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# ONBOARD TO EXCELLENCE

Tips for Effective Onboarding to Enhance Engagement & Retention



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## Talent Management Solutions

- Organizational Development
- Workplace Culture Management
- Talent Recruitment Strategies
- Succession Planning
- Employee Engagement & Surveys
- Targeted Focus Group

## Operational & Service Excellence

- Operational Assessments
- Customer Experience Strategies
- Service Excellence Survey & Analysis
- Process Improvement
- Change Management
- Workshops & Group Coaching

## Executive Coaching & Development

- Executive Leadership Development
- One-on-One Coaching
- Goal-Setting & Planning
- Business & Dining Etiquette
- Professional Image Consulting
- Resume Writing & Interview Prep



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# ONBOARD TO EXCELLENCE

Early employee experiences are highly influential to a new hire's perceptions of the organization and impacts future engagement, performance, and retention.



An iceberg floating in the ocean. The small tip above the water represents visible costs, while the much larger submerged part represents hidden costs. The background is a clear blue sky with a few clouds above the water, and a dark blue ocean below.

**Overtime  
Recruitment  
Pre-Screening  
Training/Onboarding**

**Team Morale  
Lost Organizational Knowledge  
Ramp Up to Peak Productivity  
Member Experience**

**\$5,864**

[www.talentkeepers.com/tcc](http://www.talentkeepers.com/tcc)



# EARLY TURNOVER

within 90-days of hire



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# What are the primary reasons for early turnover?



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# Primary Reasons for Early Turnover



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## Why Do Your New Hires Accept the Offer?

Fulfilling a need previously lacking



Confirmed by research & reviews



Interaction with manager & colleagues



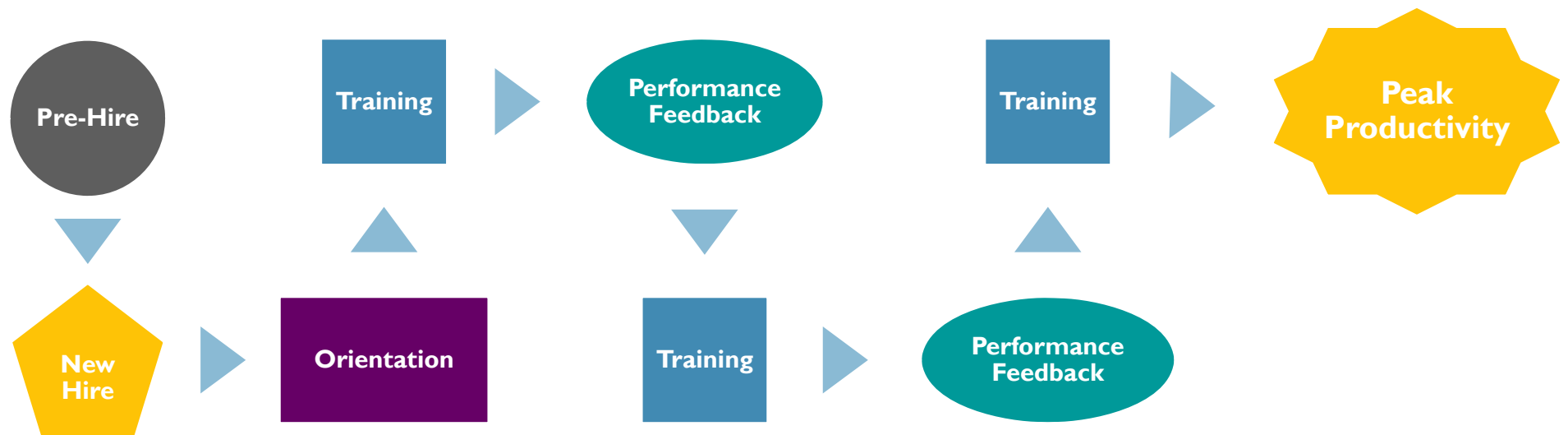
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# What is **Onboarding**?



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# Onboarding is a **Process**.



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Onboarding shortens the gap between  
**new hire** and **peak productivity**.

**1 to 2 Years**

Before an employee is “fully productive”



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## The Real **Impact** of **Onboarding**

Enhances employee productivity **70%**

Improves employee retention **82%**

**12%** of employees agree their company does a good job of onboarding.



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## The Real **Impact** of **Onboarding**

Focused on process & paperwork **58%**

New hires with a negative onboarding experience are  
as likely to look for other opportunities

**2x**



# Orientation $\neq$ Onboarding



*Focused on paperwork*

*One-hour or one-day class*

*Providing a nametag, uniform and club tour*

*Conducted by whomever is on schedule or “top performing” staff*

*Inconsistent between departments and roles...When there is time*

Focused on alignment with the club's culture

Training that includes WHY the role is critical to the club's mission and goals

Method for aligning and training new hires to achieve peak productivity

Assigned to designated people with support from HR and senior leadership (GM!)

Organized, scheduled, and consistent across ALL roles and departments

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## Onboarding Goals

**C**OMMON PURPOSE

**C**ONNECTION

**C**LARIFICATION

**C**OMPLIANCE



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**Common Purpose** → **Connection** → **Contribution**



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# *Emotions* Drive **Decisions**

**30%**

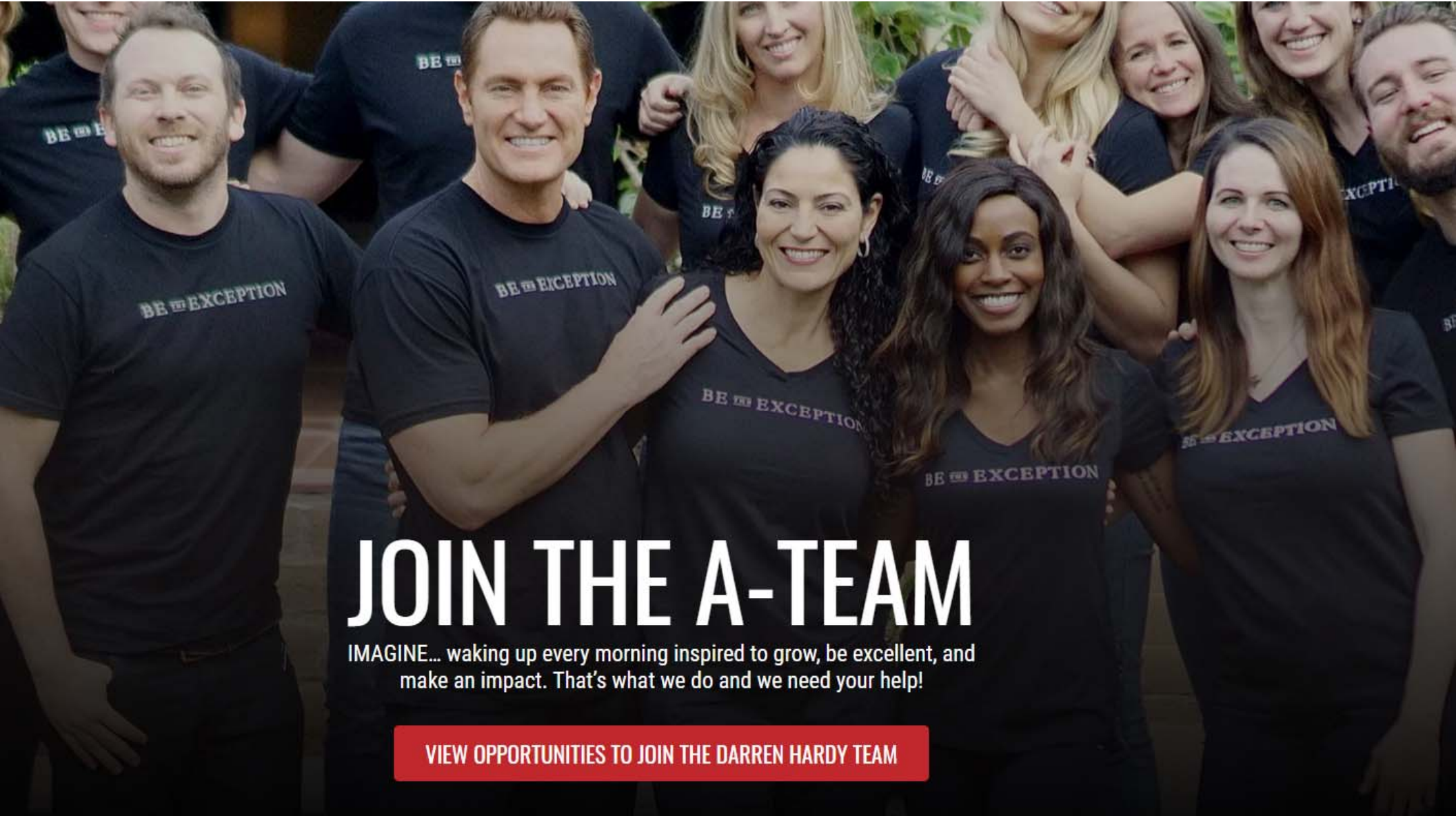
RATIONAL



EMOTIONAL

**70%**





# JOIN THE A-TEAM

IMAGINE... waking up every morning inspired to grow, be excellent, and make an impact. That's what we do and we need your help!

[VIEW OPPORTUNITIES TO JOIN THE DARREN HARDY TEAM](#)

# HOW WE MAKE AN IMPACT

WE START WITH THE WORLD'S BEST A-TEAM



WHY WE EXIST



WHAT WE BELIEVE



WHAT WE **DON'T** BELIEVE

SEE OUR EXTREME OWNERSHIP IN ACTION

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## Common Purpose → Connection → Contribution

- Incorporate your club's mission and values in the pre-hire process
  - Careers page of your website
  - Job descriptions used for career postings
  - Interview Guide
  - Demonstrate service values during in-person interview
- Empower your team to be a part of talent selection





## COORDINATOR - CLUB MEMBERSHIP

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Seeking an organized, detail-oriented and engaging individual to assist the Membership Director and Director of Club Operations. Daily responsibilities include general office duties as well as specific member needs such as creating guest cards, processing new member applications, coordinating membership renewal, fielding general questions / inquiries from prospective and current members, and conducting tours of the club. Additional tasks include proofreading written communications, creating and/or updating membership spreadsheets, and assisting with maintaining member accounts.

## Member Success Coordinator Wanted

Imagine a world where people wake up every morning inspired to grow, deliver excellence, and make a big impact in the world.

That's what we do, and we need your help.

If so, we've got your perfect place for you.

At DARREN HARDY, LLC ([www.DarrenHardy.com](http://www.DarrenHardy.com)), we mentor CEOs, business leaders, and high-achievers to build high-impact, high-growth & high-performing companies through intensive live workshops, award-winning digital learning systems, and a daily mentoring platform so they can make an impact and change the world. We are looking to hire a superstar **Member Success Coordinator** to join our team and help Darren be a guide to those who choose to... **Be The Exception**.

**This is not your typical office job.** Our passionately engaged A-Team works virtually but collaborates vigorously. The lifestyle design is flexible but the culture is fast-paced. We consider our work our "art" and strive for excellence in everything we do.

*If inside you're saying "Hell Yeah!" please continue...*

Our new **Member Success Coordinator** will expand the IMPACT of the Darren Hardy brand by going arm-in-arm with our clients and operations teams to create and implement emotionally engaging sales and customer service through EXCELLENT organization and reliability!

You are the **SUPERSTAR** we are looking for if...

- You are **HUNGRY & EAGER** to learn, grow & become #BetterEveryDay
- You are **flexible and resilient** when faced with rapid-fire demands on your attention.
- You are often **described as caring and a great listener** by your friends and family.
- You aren't **afraid to voice your own opinions** to make something better.
- You find it easy to **empathize** with others.
- You **enjoy helping people** and meeting their needs in creative ways.
- You are **proactive, forward-thinking**, and "think on your feet."
- You have **high standards for your work**.
- You are a highly **motivated self-starter** and a quick learner.
- You have a **"figure it out" attitude** about any new project or task you haven't done before.

**What you will do:**

- Provide a WOW experience to our customers through personal and engaging email and LiveChat communication.
- Help Darren Hardy and the A-Team with a variety of special projects related to customer service, sales, and marketing. There will be PLENTY of opportunities to learn and

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**Connection** → **Contribution**



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## Connection → Contribution


Increases job performance by **56%**

Reduces sick days by **75%**

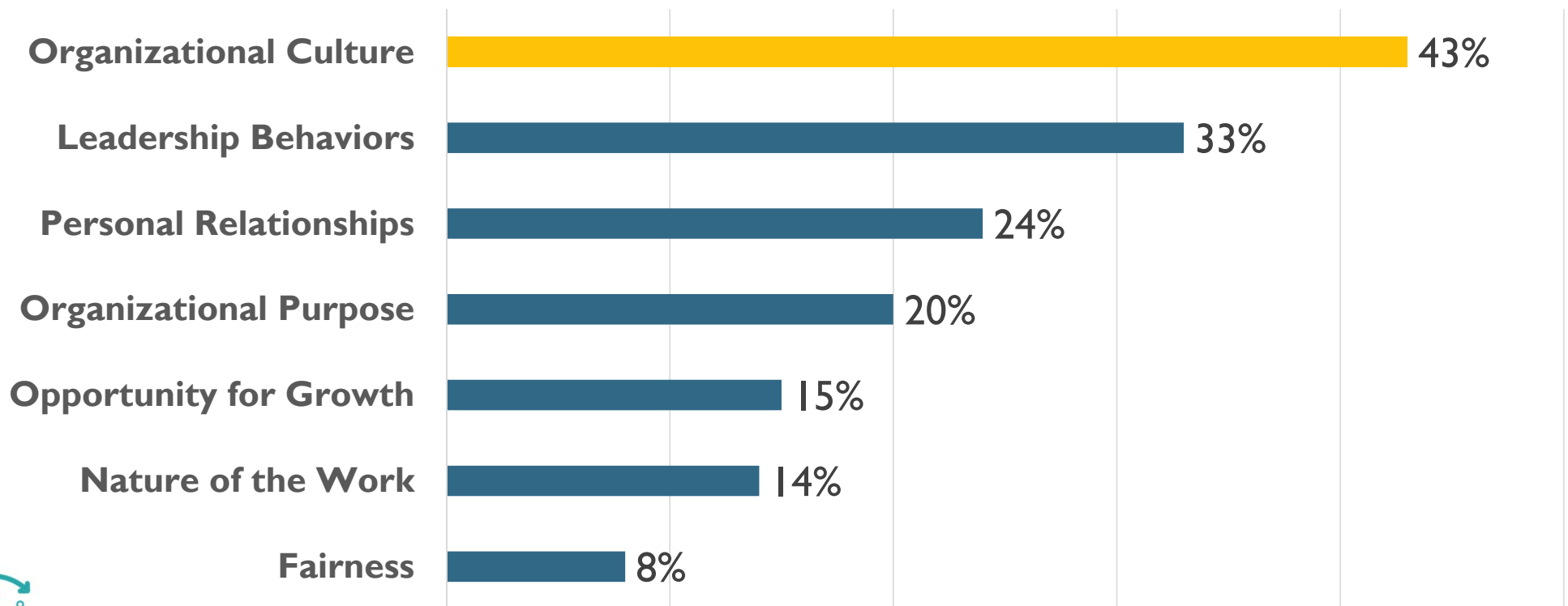
Decreases turnover risk by **82%**

Increases employee NPS by **167%**





## What factors most influence your organization's ability to create a sense of belonging?



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## Connection → Contribution

- Communicate culture and values before hire and throughout onboarding
- Visibly celebrate your club's diversity and sense of belonging
- Manager outreach prior to the first day
- Coffee/Lunch with manager or Department Ambassador on the first day
- Manager check-in at the end of the first day/week
- Consistent demonstration of the values laid out pre-hire



🔍 My perfect job is...

*"For me, Cornerstone is the intersection of hard work, passion for our mission, and caring for others. I feel incredibly cared for by my team, and that enables me to show up to work authentically, and show up for others in the same way."*



**FEELING CARED FOR BY MY TEAM  
ENABLES ME TO SHOW UP TO WORK  
AUTHENTICALLY**

Liz, Senior Business Partner Coordinator

“  
**ENCOURAGEMENT TO BE MYSELF  
ALLOWED ME TO GROW IN MY CAREER**

Leroy, Security Engineer



**I HAVE THE SUPPORT TO FOCUS ON THE  
WELL-BEING OF MY FAMILY, AND STILL  
GET WORK DONE**

David, Online Marketing Strategist



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## Connection → Contribution

- Who is given the privilege to train your new hires?
- Have they received training on being an effective trainer?

Ambassador Program

Buddy Programs Boost New Hire Proficiency

87%



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# Clarification → Contribution

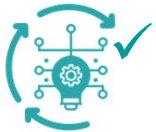


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# Clarification → Contribution

## New Hire FAQ

- ✓ Arrival time and where to report
- ✓ Parking / Gate Access
- ✓ Point of contact – name, title, phone & email
- ✓ Orientation class details
- ✓ Payroll schedule (*When will I receive my first paycheck?*)
- ✓ Uniform and grooming standards
- ✓ Locker assignments
- ✓ Meals and breaks (*clocked-in? clocked-out?*)
- ✓ Club amenity privileges



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## Recommended First-Day Agenda:

1. Club general information, history and tour.
2. Re-introduction to club's mission and values.
3. Introduction to key club leaders – *In-person whenever possible!*
4. Performance expectations – *Relevant to their job and the mission.*
5. Expectation of accountability – *Self and Peer.*
6. Meet & greet with department ambassador.



# New Hire Performance Check-In

*45-60 Days Post-Hire*

## SECTION I

To be completed by the employee:

Which employees have been most helpful during your onboarding?

Are you receiving adequate training? If not, what additional training would be beneficial?

What do you most enjoy about the position? What do you least enjoy?

Are there things you did at your last job that may be helpful to our club's operations?

The club has a referral program? Do you have any friends that may be a good fit for employment?

## SECTION II

To be completed by the manager:

Rate the employee's demonstration of the club's mission and core values.

Rate the employee's interpersonal communication skills. Are they team oriented and open to feedback?

Rate the employee's initiative and enthusiasm for the job. Document any attendance issues.

Rate the employee's member service. Are they eager to engage with members and go above and beyond?

Rate the employee's performance of their job duties. Are they meeting the standards? Document errors.



★ Gives ability to course correct early!

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# New Hire Surveys

*30-60 Days Post-Hire*

1. How likely are you to recommend this club as a good place to work? (NPS)
2. So far, the experience of working for this club has matched my expectations.
3. My work schedule and the primary duties I am performing match the description given during the pre-hire interview process.
4. I have received adequate training to perform my job well.
5. My manager made me feel welcomed and part of the team.
6. I have received performance feedback to know where I am doing well and opportunities for improvement.
7. The people in my department made me feel welcomed and part of the team.
8. ....

★ **Gives ability to course correct early!**



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# Re-Orientation

*18 – 24 Months Post-Hire*

***No surprise...***

Employee expectations and goals change from

**Day 1 to Day 550!**



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## A way out with **dignity**...

*“I want you to know, if you ever decide that this job is no longer the right fit for you, that’s OK. I hope you will feel comfortable to tell me. You won’t be hurting my feelings, the members’ feelings or the club’s. You have my word that I will support your decision and help with your transition.”*



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## Wow... Onboarding is Important! *Now What?*

- Orientation is only one part of the Onboarding *process*.
- Set up your new hires for success – Begin onboarding before day one.
- How does your club foster a culture of Belonging for new hires?
- Be selective with and train your trainers. *It's a privilege not a burden.*
- Catch issues early with performance check-ins and surveys.
- Reorient your employees every few years.

★ **Share what you learned today!**



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## DIGITAL SOURCES



- <https://www.lightspeedhq.com/blog/restaurant-turnover-rate>
- <https://www.ideas4allinnovation.com/innovators/iceberg-talent-innovation-hr/>
- <https://blog.commusoft.co.uk/business/how-to-reduce-the-risk-and-impact-of-high-turnover>
- [https://www2.deloitte.com/content/dam/insights/us/articles/us43244\\_human-capital-trends-2020/us53393\\_belonging/figures/53393\\_Fig2.png](https://www2.deloitte.com/content/dam/insights/us/articles/us43244_human-capital-trends-2020/us53393_belonging/figures/53393_Fig2.png)
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