



**Hiring & Onboarding (Orientation) Cost Savings**

**Web: [www.TeamNFP.com](http://www.TeamNFP.com)**

**Toll-Free: 866-748-2933**



# **Welcome to “Hiring & Onboarding Cost Savings” Oct. 22, 2014**

**Sponsored by TeamNFP & Your MIP Business Partner**





## Housekeeping Items

- Please mute yourself
- Use the “Chat” window if you have a question or technical issue
- CPE’s & Certificates — please provide your info
- Recording & Slides will be available — send request
- Short demos after the session
- Feedback survey emailed after the session

# **HIRING PROCESS: SAVING TIME & MONEY**

WITH JAN TRIPLETT, PH. D.

# AGENDA

- Before You Hire
- Hiring Process
- Orientation and Onboarding

# COST OF BRINGING IN A NEW EMPLOYEE

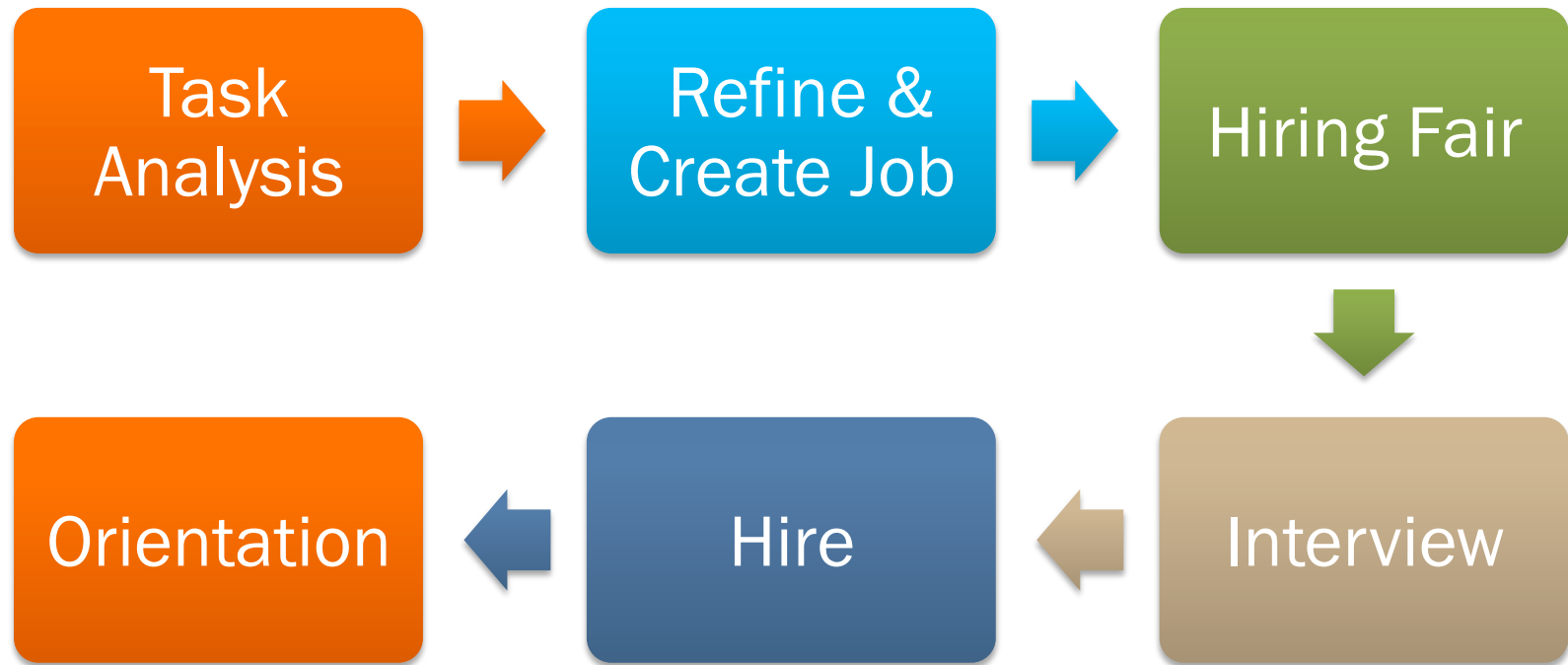
- An \$8/hour employee can end up costing a company around \$3,500 in turnover costs, both direct and indirect.
- Companies spent an average of over \$1,200 annually per employee.
- Takes on average 6.2 months for the employer to break even with the investment of a new employee.

# WHAT A BAD HIRE CAN COST YOU

- Hiring a bad employee can cost your business \$25,000- \$50,000 per employee.
- Productivity can decrease up to 41%.
- Costs to recruit and train another employee is about 20% of the employee's annual salary.

Courtesy of cbsnews.com

# BRINGING SOMEONE ONBOARD





# DO YOU REALLY NEED TO HIRE? MAYBE NOT

## Before starting down this road

- Make sure; don't hire just because someone leaves
- What do you need: full-time, part-time, intern, outsource
- Beware of "Passive Candidates"; rise of Poachable app to lure people away; 1/3 of employees want to quit according to Achievers
- Ethics of hiring
- Plan so that all treated the same
- Because of fraud; always do background checks and verify info
- Evaluations must be objective, frequent, and based on tasks from job description



A map of the United States where states are colored based on their labor law stance. Dark blue states include WA, OR, ID, NV, UT, AZ, NM, TX, OK, AR, LA, MS, AL, GA, FL, NC, SC, VA, WV, OH, IN, MI, IA, NE, KS, MN, ND, SD, WY, CO, MO, KY, TN, and PA. Yellow states include WA, OR, MT, WY, SD, MN, WI, IL, IN, OH, PA, NY, NJ, CT, RI, ME, VT, NH, and DE. The map also includes insets for Alaska (AK) and Hawaii (HI).

State	Category
WA	Forced-Unionism State
OR	Forced-Unionism State
MT	Forced-Unionism State
WY	Forced-Unionism State
SD	Forced-Unionism State
MN	Forced-Unionism State
WI	Forced-Unionism State
IL	Forced-Unionism State
IN	Forced-Unionism State
OH	Forced-Unionism State
PA	Forced-Unionism State
NY	Forced-Unionism State
NJ	Forced-Unionism State
CT	Forced-Unionism State
RI	Forced-Unionism State
ME	Forced-Unionism State
VT	Forced-Unionism State
NH	Forced-Unionism State
DE	Forced-Unionism State
AK	Forced-Unionism State
HI	Forced-Unionism State
WA	Right to Work State
OR	Right to Work State
ID	Right to Work State
NV	Right to Work State
UT	Right to Work State
AZ	Right to Work State
NM	Right to Work State
TX	Right to Work State
OK	Right to Work State
AR	Right to Work State
LA	Right to Work State
MS	Right to Work State
AL	Right to Work State
GA	Right to Work State
FL	Right to Work State
NC	Right to Work State
SC	Right to Work State
VA	Right to Work State
WV	Right to Work State
OH	Right to Work State
IN	Right to Work State
MI	Right to Work State
IA	Right to Work State
NE	Right to Work State
KS	Right to Work State
MO	Right to Work State
KY	Right to Work State
TN	Right to Work State

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# TASK ANALYSIS

Task: \_\_\_\_\_

Steps	Type performance	Learning difficulty

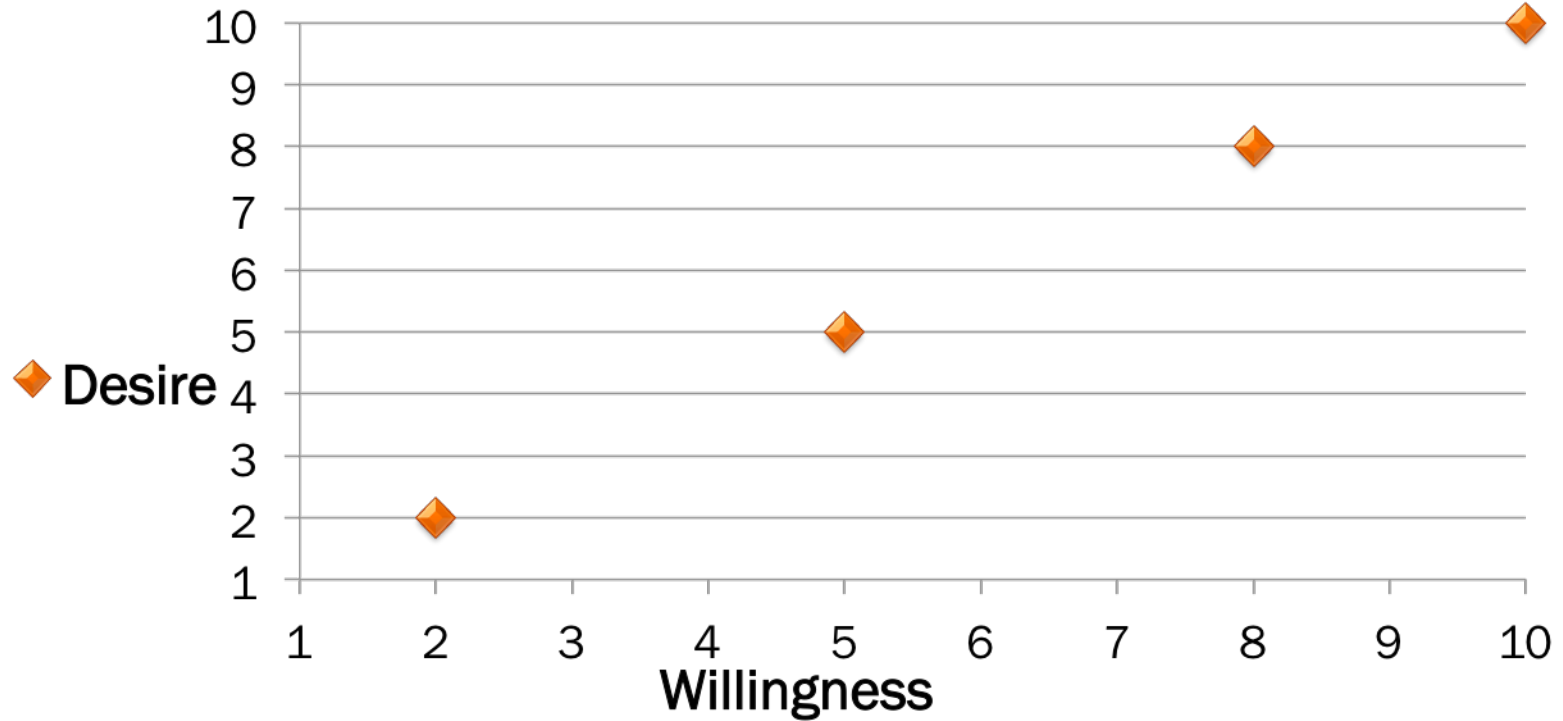
# TASK LISTING WORKSHEET

Task	Frequency of occurrence	Importance	Learning difficulty

# CREATE OR REFINE APPROPRIATE JOB DESCRIPTION

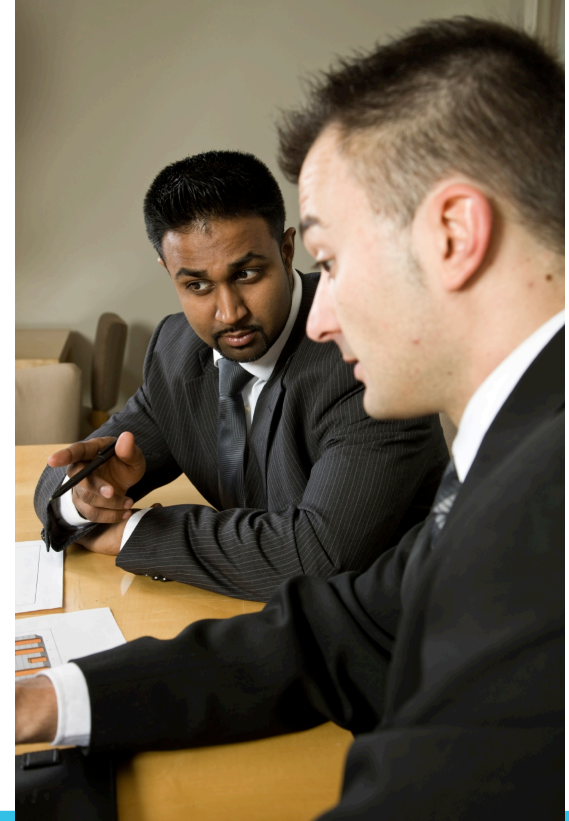
- Narrow down the position to create a specific title.
- Provide enough detail when creating the job description.
- Focus on action items; keep simple and understandable.
- Provide what the job is like — conditions, on call requirements, on call, ADA kinds of issues etc.
- Include career path to improvement.
- Make sure it doesn't overlap existing jobs or job titles.

# HIRING FAIR: TALK LITTLE; KEEP IT SHORT; DON'T LOOK FOR SKILLS



# REVIEW CANDIDATES

- Did the prospect deliver the task on time?
- Hold Info meeting.
- Allow prospect to complete another task.
- Measure all their abilities.
- **DON'T READ RESUMES UNTIL THEY "PASS".**



# INTERVIEW

- Only ask bona fide occupational questions that are relevant to the job.
- Have someone with HR legal background review.
- Stick to the script.
- Record the session.



# HIRE RIGHT

- Start with orientation more than here's your desk; there's the bathroom.
- Continue with onboarding.
- Listen to the grapevine about the employee.
- Get feedback from the new hire.



# WHAT IS ORIENTATION?

- An event in which a new employee is introduced to coworkers, and is given information such as working hours, place of work, performance standards, benefits and facilities, and names of the immediate and other officers.
- Takes place during the first week.
- Lasts as long as it takes; may include other training CPR, Heimlich etc.

# USE A SYSTEMATIC APPROACH TO ORIENTATION & OTHER TRAINING

1. Have a goal
2. Audience- characteristics
3. Task listing and analysis
4. Objectives
5. Validations
6. Media Selections
7. Production
8. Evaluation and Revision

# 10 CHARACTERISTICS OF SUCCESSFUL ORIENTATION PROGRAMS

1. Feeling of security in the new employee.
2. Opportunity to meet top-level management, supervisory staff and fellow workers.
3. Basic understanding of the company: history, products, organization, and service to workers.
4. Knowledge to help to get the job done.
5. Information on supplies and equipment available and how to secure them.

# 10 CHARACTERISTICS OF SUCCESSFUL ORIENTATION PROGRAMS (CONT'D)

6. Familiarization with basic job duties and responsibilities, how the job relates to other jobs and supervisor's performance standards and expectations.
7. Clear understanding of terms of employment and working conditions.
8. Information on opportunities for on-the-job training and advancement.
9. Understanding of community and customers served.
10. Understanding of company policy, rules, regulations, traditions, and ways of doing things.

# CAUTIONS TO OBSERVE IN ORIENTATION

1. Orientation topics and procedures fit your company
2. Assign responsibility
3. Include cross section of employees to help with orientation
4. Looks for examples of successful programs by other nonprofits
5. Don't overwhelm the employees with too much info
6. Use a checklist to make sure all topics are covered; document
7. Share important info both verbally and in writing
8. Show how the employee's job relates to others and fits in to the nonprofit
9. Spell out job expectations, responsibilities
10. Get feedback from employee constantly during orientation & onboarding

# WHAT IS ONBOARDING?

- A process in which new employees acquire the necessary knowledge, skills, and behaviors to become effective organizational members and insiders.
- Not just a one day event, it's a process

# ONBOARDING FACTS

- First 90 days are most critical for long-term success
- 1 in 6 employees quit due to ineffective onboarding
- 40% believe time and money are wasted on ineffective onboarding
- \$10,000 wasted every year

Courtesy of Bamboo HR



# ORIENTATION VS. ONBOARDING

Differentiators	Orientation	Onboarding
Time	Single event	Several months to a year
Delivery	Classroom style	Scalable, requires 2-way feed of information
Message	Need-to-Know information	Customized information based on role
Results	Still considered “new” and rely on the assistance of their managers and colleagues	Strengthens new employees' connection with their role and the company Fully integrates new employees and gets them productive faster

Courtesy of ICIMS Inc.



# HELPFUL WEBSITES FOR HIRING

- <http://www.craigslist.org/about/sites>
- <http://www.twc.state.tx.us>
- <http://www.monster.com>
- <https://www.linkedin.com>
- <http://www.salary.com/>
- <http://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Payroll-Professionals-Tax-Center-Information-for-Payroll-Professionals-and-Their-Clients>
- [http://www.dol.gov/oasam/programs/history/herman/reports/futurework/conference/staffing/9.1\\_contractors.htm](http://www.dol.gov/oasam/programs/history/herman/reports/futurework/conference/staffing/9.1_contractors.htm)

# HELPFUL ONLINE INFO

- HRE Online
- HR Daily Advisor
- Human Resource Executive
- SmartBrief on Workforce
- Workplace HR & Safety



## Thanks & Next TeamNFP/Partner Webinar

- Special thanks to Jan Triplett for this presentation
- Thanks to our TeamNFP Business Partners who helped get the word out. They sell and work hard to help you make the most of Abila's MIP and TeamNFP software.
- 1<sup>st</sup> Quarter 2015 Webinar Topic: Using Abila's Knowledge Base. Tuesday, January 20<sup>th</sup> at 3:00 CST.



**Adding Security & Value to Your Abila MIP Financial Software Investment**

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**Thank you for joining us!**