

Manager Onboarding:

Setting New Leaders Up for Success



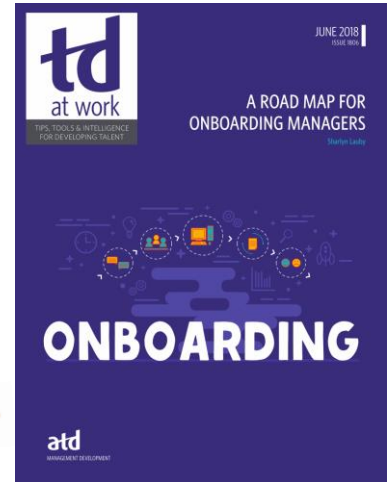


A random fact
about me

Today's Agenda

- Why manager onboarding
- How to sell the idea within your organization
- 5 steps for developing a program, including:
 - A The skills that every new manager needs
 - B Measuring program success
 - C How HR tech can help

Win a copy!



Let's Develop a Definition for Onboarding



Let's Develop a Definition for Onboarding

A process that helps employees become productive in the most effective and efficient means possible.



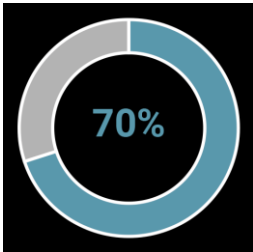
**I'M
NEW**

A The who, what, and why of manager onboarding

Manager's Role in Organizational Success



50 percent of employees have left their job to get away from their manager at some point in their career.



Managers who account for **70 percent variance** in employee engagement.



**ONE DOES NOT
SIMPLY**

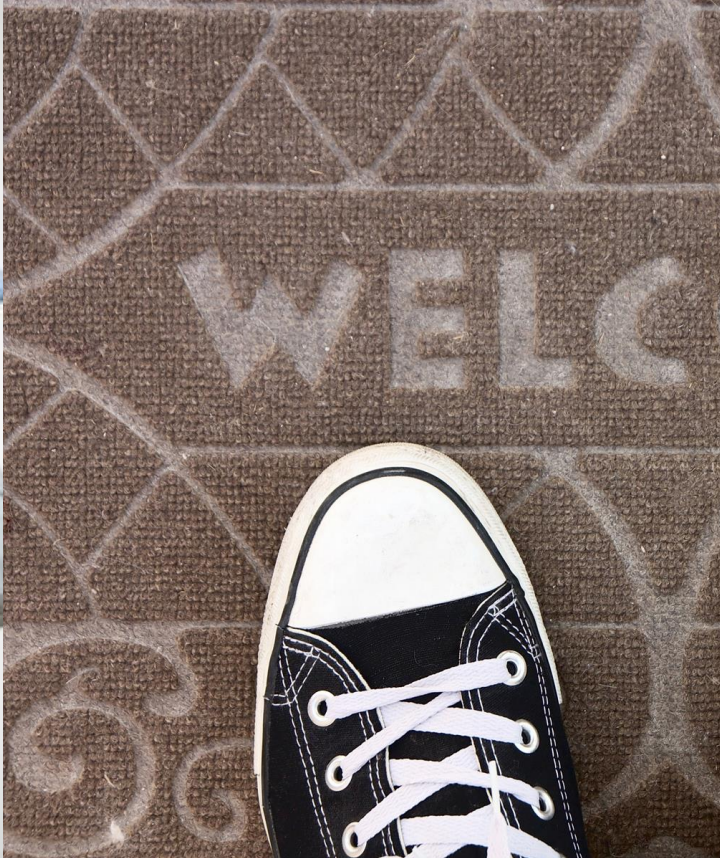
The worst thing organizations can do is hire or promote the most technically competent person and not set them up for success.

**HIRE TECHNICALLY COMPETENT
MANAGEMENT**

POLL: Does your company have a manager onboarding program?

- A. Yes, and it's been very successful for us.
 - B. Yes, but we're not seeing the results we were looking for.
 - C. Not yet, but we're considering it.
 - D. No, we're not sure it's right for our culture.
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What is Manager Onboarding?



Why Manager Onboarding?

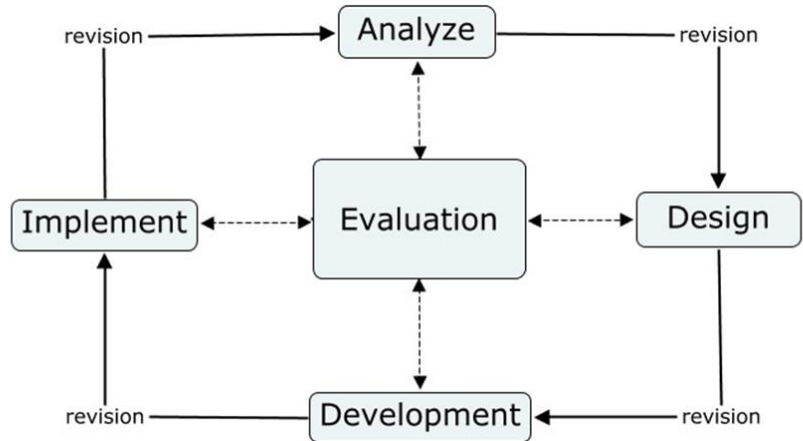
- Management and leadership development
 - Management and leadership are two different things
 - Leadership exists at every level of the organization
 - Self-management and engagement
 - Engagement is stagnant (Gallup)
 - Autonomy is learned through self-management
 - Replacement and succession planning
 - Quits are at an 8-year high (SHRM)
 - Eventually, Boomers will exit the workforce
-



5 steps for developing a program

5 Tips for Developing a Program

1. Assessment
2. Design
3. Development
4. Implementation
5. Evaluation



1. Assessment

- Don't skip it
 - Gap analysis
 - Where will the industry be in 3-5 years
 - Where will the business be in 3-5 years
 - Don't throw the kitchen sink in it
-

POLL: What's your company's primary training delivery medium?

- A. Classroom
 - B. eLearning
 - C. MicroLearning
 - D. Blended
-

2. Design

- Goals and objectives
 - Realistic
 - Relevant
 - Mixed delivery style
 - Classroom
 - Mobile and social
 - eLearning and MicroLearning
-

Microlearning


A few reasons to consider MicroLearning:

- It's easy to produce
 - It's flexible
 - It fits today's technology
 - It can compliment your existing programs
 - It could be a coaching tool
-



Onboarding in a box

- Pre-boarding
- First day
- First month
- First quarter
- Feedback

A man with glasses and a black shirt is holding a large, shiny fish. He is looking at the camera with a slight smile. The background is dark.

**“Organization shall
set you free.”**

– Alton Brown

3. Development

1. Introduction
 2. Discussion/Demonstration
 3. Testing/Practice
 4. Feedback/Debrief
 5. Wrap-up/Closing
-



1. Introduction
2. Discussion/Demonstration
3. Testing/Practice
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4. Implementation

- Pilot programs
 - Phased implementation
 - Content
 - Technical/hard skills
 - Management/soft skills
 - Human resources
 - Career development
 - Well-being
-

Gallup-Healthways' Definition of Well-Being

Well-being is comprised of five elements – and all five are **interrelated** and **interdependent**.



- **Purpose:** Liking what you do each day and being motivated to achieve goals
- **Social:** Having supportive relationships and love in your life
- **Financial:** Managing your economic life to reduce stress and increase security
- **Community:** Liking where you live, feeling safe, and having pride in your community
- **Physical:** Having good health and enough energy to get things done daily

POLL: Does your company measure training?

- A. Yes, and we use the results for future programs.
 - B. Yes, but we're not using it to make decisions.
 - C. No, but we're thinking about it.
 - D. No, we're busy and just don't know where to begin.
-

5. Measurement and Evaluation

Quantitative

- Kirkpatrick levels
- Return on investment
- Cost per hire
- Turnover

Qualitative

- Surveys
 - Stories
-



Final tips

The Next Promotion

- Coaching
 - Mentoring
 - Alumni groups
 - Networking
 - Knowledge management
-

Real-Time Development

Photo: New Orleans





Photo: Suits USA



Wrap up
and
Next steps

Next steps...

- Do your homework!
 - Get buy-in (including a project sponsor)
 - Consider pilots and phases
 - Have a maintenance plan
-

Create S.M.A.R.T. plans for change

- **S**pecific
 - What is the goal?
 - **M**easurable
 - How will we know when we're successful?
 - **A**ctionable
 - What steps do we need to take to achieve the goal?
 - **R**esponsible
 - Who needs to be involved / supportive?
 - **T**ime-bound
 - When will it be accomplished?
-

Thank you!



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HR Bartender



HR bartender

WORK RESPONSIBLY

ITMSM
GROUP



Questions?