

4 C's of Onboarding

Adopted from UNH T2's "Road Ahead- How to find, recruit, and keep top talent" presentation

For more resources and information, email marilee.lafond@unh.edu

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

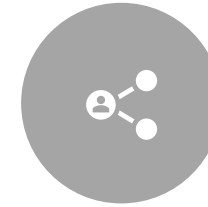


Gather any resources to help (SOPs, videos, team media pages)

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