Onboarding/Offboarding Project Update

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What is Onboarding?

What are we trying to "fix"?

Onboarding *is the process of integrating a new employee with a **company and its culture**, as well as getting a new hire the tools and information needed to become a productive member of the team.*

-SHRM (Society for Human Resources Management)

- How did we determine the pain points and opportunities for improvement?
  - Gathered feedback from the project team
  - Surveyed leaders who have offboarded at least 2x in the last 2 years.
  - Created task teams containing SMEs (**S**ubject **M**atter **E**xperts) to identify solutions.

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Onboarding Task Teams and Activities

NeoGov & Checklists
- Explore NeoGov capabilities: Consolidate workflows to improve onboarding checklist steps.

Internal Transfer & PAF
- Simplify and streamline the PAF process to make it more efficient.

Technology and Hardware Setup
- Streamline new hire/transfer system access and equipment needs for supervisors.

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Organizational Recommendations and Opportunities

Culture Matters

- Culture largely driven by leaders.

- Highlight the good AND identify where we want to see change.

- Studies show that culture in the workplace is **10** times more meaningful than compensation when it comes to retention

Invest in and grow internal talent

- Focus on retention.
- Provide comprehensive and standardized training for all positions.
- Check-in regularly and often with new hires.

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What is Offboarding?

What are we trying to "fix"?

Offboarding *is the process of transitioning employees out of an organization. It involves all the processes needed for a formal separation between the employer and the employee. The separation in general is due to retirement, resignation, or termination.* – SHRM

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Offboarding Suggestions and Improvements

Offboarding Communication	• Simplified communications and checklists.
Technology Equipment	• Formalize the process for collecting equipment from employee and returning equipment to HIT.
Exit Feedback	• Assess exit survey data and meet with Business Groups and determine best practices.
Program Specific Offboarding	• Formal process and checklist to ensure knowledge transfer and notification to key internal stakeholders.

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