

Onboarding

l'importanza di partire con il piede giusto

Alberto Giacobone, Axura, per

bianco lavoro



Onboarding, benvenuti a bordo





Onboarding, benvenuti a bordo... già, ma dove?



Si parte dall'azienda e dalla sua cultura





Si parte dall'azienda e dalla sua cultura (modello dei valori in competizione)

<p>Quinn / Cameron (1999)</p>	<p>Struttura (Flessibilità)</p>		
<p>Focus (Interno)</p>	<p>Clan Relazioni umane Relazioni</p>	<p>Adhocracy Sistemi aperti Innovazione</p>	<p>Focus (Esterno)</p>
	<p>Struttura (Controllo)</p>		



Si parte dall'azienda e dalla sua cultura (modello dei valori in competizione)

Quinn / Cameron

CLAN





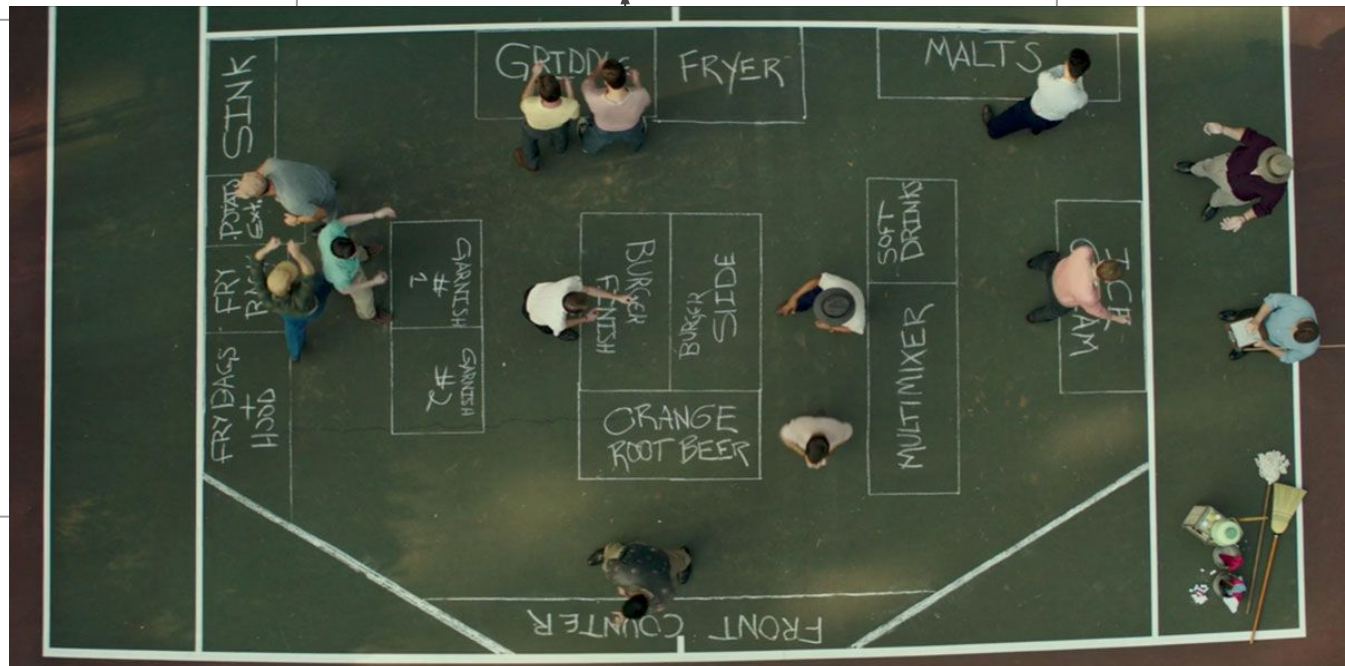
Si parte dall'azienda e dalla sua cultura (modello dei valori in competizione)

Quinn / Cameron	ADHOCRACY	
 A photograph of Mark Zuckerberg speaking at a Facebook event. He is wearing a gray t-shirt and is gesturing with his hands. The background is a large blue screen with the word "facebook" in white lowercase letters.		

Si parte dall'azienda e dalla sua cultura (modello dei valori in competizione)

Quinn / Cameron

Hierarchy





Si parte dall'azienda e dalla sua cultura (modello dei valori in competizione)

Quinn / Cameron

Market





Onboarding è una fase di una relazione





Onboarding è un processo



Title Slide

Table of Contents			
Welcome Letter	3	Setting in	23
Work Culture & Core Values	4	Your Probationary Period	25
Ice Breaker	10	End Note	26
Payroll	11		
Benefits	12		
Head First Day	13		
Office Logistics	16		
Attendance	21		

Slide 2

Welcome Letter

Dear [name],

Congratulations, and welcome to Venngage! We are pleased you have chosen to work, grow and learn with us.

We know there is a lot of information to process when starting a new job. This onboarding manual will provide a comprehensive overview of the process, procedures and tools that will assist you in settling into your new position.

Most of your questions can be answered by referring to this manual. If you have any questions, please contact Victoria Clarke, People & Culture Manager, at vc@venngage.com.

We are looking forward to seeing you on your first day. (24.12)

Slide 3

Work Culture & Core Values

We are on a mission to help our customers realize their ideas.

To help us get there, we place a lot of importance on our culture, and ensure everyone on our team embodies these values.

Our Core Values

- We win together, we lose together
- We own our jobs
- We create great customer experiences
- We keep learning and improving
- We reflect, plan and act

Slide 4

Ice Breaker

We would like to announce your start to our team!

Please send a photo/headshot of yourself and fill in your [golden form](mailto:venngage@venngage.com) from here about yourself to help break the ice.

Check out some examples below to get you thinking about what to share:

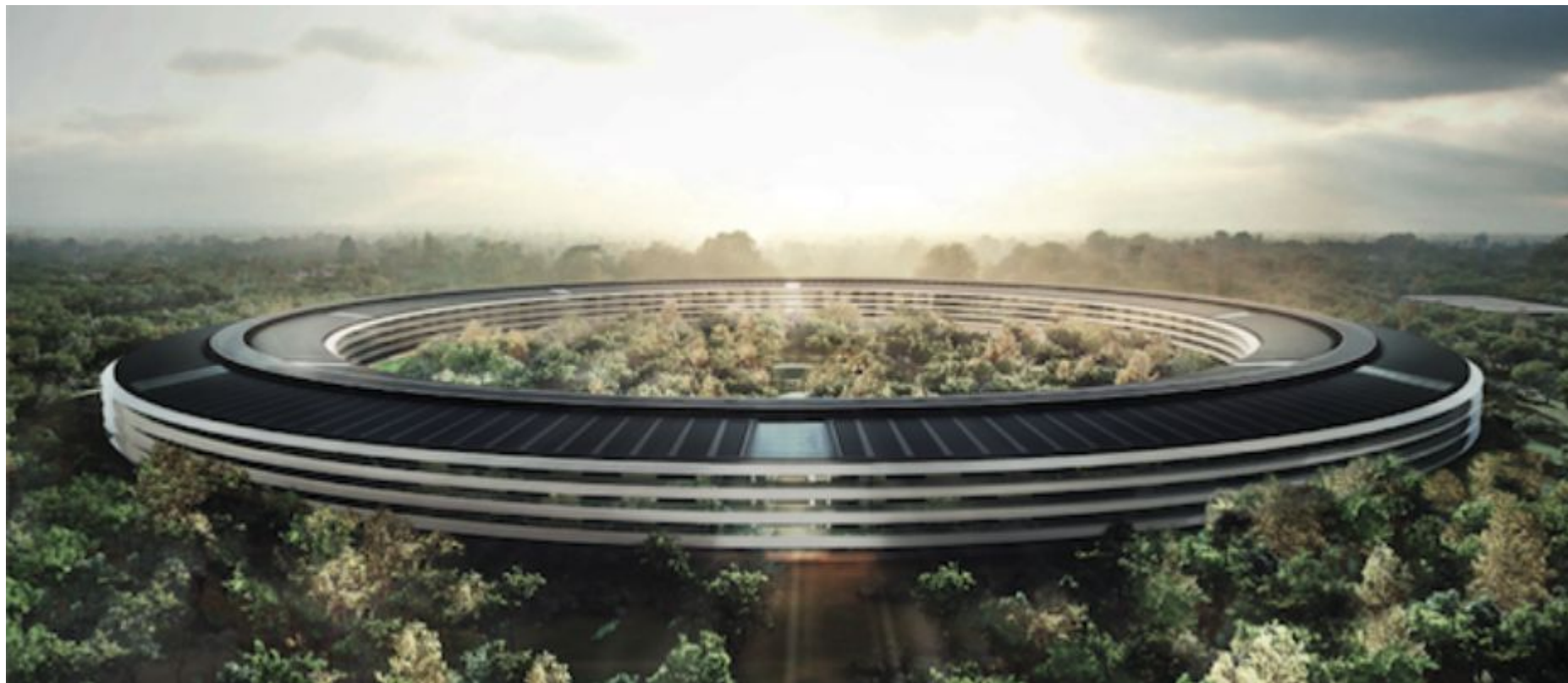
- Where you born/where you grew up
- Favorite sport you play/love to watch
- Share some of your favorite hobbies/what you do for fun
- Favorite restaurant/cafe/bakery or "Treats"
- Words you love/hate your favorite quote
- What kind of music you listen to
- Favorite food
- How you got your current role or skill
- Any other talent or skill

Anything else you find interesting about yourself?

Slide 5



Onboarding è un'esperienza





Processo? Checklist!

New Hire Checklist for Managers

Add Task
▼

Status Type
Priority Rank

Manager Training

- RSVP and attend manager training

Oct 15

Action

High
- Assign a mentor for your new hire

Today

Reference

Medium

Prep

- Send welcome email!

Oct 31

Action

Medium
- Create on-boarding project for new hire

Nov 11

Awaiting

High
- Build out calendar for new hire

Nov 8

Action

Medium
- Request laptop + desk setup from IT

Nov 1

Awaiting

High
- Schedule lunches for their first two weeks

Nov 8

Action

Medium
- Schedule 1:1 meetings with team members

Nov 8

Action

High
- Add new hire to team meeting invites

Nov 8

Action

High

First Day

- Schedule team lunch

Nov 8

Awaiting

Low
- Send new hire announcement email to the team

Nov 11

Action

Medium
- Meet them at reception

Nov 12

—

—



Processo? Checklist!

YOUR LOGO
HERE

[Company Name]

New Hire Checklist

EMPLOYEE INFORMATION

Name: _____ Start date: _____
Position: _____ Manager: _____

FIRST DAY

- Provide employee with Employee Handbook.
- Conduct a general orientation.

POLICIES

- Review key policies.
 - Anti-harassment
 - Vacation and sick leave
 - FMLA/leaves of absence
 - Holidays
 - Time and leave reporting
 - Overtime
 - Performance reviews
 - Dress code
 - Personal conduct standards
 - Progressive disciplinary actions
 - Security
 - Confidentiality
 - Safety
 - Emergency procedures
 - Visitors
 - E-mail and Internet use

ADMINISTRATIVE PROCEDURES

- Review general administrative procedures.
 - Office/desk/work station
 - Keys
 - Mail (incoming and outgoing)
 - Shipping (FedEx, DHL, and UPS)
 - Business cards
 - Purchase requests
 - Telephones
 - Building access cards
 - Conference rooms
 - Picture ID badges
 - Expense reports
 - Office supplies



Pre-onboarding

Si colloca nel periodo che intercorre tra la conferma dell'assunzione ed il primo giorno di lavoro



Pre-onboarding - cosa succede di solito





Pre-onboarding - cosa dovrebbe succedere

Comunicazione, che include:

- Proposta formativa
- Cosa aspettarsi il primo giorno / la prima settimana / il primo mese / etc
- Come prepararsi
- Ascolto esigenze e riscontri



Pre-onboarding - cosa dovrebbe succedere - il tocco umano

- Comunicazione CEO
- Presente
- Anticipo welcome kit
- Intro ai colleghi





Onboarding - Primo giorno

Accompagna





Onboarding - Primo giorno

Welcome kit





Onboarding - Primo giorno

Strumenti di lavoro





Onboarding - Primo giorno

Coinvolgi il team





Onboarding - Primo giorno

Crea ricordi,
crea una storia
condivisa





Onboarding - Primo giorno

Socializza





Onboarding - Primo giorno

Osserva e
raccogli riscontri



Onboarding - Il viaggio continua

Succeeding@IBM Journey



Guiding Principles

- Simplification
- Integration
- Customization



Onboarding @ Google

Mentor

Checklist

Knowledge Base

Glossary

OKR





Onboarding @ LinkedIn

Focus sulla cultura

90 day plan

Social





Onboarding @ Tesla

- "Anyone at Tesla can and should email or talk to anyone else according to what they think is the fastest way to solve a problem for the benefit of the whole company. You can talk with your manager, you can talk to your manager's manager, you can talk directly to a VP in another department, you can talk to Elon."
- "'No one told me' is an excuse that will never fly here."
- "Your No. 1 job – everyone's No. 1 job – is making this company a success."
- "If you can't be reliable, this isn't the place for you."
- "'You're tardy' is something kids are told in school. This isn't school."



I nemici del buon onboarding

- Mancanza di pianificazione
- Mancata protezione del processo
- Scarsa formazione delle persone coinvolte
- Mancata raccolta (e utilizzo) di riscontri
- Discrasia tra il racconto e la realtà



I nemici del buon onboarding

“I dipendenti non lasciano le aziende, ma i loro capi”

Generalmente vero, ma a volte, semplicemente...
lasciano le aziende



I nemici del buon onboarding

An Amazon Vice President Quit Over Firings of Employees Who Protested

Tim Bray, an engineer who had been a vice president of Amazon's cloud computing arm, said the firings were "evidence of a vein of toxicity running through the company culture."





I vantaggi del buon onboarding

Employee retention +82% con un buon onboarding ([ricerca Glassdoor](#))

Problema: 88% delle aziende non lo fanno bene ([Gallup](#))



I vantaggi del buon onboarding

+50% produttività dei neo-assunti con un buon processo di onboarding ([fonte](#))



I vantaggi del buon onboarding

La soddisfazione dei manager aumenta del 20% con un processo di onboarding strutturato ([fonte](#))



I vantaggi del buon onboarding

La soddisfazione dei manager aumenta del 20% con un processo di onboarding strutturato ([fonte](#))



Quello che l'onboarding non risolve

- FIT tra persone e azienda (assumere le persone giuste, ma non solo, persone e aziende cambiano)
- Necessità di fare (a volte) scelte difficili (offboarding)
- Importanza di far crescere le persone



Onboarding: solo per i dipendenti?

- Collaboratori
- Partner



Grazie!



Alberto Giacobone, Axura

Linkedin: <https://www.linkedin.com/in/albertogiacobone/>

Blog aziendale: <https://blog.axura.com/>

Sito aziendale: <https://www.axura.com/>