



Better Onboarding and Offboarding

A Guide to Making an
Exceptional First (and Last)
Impression



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In the era of increasingly challenging talent acquisition and retention, organizations must find ways to stay ahead of the competition. A massive opportunity exists in creating exceptional employee interactions—from the first interview to the exit interview.

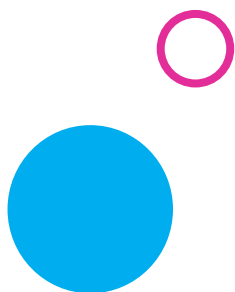
These interactions have an enormous impact on your workforce (not to mention your organization's reputation). **Research** from our human capital management (HCM) partner, isolved, **finds that nearly half of employees have been tempted to leave a new job due to a negative onboarding experience.** Having a new employee leave so soon after being hired puts major strain on a hiring department.

A disgruntled employee that exits your organization can also be costly. Not only can their dissatisfaction hurt your reputation, but their feedback on various employment websites (think Glassdoor and Indeed) also amplifies their discontent for future applicants.

To create a better end-to-end employee experience, organizations should revisit how they welcome new team members and how they bid them farewell.



In our guide, we'll look at the top considerations for the onboarding and offboarding processes while giving tips on ways to improve them.



Onboarding

Making a Stellar First Impression

Starting a new job with a new company is an exciting prospect for employees. They have the chance to meet new team members, get immersed in a new company culture and ultimately make their own unique imprint on the organization. With great excitement comes great expectations—and companies should have processes in place to deliver.



Employees speak up on onboarding...

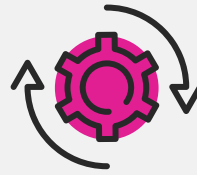


Things to consider:



Make it Snappy

A slow and disjointed onboarding process poorly reflects an organization. A new employee is ready to hit the ground running, and the onboarding process should provide a smooth and clear runway.



Streamline the Process

If a new hire feels like they're on a scavenger hunt during their first days, they're likely to get lost. Clear and concise communications are a must for new team members.



Move into the 21st Century

If you're using outdated processes, like fax machines or physical signatures, your new hire might wonder which century their new employment home is operating in. A modern onboarding experience assures a new hire they've made the right decision to sign on with your organization.

Tips for improving onboarding:

Built-In Tool Time

Automate employee eligibility I-9 forms and processes for new hires and hiring managers—giving them both valuable time back on their calendars.

Digital John Hancock

Enable new team members to breeze through documents like employee handbooks and non-disclosure agreements digitally with electronic signatures.

Automate Workflows

Implement, collect, track and store all forms and documents, including federal and state tax forms and prevent potential costly errors.

Ditch the Desk

Allow onboarding tasks to be completed from any device, at any time, and from any place.

Main Takeaway:

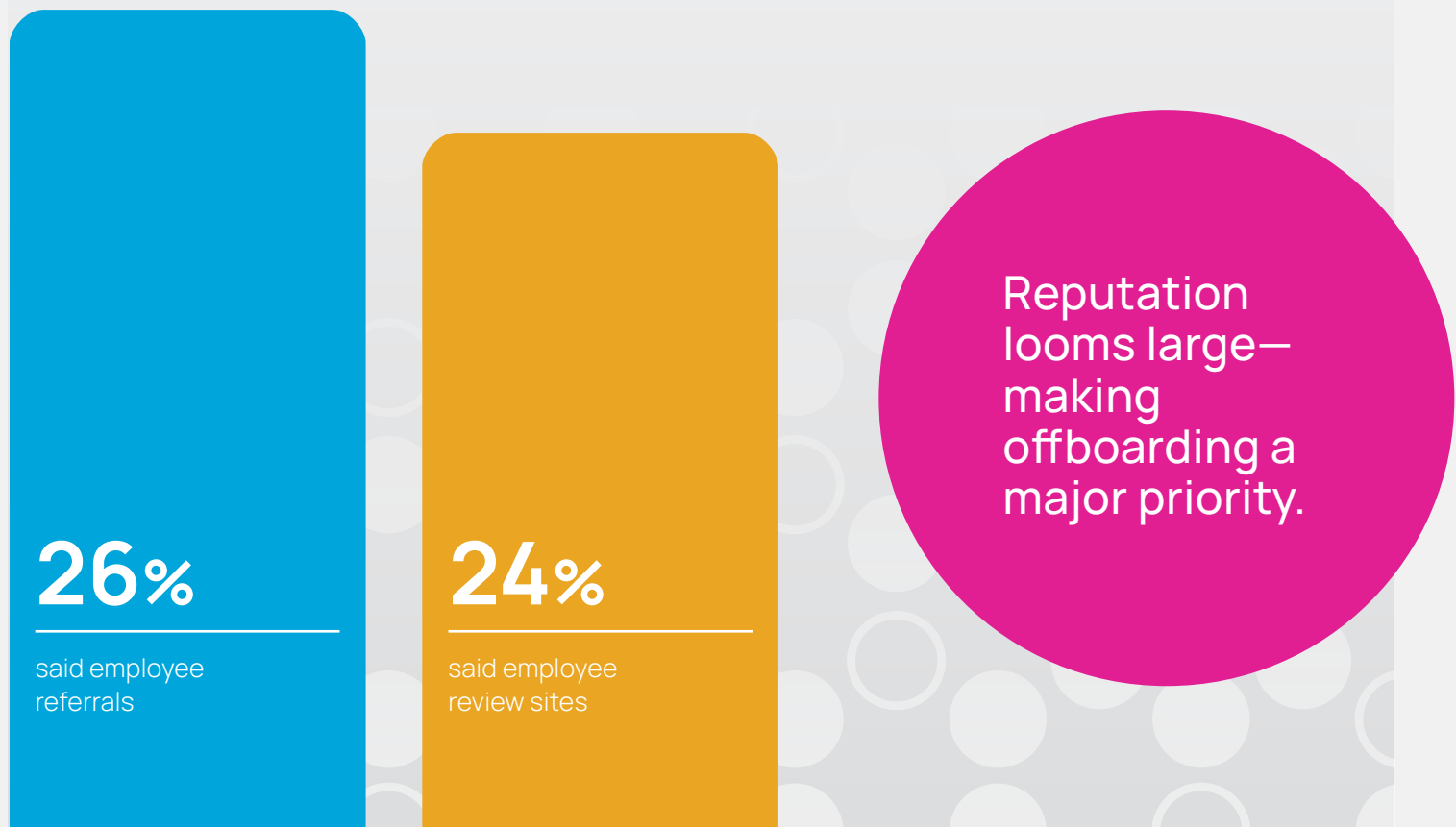
New hires are excited to join your team—meet their excitement through a modern, streamlined onboarding experience that will prepare them to make an impact on your organization.

Offboarding

Saying Hello to Better Goodbyes

Regardless of the reason, it's never easy when an employee departs. Yet, the offboarding process is often overlooked, even though it's arguably one of the most important parts of the employee lifecycle. Making sure an employee's exit is pleasant not only bolsters an organization's reputation—it also helps find new talent.

When asked about their most valuable recruiting tool, HR Leaders said:



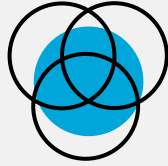
Source: isolved's 2023 HR Leaders Report

Things to consider:



(Avoid) Lawyering Up

State laws vary when dictating how the departing employee is paid, and which benefits remain (and for how long).



Glean Insights

Throughout the offboarding process, valuable insights can be gathered to further improve the employee experience.



Smooth the Transition

A cooperative former employee will help ensure day-to-day operations run smoothly, and critical functions don't fall through the cracks.

Tips for improving offboarding:

Let Them Help Themselves

Soon to be former employees have quite a bit to wrap up before they depart. Allow them to take control of their offboarding tasks through self-service.

Visualize Workflows

The leaving process can be arduous and disparate for HR teams. Make it easy to keep track of each offboarding task from start to finish.

Automate, Automate, Automate

There are a litany of tasks to be completed for a departing employee. Streamline administrative tasks, including the collection of assets to enable leave payout.

Learn Through Leaving

A departing employee leaves behind a mountain of data. Find gold by capturing and storing data throughout the process and analyze trends to support recruiting and retention efforts.

Main Takeaway:

Saying goodbye can be hard to do. Enable a smooth departure by automating administrative tasks and offer a modern, streamlined offboarding process.

Learn more about how
we can help you
better welcome new
employees and
create a superior
offboarding
process today.

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