

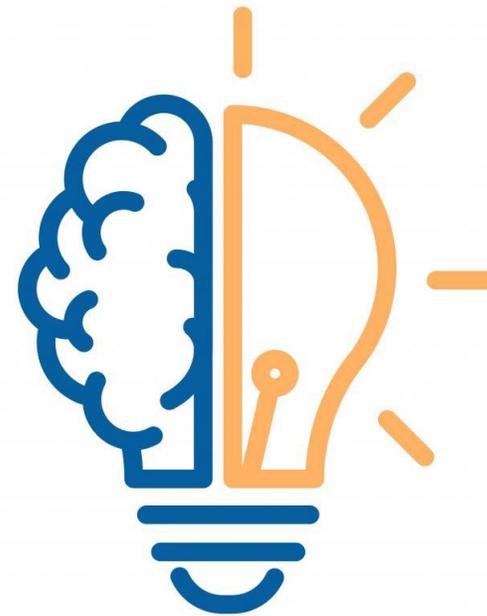
IMPROVING YOUR ONBOARDING PROGRAM

Paul Nunn
ICC-Certified Coach
MBTI-Certified Practitioner



PAUL NUNN

LEADERSHIP AND SALES TRAINER



THE
VBA **CONNECT** | **PROTECT** 
EXPERIENCE

ONBOARDING STORIES

- BEST
- WORST

OVERVIEW

- Purpose
- Benefits
- Consequences

WHAT DOES YOUR ONBOARDING EXPERIENCE LOOK LIKE?

- How long is your bank's onboarding program?
- Who is involved?
- What makes your onboarding program effective?
- Where would you like to see it improve?

AN EFFECTIVE ONBOARDING PROGRAM:

- 1 year
- 90 days
- PRE-BOARDING
- Orientation
- Sharing/Living Your Culture
- Mentor

OTHER ONBOARDING VARIATIONS

- Reboarding
- Executives
- Managers
- Remote Workers
- Differently Abled
- Veterans

WHERE DOES IT NEED IMPROVING?

STRATEGIES FOR IMPROVING YOUR ONBOARDING PROGRAM:

- INTERVIEW RECENT NEW HIRES
- INTERVIEW THEIR MANAGERS
- GET MANAGERS INVOLVED
- APPOINT A MENTOR...BUT...
- CHOOSE WISELY AND CAREFULLY
- TRAIN MENTORS

ARE YOU MEASURING YOUR ONBOARDING PROGRAM?

- Time to productivity
- Retention/Turnover Rates
- Retention Threshold
- New-hire Surveys
- Manager/Mentor Surveys
- Mentor Surveys
- Focus Groups

Summary

- Effective onboarding can improve retention, reduce turnover, increase revenue, and more.
- Onboarding should last approximately one year and should be monitored frequently.
- Assess the effectiveness of your onboarding process with recent new hires, leaders, and other metrics.
- Look at your onboarding program and identify what you can do to improve your bank's onboarding process.

For More Information

- I help community bankers take better care of their customers.
- I help leaders take better care of their employees.
- Paulnunntraining.com
- paul@paulnunntraining.com
- 281-923-0106



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LEADERSHIP AND SALES TRAINER