

The Impact of Effective Onboarding

A Key to Long-Term Success

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Search and Compensation Consulting



INVESTING ON DAY ONE

A decade ago, the term "onboarding" wasn't commonly used in privately held companies. Today, however, it has become an essential part of HR language. Both employees and HR professionals must have a shared understanding of what onboarding means. Additionally, top management should actively support onboarding initiatives, especially for executive, management, and professional roles. The value of successful onboarding cannot be overstated. Research indicates that organizations with a strong onboarding process improve new hire retention by 82 percent and productivity by over 70 percent.

(Source: [Brandon Hall Group](#)).

The daily task of engaging current employees is challenging, to say the least. However, welcoming, engaging, and integrating new employees into your company can be a monumental task – and you only get one chance to do it. A focused onboarding plan is key.

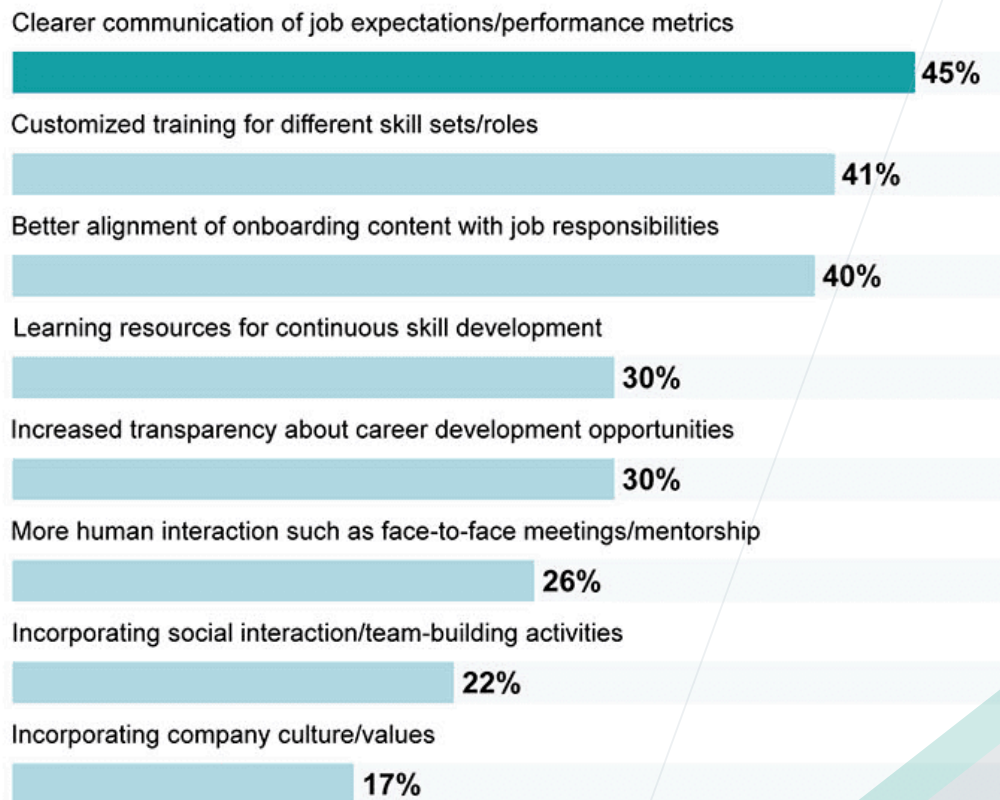


A FOCUSED & STRUCTURED PLAN

Onboarding refers to a structured process that helps a new employee transition smoothly into an organization. Statistics show the value of a focused and structured onboarding process or program.

- **69% of employees are more likely to stay with a company for three years if they experience great onboarding.**
- **New employees who underwent a structured onboarding program were 58% more likely to be with the organization after three years.**
- **Organizations with a standard onboarding process experience 50% greater new-hire productivity.** (Source: [Click Boarding](#))

Percentage of New Hires Recommending the Following Onboarding Improvements



THE VALUE OF ONBOARDING

While the specific goals of onboarding can vary from one company to another, for professionals, managers, and executives, the primary objectives usually include:

- **Ensuring new hires feel welcomed and valued.**
- **Accelerating their contributions and productivity from the beginning.**
- **Reducing the risk of early turnover.**
- **Improving customer or client satisfaction.**
- **Aligning the new hire's role with both short and long-term company goals.**

FIRST IMPRESSIONS ARE KEY

Creating a strong "First Impression" is essential for success. Many companies implement effective orientation programs for new employees, which are crucial, but they represent only one aspect of a comprehensive onboarding strategy. Key activities during orientation often include:

- **Conduct a thorough explanation of the enrollment process for benefits programs.**
- **Training on communication systems (phone, email, etc.).**
- **Provide a comprehensive tour of the facilities, including introductions to colleagues, team members, management, and executives.**

Even organizations that execute orientation activities well may find that there is often room for improvement. Consider the following enhancements:

- **Greeting the new hire at the entrance on day one.**
- **Offer a detailed overview of the company's mission, vision, values, and history.**
- **Provision of necessary supplies and tools (computer, phone, etc.). Ensure that the workspace is fully equipped with essential tools and supplies.**



THE INITIAL ORIENTATION

This initial orientation is essential for creating a positive first impression and forms the basis for a more comprehensive onboarding plan, which should include:

Initial Integration (First 30 Days)

- Get familiar with the company culture and policies.
- Review role expectations and responsibilities.
- Set up regular check-ins with your supervisor.
- Clarify communication preferences and establish priorities for the first 30, 60, and 90 days.

Internal Relationship Building

- Organize meetings with executives and key personnel across departments to share insights about their roles and the overall organizational landscape.
- Facilitate one-on-one discussions to enhance personal engagement and deepen understanding of mutual responsibilities.
- Focus on the new hire's immediate team and department.
- Assign a "buddy" from within the team to provide support and answer daily questions during the first 30 to 90 days, distinct from a mentorship role.

External Relationship Building

- Encouraging connections with relevant external parties, such as clients, suppliers, or industry contacts, to build vital relationships for the role.
- Identifying key partnerships, including legal, banking, consulting, and software entities pertinent to the new hire's responsibilities.

Systems and Process Understanding

- Offer access to and training on essential company processes and systems critical for ongoing success.
- Organize hands-on training for any external systems or software the new hire will use.
- Ensure understanding of how data flows through the systems.
- Identify the super users for specific modules or systems.

Building Company Knowledge

- Thoroughly review all of the company's brochures and website to gain a deep understanding of the company's competitive advantages and product offerings.
- Familiarize yourself with the company's sales and marketing plan, as well as the strategic plan.
- Examine current and future organizational charts.
- Review key financial documents.
- Look over any additional documents that pertain specifically to your new position.

Key initiatives

- These major initiatives will be led or significantly contributed to by the new hire within the first 12 to 24 months of employment.
- They are typically discussed during the interview process and should be documented in the job specification.

Mutual Feedback Sessions

- This is a regularly scheduled meeting between the hiring manager and the new hire.
- This is a way for both to give and receive feedback during the early stages of employment.

EXECUTION & FOLLOW-UP

At The Overture Group, our experience has shown us that by utilizing a structured and engaging onboarding plan, organizations can ensure that new employees feel supported, connected, and equipped to contribute effectively from day one.

We also advise our clients that a 6-month follow-up is a key element to maintain open lines of communication after the new hire has settled in. By guiding and facilitating these meetings for our clients, we find that both the company and the employee benefit from open dialogue. This comprehensive strategy can lead to higher satisfaction, reduced turnover, and bolster overall performance for the company and its employees well into the future.

About The Overture Group

The Overture Group finds the right people for your organization so you can keep moving forward — and pick up speed. As the Midwest’s premier Search and Compensation consulting firm, we tap into a vast network of professionals and executives to find your fit. With expertise in every element of the hiring process, we can guide you from pre-search preparation to post-placement onboarding.

For More Information

Visit TheOvertureGroup.com or contact one of our executives to learn how we can help you Attract, Motivate, and Retain.

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