4 C’s of Onboarding

Adopted from UNH T2’s “Road Ahead- How to find, recruit, and keep top talent” presentation

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4 C’s of Onboarding

Compliance – rules, policies, paperwork

Clarification – understand position’s role and responsibilities, key projects

Culture – organizational norms, tour

Connection – bridging the gap from new hire to team member, developing connections
Compliance

Simple
• Keep it simple, keep it consistent

Timely
• Break it up based on relevancy—what’s important to know day one versus day thirty

Efficient
• Get “paperwork” done in advance where appropriate, have all systems and access setup
Clarification

Plan and prepare - have list of projects, important stakeholders, introductions, etc.

Review job description

Gather any resources to help (SOPs, videos, team media pages)
Culture

Beyond the Introduction - Who are we as a team?

How does your team operate, communicate, stay updated?

Where do people eat lunch?

Do we have any team practices of lunch together every pay day, etc.

Team Celebrations

Tour
Connection

- Before first day-note or small gift of welcome
- Phone call day before start
- Greet them immediately with a plan
- Introductions
- Team luncheon
- Ongoing connection opportunities