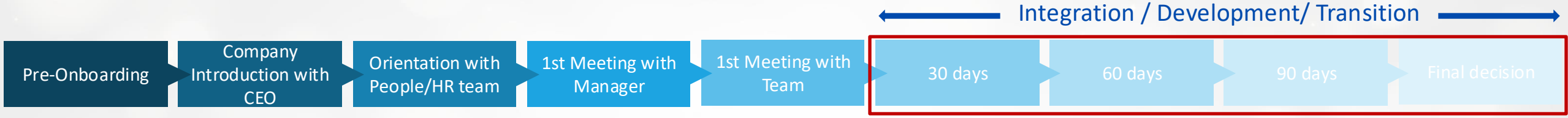
Not Addressing Performance Gaps Early

If concerns are ignored until the final decision, it may be too late to fix them. **Discuss challenges during each review and provide actionable steps for improvement.**

Skipping Manager 1-on-1 Meetings

Managers not engaging with new hires regularly can lead to misunderstandings and low motivation. **Ensure managers prioritize direct feedback sessions before HR check-ins.**

Onboarding Journey Steps



BEST PRACTICES

Key Steps: (continued)

✅ **90 Days Final Check-In:**

- HR and Manager **review overall performance** and make a final decision:
  - **Pass probation**
  - **Extend probation**
  - **Terminate employment**
- HR gathers **peer evaluations & feedback**.

✅ **Final Decision & Next Steps:**

- HR schedules a **final evaluation meeting** with the Manager, New Hire, and HR team.
- New Hire **shares feedback** on the probation experience.
- If probation is passed, HR confirms with the company and congratulates the employee.
- HR and Manager outline **next steps, KPIs, and performance expectations** for the coming months.

PITFALLS TO AVOID

Failure to Document Progress and Feedback

Without documented evaluations, performance tracking becomes subjective. **Keep a structured record of each check-in, feedback session, and action plan.**

Not Setting Clear Expectations for the First 30-60-90 Days

Without clear goals, new hires may feel lost. Outline key milestones early to guide their success.

Delaying or Avoiding Tough Decisions

If a new hire isn't meeting expectations, extending probation or termination decisions shouldn't be postponed. **Assess fairly but act decisively when necessary.**

Not Collecting New Hire Feedback on the Process

If the probation journey isn't reviewed, the company misses chances for improvement. **Ask new hires for feedback to refine the onboarding experience.**

Avoiding these pitfalls ensures a **structured, fair, and effective probation process**, helping both the new hire and the company achieve success.

Preparation Checklist

People Preparation:

- [ ] Hiring manager briefed
- [ ] Team members informed
- [ ] Mentor/buddy assigned
- [ ] Key contacts identified

Technology Preparation:

- [ ] Email & system access
- [ ] Software licenses
- [ ] Communication tools
- [ ] Security/password setup

Administrative Preparation:

- [ ] Payroll setup
- [ ] Tax documentation
- [ ] Benefits enrollment
- [ ] Compliance training

Workspace Preparation:

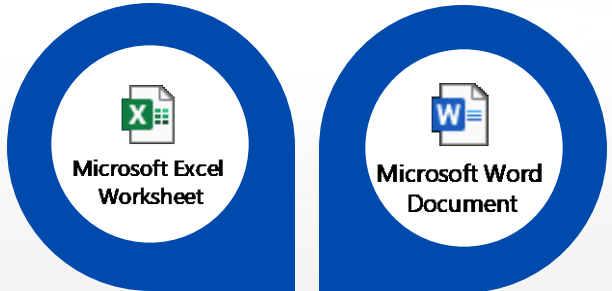
- [ ] Physical/remote workspace ready
- [ ] Equipment prepared
- [ ] Access granted
- [ ] Welcome kit assembled

Documentation Preparation:

- [ ] Employee handbook
- [ ] Benefits information
- [ ] Training materials
- [ ] First-week schedule

Implementation Timeline:

- [ ] Pre-boarding: 1-2 weeks before start
- [ ] Active Onboarding: Day 1 - Month 4
- [ ] Evaluation: Ongoing



KEY METRICS TO TRACK

ONBOARDING SUCCESS

1. Time to productivity: How quickly employees reach performance benchmarks
2. Retention rate: Percentage of new hires remaining after 90 days, 6 months, 1 year
3. Onboarding satisfaction: Survey-based feedback on the onboarding experience
4. Manager satisfaction: Manager assessment of new hire preparedness
5. Training completion: Percentage of required onboarding activities completed on time

THE MANAGER'S ROLE

IN SUCCESSFUL ONBOARDING

- Setting clear expectations and goals
- Providing regular feedback and guidance
- Facilitating introductions to key stakeholders
- Scheduling regular check-in meetings
- Creating opportunities for early wins
- Advocating for resources and support

BUILDING

ONBOARDING CULTURE

- Leadership commitment to the onboarding process
- Cross-functional collaboration between HR, IT, and departments
- Continuous improvement based on feedback
- Recognition of team members who support new hires
- Celebrating onboarding milestones and successes

THANK YOU

QUESTIONS & DISCUSSION