



# THE ULTIMATE ONBOARDING PLAN FOR NEW HIRES

A 30-60-90 Day Breakdown



**Starting a new job is nerve-wracking—for everyone involved.**

The new hire is concerned with making a name for themselves in a potentially competitive environment. Current employees are wondering how well the new person will fit in. And managers are wary of the notoriously difficult training process ahead of them.

Thankfully, there's something businesses owners can do to mitigate all this stress. They can create a detailed and personalized onboarding plan.

## WHAT IS ONBOARDING?

Onboarding is the process of introducing new hires to your company and training them for their specific positions. It can be very involved and time-consuming. Second only to the initial hiring process, which is often quite demanding, seeing as it's the first and most important step in building a strong, effective workforce.

Hiring also plays a major role in a company's success with onboarding. Starting the onboarding process with the right people gives companies a leg-up when it comes to employee retention, something the turnover data demonstrates they desperately need.

**In 2019, Forbes reported that staff turnover within the first 45 days of onboarding could reach as high as 20%.**



**According to a study conducted by BambooHR, 31% of people reported leaving a job within the first six months of working for a company.**



**68% of those people stated that they left within the first three months.**



# BEFORE ONBOARDING BEGINS

**28% of respondents said they decided the work wasn't actually something they wanted to do.**

**26% said they felt the job was different from what they expected based on the interview.**

Experts agree that the number one way to avoid employee turnover, especially during the early stages of onboarding, is to hire the right people to begin with. This is where third-party recruitment firms come in.

IsoTalent specializes in streamlining the hiring process, while also evaluating a much larger pool of candidates than your average HR department could handle. We also know how to cultivate job postings in a way that more applicants can understand, which cuts down on the amount of people applying for jobs they don't actually want or are not qualified for.

One survey reported that the two of the top reasons employees left their jobs within the first six months both stemmed from communication issues during the recruitment phase.



**"Setting the right expectations during the recruitment process can help keep new employees from feeling like they have been the victims of a bait-and-switch, mitigating a lot of potential confusion and disappointment.**

**This starts with an accurate job description, effective interviews, and a great pre-boarding experience."**

Tori Fica, [BambooHR](#)

# WHY IS ONBOARDING SO IMPORTANT?



## What are KPIs?

KPI refers to 'Key Performance Indicators' and these are quantitative measurements of employee performance over time.

They are critical markers for noting the progress that both individual employees and the company in general are making towards their goals.

To properly onboard new team members is to adequately train them, to integrate them fully into the workplace, and to set them up so they can successfully reach KPIs as soon as possible.

While three months may sound like a long time to devote to this process, it's worth it. The stronger and better trained your workforce is, the more time and money the company will save in the long run.

Turnover costs are extremely high, and according to Forbes, unproductive/untrained employees who don't quit, also cost companies a lot of money. In the US and the UK, it was once estimated that \$37 billion is paid out every year to employees who do not actually understand how to do the job they were hired for.

Employees who don't understand their jobs, don't feel included in the workplace culture, or are otherwise not meeting their KPIs, will also feel less engaged. Disengaged employees are always at a higher risk of leaving. As Inc. reported, engaged workers were 87% less likely to leave than their disinterested counterparts.

Building a strong team starts with better hiring practices, while maintaining a strong team starts with better onboarding practices.

# THE 30-60-90 DAY PLAN

Experts tend to agree that three months is the minimum amount of time required for new hires to feel comfortable in their positions. During that time, business owners and managers should be doing everything in their power to ensure new employees are settling in and that they understand exactly what is expected of them.

Because the onboarding process can be intimidating, for both the new hires and those who are training them, it's recommended that companies set specific and reasonable goals for their new employees, with checkpoints after 30, 60, and 90 days.

**Start with the basics, and build from there.**

The specifics, as they relate to your company's personal onboarding agenda, will come later. Right now, let's focus on the basic framework of a successful 30-60-90 Day plan.

Types of Professional Goals	Examples
<b>Personal Development Goals:</b>  Also known as growth goals, these are milestones that new employees will set for themselves.	Personal development goals are often associated with leadership and independence. They might be as simple as the new hire wanting to speak up at least once in every meeting.
<b>Learning/Training Goals:</b>  These goals are practical checkpoints that managers will set for new hires to establish how well they are learning the tools and/or technology required for the job.	An example of a learning goal might be to master the basics of the data-entry system, or familiarize themselves with the inventory software that keeps track of the company's products.
<b>Performance Goals:</b>  These are set up to help new hires understand what is expected of them once they more fully grasp how to do their job.	Performance goals typically take the form of KPIs. KPIs will likely not be met until after the first 90 days of employment, but it is important to make sure new hires know what's ahead of them.

# FIRST 30 DAYS

The first 30 days should be about introductions, and not necessarily about implementation. New hires should be given many opportunities to meet their managers and co-workers, they should be made familiar with the company's goals more broadly, and there should be a mentor available to them at all times.

Depending on the employee's knowledge and experience, the first thirty days may include intense and information-heavy training sessions. The focus here will be on learning the tools and technology specific to their new role in the company. Here's what you can do to prepare for this aspect of onboarding:

- Make sure to set clear, reasonable learning goals with new hires.
- Be prepared to repeat lessons many times over, and try not to get frustrated if/when the employee requires assistance.
- Encourage new hires to practice on their own in ways that, if done incorrectly, cannot negatively impact the rest of the team.

Set milestones for the new hires, and explain to them your expectations in regards to future KPIs, but do expect them to meet KPIs in their first couple weeks. New employees should understand what metrics will be used to measure their success in the future, but it is too much to ask that they hit those marks right out of the gate.

A good example of a more reasonable milestone you can set for a new employee is to make sure they master the email or communication system your company uses. It might sound frivolous, but having them understand the modes of communication that serve to connect the workforce will make everyone's job easier.



## DID YOU KNOW?

Finding the right employee can cut down on training time, which will not only save you money, but will ensure that new hires are reaching their KPIs that much sooner.

IsoTalent has helped place qualified people in over 400 C-level positions. Plus, 94% of clients who have used our hourly-rate hiring model are on track to once again use our team to fill future roles. That's because our hiring methods are cost-effective and we have access to some of the most talented applicants in the world.

# FIRST 60 DAYS

During the second month of employment, new hires should be ready to take on **more responsibility** and begin implementing everything they learned during their initial 30 days of training.

They should be somewhat comfortable with the basic day-to-day operations of their position, and higher-ups should provide them with opportunities to participate in projects, rather than just shadow others who are involved.

This is a great time for managers to work with their employees to establish new growth goals, especially ones that require them to be more independent and/or take on low-level leadership positions.



## CAUTION!

It's estimated that 80% of people believe themselves to be good leaders, but those numbers are not actually reflected in studies that look at personality types. That means that hiring managers cannot simply take applicants at their word when they say they possess leadership skills.

If your company considers leadership ability as a priority in the search for new talent, then you might want to consider handing the reins over to the experts. Recruitment firms such as IsoTalent know best how to sift through the 80% of people who claim to be leaders, and find the hidden gems who actually have take-charge attitudes.



After the first thirty days, managers should also be able to evaluate their new hires and provide feedback on their progress.

Be prepared to answer questions that might arise as the new hires begin to implement all that they've learned. Look for any knowledge gaps, and make sure that your employees feel comfortable asking for help.

According to a survey conducted by Gorick Ng with the Harvard Business Review, one thing professionals across all industries and job types struggle with is asking for help.

Many fear it will make them seem incompetent or lazy, and subject them to judgment from fellow employees.

**That's why it's so important to cultivate a workplace that encourages people to seek help when they need it.**

The only thing worse than a job not being done, is a job being done incorrectly.





# FIRST 90 DAYS

At the end of the first three months, it's reasonable to expect the following things from new hires:

- Mastery of all the **basic tools** and technology required for their job.
- Ability to work **independently** on solo projects, as well as take a leadership role in group projects.
- A **willingness** to offer up insights, new ideas, and constructive criticism in meetings, therefore proving that they are an asset when it comes to growth and innovation.
- **Readiness** and **eagerness** to start working towards KPIs.

On the managing side of things, there is one very important step that managers should focus on during this time, and that's the 90-day review.

The review is typically a formal discussion between employee and boss, in which managers provide constructive feedback, analyze the new hire's performance, and the two work together to formulate a plan of action moving forward.

This is a great time to pinpoint any remaining knowledge gaps, to reiterate the importance of meeting KPIs, as well as develop rapport with your newest employees.

THE REVIEW IS TYPICALLY A FORMAL DISCUSSION BETWEEN EMPLOYEE AND BOSS, IN WHICH MANAGERS PROVIDE CONSTRUCTIVE FEEDBACK, ANALYZE THE NEW HIRE'S PERFORMANCE, AND THE TWO WORK TOGETHER TO FORMULATE A PLAN OF ACTION MOVING FORWARD.



# MAKING THE 30-60-90 DAY PLAN YOUR OWN

Every company's 30-60-90 day plan will differ, and it's important that managers take time to establish a detailed plan of their own—one that addresses the unique challenges new employees might face in that specific work environment.

## THREE EASY STEPS FOR MAKING A 30-60-90 DAY PLAN YOUR OWN:



**Communicate** — ask your new hire questions, find out what intimidates them most about the job, and curate the training process to address their specific concerns and weak spots.



**Build a Team** — find one or more people to mentor the new hire, and make sure there is always someone available to answer any questions or fix any problems that may arise throughout the workday.



### **Encourage (and pay for) Outside Learning Opportunities**

— if you believe that a new hire could benefit from researching certain aspects of your company or the sector you work in, encourage them to do so on company time.

Reward them for going the extra mile, and for learning more than their specific position may require.

*If your company sells a product of any kind, you should absolutely be providing free samples and encouraging new hires to use/get to know the product.*



## FINAL INSIGHTS

If the process of developing and implementing a 30-60-90 day plan seems daunting, why not let us help? By utilizing the skills and expertise of a third-party recruitment firm, you could cut your hiring time in half.

More importantly, however, you'll ensure that the newest member of your team is qualified, hard-working, and that they are ready to do the job they were hired for.

