

BUILD A STRONG EMPLOYEE EXPERIENCE ON THESE 4 PILLARS

What does onboarding have in common with a firm handshake and a friendly face? All of them are first impressions meant to convey warmth, confidence, and strength.

For companies, onboarding is the foundation of the employee experience. Unfortunately, it's not an area in which every organization excels.

According to a Gallup study, many employees don't feel like their employers set them up for success. Just 12% of respondents called their onboarding experience "great," and only 29% of new hires felt prepared to put their best foot forward from day one.

Why is this letdown so critical? Because if employees start day one not feeling prepared to thrive, how will that impact the rest of their experience? Peoples' reasons for staying or leaving a job are unique to them. Extenuating circumstances certainly arise, but employee experience is something they don't take for granted — and neither should you.

To be that warm, inviting, and supportive place of employment we all want, your employee experience (from their first interview to their final day) needs to rest on well-built pillars that can evolve as your company does.

What Your Employee Experience Stands For

How valuable is a comprehensive employee experience to a company? According to MIT, companies that rank in the top quarter in terms of employee experience are **25% more profitable** than their counterparts in the bottom quarter.

What comprises that experience? At Integrity Staffing Solutions, we believe it rests atop four established pillars:

Engagement: Relationships matter in the workplace. If new employees can connect with standout colleagues who are knowledgeable enough to set them up for success from the start, the experience begins as a positive one. For newer hires, this means filling their early days with interactions with your best and brightest workers. These employees have spent a lot — or a little — time with the company, and they're able to give the full lay of the land.

Proper engagement can also involve personalizing the experience if your company is having a hiring surge. That can mean setting up large groups of hires with one or more tenured employees whose varied experiences in the company allow them to answer a more comprehensive array of questions, be they department-focused or ones about the company as a whole.



Authenticity: This is a word that gets tossed around a lot, but it's also a sentiment that new employees can sense from a mile away. Sincerity from the word "go" sticks with new hires — and it becomes engrained as one of your central values.

A genuinely welcoming tone will speak volumes to both candidates and new hires. You can not only accomplish this by showing warmth and inclusion at the start, but you can also make it happen by immediately displaying the impact new hires will have. Showing candidates their part in the process can make them feel less like a number and more like a valued and contributing part of the team.

Information: The first few days or weeks at a new job can feel overwhelming. Candidates have a lot of information thrown at them in a short amount of time. Keeping them from being overloaded with insights can contribute to a calm and productive early employee experience.

It's critical that your team look at all the information new hires need to learn and be deliberate about dispersing it. Do certain departmental guidelines need to be shared the first week? What about policies, procedures, and organizational charts? Doling this information out over the long haul can ensure it's retained and help improve a new employee's overall experience.

Enjoyment: The goal of the employee experience should be to give a complete view of what your company is all about. Yes, you'll want to preach productivity and get everyone in the know about your organization, but new hires also need to have some fun.

Sprinkle enjoyable little diversions into the onboarding process and the overall job experience. This could include some personalized items or maybe an unexpected gift at an unexpected time to show your appreciation and lighten the mood some.

With these four pillars in place, your employee experience can stand on its own and make your company an appealing spot for candidates and tenured associates alike.





CREATING A SUPPORTIVE EMPLOYEE EXPERIENCE

Employees are the heart of any organizational operation, and the new ones can set the foundation for a prosperous and productive future. How can your team ensure these employee experience pillars get prioritized from the word "go" for new hires?



1. Create (and maintain) rapport.

Onboarding gets treated as a finite amount of time, but that's not the case. Even as new hires become more seasoned, their talents will need to be continually nurtured and rounded into form.

Maybe this person exhibited skills or expressed interest in assuming a larger role in the future. Perhaps they said they'd be interested in upskilling to take on additional responsibilities. If you recognize that, get them on a growth track where they can be coached up to eventually reach those heights.

If new hires can visualize a growth path early on, they become more patient and can see how they can scale with your company.



2. Make every question fair game.

You've planned every touchpoint of the onboarding process down to the letter and covered every base — or so you thought. Allow for the fact that some salient points haven't been covered and operate with an open-door policy as it relates to taking questions.

That means no question should be off limits. From significant organizational queries to small-scale asks about supplies and software, no question should be too big or too small.

And if you either don't have an answer or don't have the time to field a question, pass it down to someone else. There are likely multiple people who can answer the question and point the employee in the right direction.



3. Welcome regular feedback.

The value of feedback can't be understated. Findings by the Workforce Institute at UKG reveal that **88% of respondents** who work at top-earning companies say their employers welcome their feedback.

And there's a lot to learn from those insights. People learn and retain information differently, so understanding what works best for them is critical. Because the more you know about your employees (and vice versa), the better fit you are together.

Collecting that feedback can take on many forms. Schedule regular check-ins, do digital town halls via videoconferencing or a messaging platform, or create an old-fashioned suggestion box. The information you gain can help you regularly fine-tune the employee experience to make sure it's a pleasant one.





4. Remove barriers to success.

It's important to put a system of checks and balances in place to ensure your new team members are set up for success from day one of their assignment.

For example, we've implemented a No New Hire Left Behind program to provide daily and weekly touchpoints, training, and information-sharing sessions to help associates overcome challenges they're facing in those first few critical weeks.

Oftentimes, barriers in your new hires' personal lives can affect their ability to be successful on the job. Look for ways to positively impact their time off the clock as well. We added benefits such as our Payactiv financial tool, free online continuing education through our Next Step U program, and our Project Home initiative to help alleviate many commonly faced challenges.

Taking this associate-first approach allows our associates to be more focused and productive while on the job.



**MAKE THE EMPLOYEE EXPERIENCE
A FOUNDATION VALUE**



From the moment a potential employee interacts with your company,

you're making an impression on them. And if you're onboarding them, you're wanting to create an experience that's as enjoyable and shareable as possible.

Rest your employee experience on pillars of engagement, authenticity, information, and enjoyment. Then, let the rest fall into place.

Integrity Staffing Solutions is a full-service staffing agency and ranks in the top 2% of agencies across the country for quality service based on ClearlyRated's "Best of Staffing" client survey. To learn more about Integrity or for help with your hiring needs, visit [integritystaffing.com](https://www.integritystaffing.com) or call **833-446-1300**.