



# New Hire Roadmap: All the Employee Onboarding Resources You Need From Day 1 to Day 90 and Beyond



## Executive summary

**When it comes to onboarding, a good start is half the work done.**

👉 You've put in the time and effort to source the top talent in the market. You've hired the best candidates out there, and they're excited to come on board and get started by contributing new ideas to your business. **Now, it's up to you to harness all that energy by making sure they have the best possible new hire experience.**

You need to engage your incoming employees with great pre-boarding, and show them what makes your workplace culture unique—even if you're welcoming them to the company from a distance. You need to help them build the right relationships, benefit from your [institutional knowledge](#), and showcase their talent and experience from their very first projects. But most importantly, you need to make them feel at home with the right resources, help, and support.

Building a great new hire roadmap isn't just a thoughtful and courteous thing to do, either. Studies show [20% of employee turnover](#) happens in the first 45 days on the job. This means you have a short window to make the right impression and set your new employees up to excel in their roles. Get this wrong, and you could risk losing all that great talent you worked so hard to hire.

**In this ebook, we'll show you all the employee onboarding resources you need to build a great new hire roadmap from Day 1 to Day 90 and beyond. Specifically, we'll cover:**

- 3 Reasons Why A Structured Employee Onboarding Process Makes A Major Difference For New Hires
- Employee Onboarding Checklist: Your New Hire Training Blueprint For The First 30, 60, And 90 days
- 3 Key Characteristics Of Wow-Worthy New Employee Onboarding Programs
- Team Building 101: The 3 Key Roles Of Collaborative Learning In Onboarding New Hires
- Maximizing Metrics: How To Demonstrate Business Impact Through 4-Step Employee Onboarding Analytics
- Adapting To The New Normal: 3 Tips To Adjust Your Onboarding Process To Reflect A Remote Work Environment
- The Right Tech For The Task: Choosing The Best Employee Onboarding Software For New Hire Training Experiences in 3 Key Steps
- New Hire Onboarding Showcase: How 4 Leading L&D Experts Structure Their Strategies

**With our help, you'll be able to give your new hires the kind of start everyone deserves.**

If you'd like to see how our [Collaborative Learning](#) platform could help you build the right new hire roadmap, be sure to check out our [solutions page](#) for more information.



Estimated reading time for this ebook: **20 minutes.**

About

# 360Learning

👉 360Learning empowers Learning and Development teams to drive culture and growth through Collaborative Learning. Our Learning Platform combines collaborative tools with the power of a Learning Management System, enabling high-growth companies to unlock learning based on collective expertise, instead of relying on traditional solo-based eLearning. 360Learning is the easiest way to onboard new employees, train customer-facing teams, and develop professional skills—all from one place.

360Learning powers the future of work at over 1,500 organizations, including Toyota, AlphaSights, and Airbus. Founded in 2012, 360Learning has raised \$41 million, with over 200 team members across New York, Paris, and London.

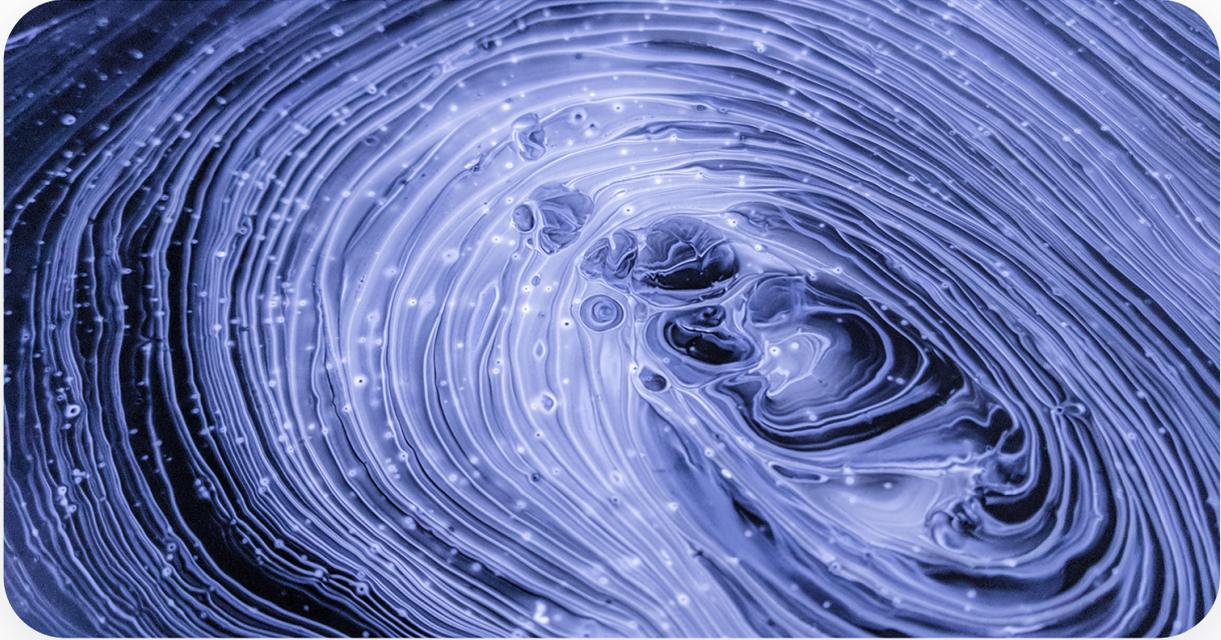


Want to see how Collaborative Learning  
can help your organization?

Request a demo with 360Learning today. 💡

# Table of contents

- P. 6 **Chapter 1** **3 Reasons Why a Structured Employee Onboarding Process Makes a Major Difference for New Hires**
- P. 10 **Chapter 2** **Employee Onboarding Checklist: Your New Hire Training Blueprint for the First 30, 60, and 90 days**
- P. 17 **Chapter 3** **3 Key Characteristics of Wow-Worthy New Employee Onboarding Programs**
- P. 22 **Chapter 4** **Team Building 101: The 3 Key Roles of Collaborative Learning in Onboarding New Hires**
- P. 27 **Chapter 5** **Maximizing Metrics: How to Demonstrate Business Impact through 4-Step Employee Onboarding Analytics**
- P. 31 **Chapter 6** **Adapting to the New Normal: 3 Tips to Adjust Your Onboarding Process to Reflect a Remote Work Environment**
- P. 35 **Chapter 7** **The Right Tech for the Task: Choosing the Best Employee Onboarding Software for New Hire Training Experiences in 3 Key Steps**
- P. 41 **Chapter 8** **New Hire Onboarding Showcase: How 4 Leading L&D Experts Structure their Strategies**
  
- P. 46 Collaborative Learning is the Key to Building the Right New Hire Roadmap
- P. 48 Over 1,500 companies love us already!
- P. 49 What's Next?



## Chapter 1

# 3 Reasons Why a Structured Employee Onboarding Process Makes a Major Difference for New Hires

🔑 If you're reading this, chances are you already know how valuable a great employee onboarding process can be. And yet, a lot of people still think of their employee onboarding process as a simple HR box-ticking exercise. In reality, onboarding is a core driver of business capability, and contributes significantly to growth.

Don't believe us? According to [Deloitte](#), 79% of business leaders consider onboarding to be an urgent priority. [This research](#) also tells us 4% of new hires leave a job after a disastrous first day, and 20% of staff turnover occurs within the first 45 days.

Unfortunately, these losses can mean big problems for businesses: losing an employee in the first year can cost a company at least [three times](#) that employee's salary.

So, with all that in mind, here are three reasons why a structured employee onboarding process makes such a major difference for new hires.

#1

## Structured onboarding is reassuring for new hires

Of all the employee onboarding benefits that come from having a structured approach to onboarding, there's one that matters most: a structured onboarding is reassuring for your new hires.

Think about your previous experiences with starting a new role. Sure, you might know a little about what to expect from the hiring process, but you're still taking a big step into the unknown. What will your new colleagues be like? Will they like you? How can you demonstrate all of that fantastic talent and capability that landed you the job in the first place? And hang on a second...where's your laptop? And how can you access your email? What's going on, exactly?

A structured employee onboarding process offers personalized support for your new employees, helping them to stay calm about questions like these and focus on what really matters: meeting their new team, familiarizing themselves with your unique workplace culture, and getting up to speed as quickly as possible to contribute to wider business goals.

Put simply, the more time and effort you spend structuring and organizing your process to onboard new employees, the faster they'll be able to build their capabilities and ramp up to full effectiveness. **You'll also ensure your new hires have a lot more fun in the process!**

Next up, another key employee onboarding benefit: demonstrating your unique culture.

#2

## Structured onboarding demonstrates your unique culture

As we've noted, a lot of L&D and HR teams think of their employee onboarding process as a purely technical checklist, like an instruction manual for new hires. In reality, your onboarding process is more like an elevator pitch for your company. And you need to make your pitch as strong and convincing as it can be.

**A structured employee onboarding process can reflect a company's unique culture by offering a detailed and rigorous introduction to the things that set you apart. Rather than just making culture something you talk about, your onboarding is a chance to show your new hires exactly what you mean when you talk about your values.**

That's because a structured and clear new hire onboarding process demonstrates your business model, communication preferences, unique company values, and anything else that makes your company distinct. For example, at 360Learning, our [onboarding journey](#) focuses on introducing new hires to the 13 distinct values that make up our [Convexity culture](#).

Our third key benefit of structured employee onboarding? It helps new hires focus.

#3

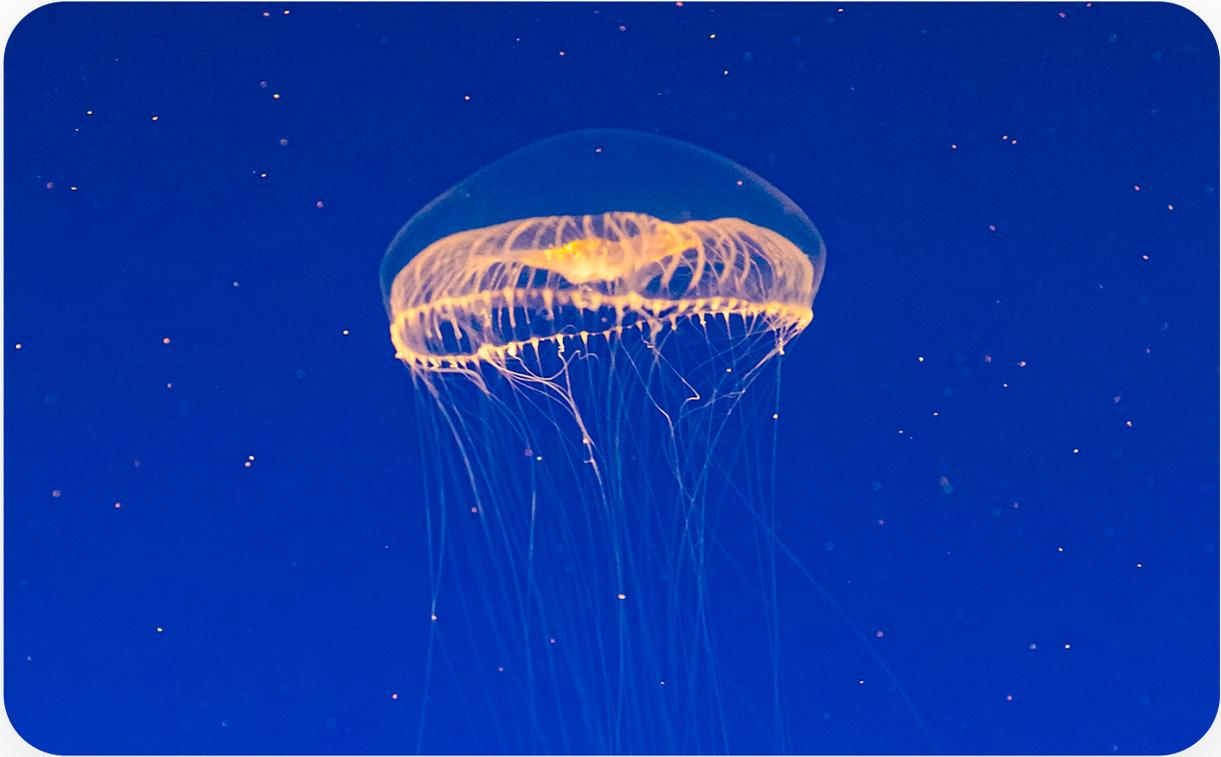
## Structured onboarding helps new hires to focus

Your new hires arrive full of energy and enthusiasm. They're looking for the best way to get up to speed and start contributing to what you do. **A great onboarding process lets them do just that, helping them filter out the noise and confusion that often comes with the first few weeks on the job and focus on what really matters.**

By structuring your onboarding process, you force yourself to consider the many points of confusion and ambiguity a new hire might encounter during their first days, weeks, and months. Learning Paths, discovery meetings, new skills and competencies—if you can structure your onboarding process, you can make everything crisp, clear, and immediately understandable.

With such a clear and accessible employee onboarding process, your new hires can focus their energy and attention on the things that will make the biggest possible impact. Like building an accurate picture of [your customer journey](#), making the right [connections between teams](#), and contributing their [subject-matter expertise](#) to joint projects.

Now, let's take a look at how to build your new hire  blueprint for the first 30, 60, and 90 days.



## Chapter 2

# Employee Onboarding Checklist: Your New Hire Training Blueprint for the First 30, 60, and 90 days

🔑 So, that's a sense of why a structured onboarding makes such a big difference in offering personalized support for your new hires. Now, let's get into the details: what should your new hire training look like over the first 30, 60, and 90 days?

We've got an employee onboarding template you can use to structure your onboarding, focus on continual training, and help your new hires ramp up quickly and effectively.

**It all comes down to three key stages: pre-boarding, induction, and role-specific onboarding.**

#1

## Pre-boarding

Every great employee onboarding checklist starts with one thing: pre-boarding. This is everything that happens from contract signing to arriving at the office—or signing in for Day One from home.

Pre-boarding seldom gets the attention it deserves, but it's a critical bridge from the sourcing and hiring process through to the onboarding process. Your new hires need to know all the details for their first few weeks, including access to email or chat systems, project management tools, key learning platforms, time tracking instructions, and anything else they'll need to rely on from day to day.

It might sound obvious, but it bears repeating: fundamental access issues are one of the most common first-day problems for companies when onboarding new employees. Fortunately, they're also one of the easiest to solve: simply build a pre-boarding checklist and make sure everything is covered off.

**Pre-boarding isn't only about tools and access, either—it's also a chance to demonstrate your distinct company culture.** For example, at 360Learning our pre-boarding modules include detailed guidance and information on key aspects of our Convexity culture, like our preference for asynchronous work and communication via Trello. This is a key part of our continual training culture, and helps us to troubleshoot any difficulties that may come up.

### **At 360Learning, our key pre-boarding steps include:**

- Preparing physical materials, including computer and welcome kit (note: for a remote onboarding program, this would mean sending this welcome kit and equipment by post)
- Setting up new hire profiles on our systems, e.g. email, learning platforms, and other tools and software used internally
- Reviewing learning paths and resources that will be shared with the new hire to ensure everything is complete and clear
- Planning and coordinating all communications (e.g. calendar invitations) between different internal stakeholders
- Scheduling time to introduce new joiners to colleagues and team members directly
- Establishing clear channels for new joiners to provide feedback, learn more about our distinct work culture, and identify any areas of improvement in the pre-boarding process

Checking off these key pre-boarding steps will ensure your new hires get off to a flying start. With pre-boarding out of the way, it's time to move ahead to the next stop on your employee onboarding checklist: induction.

## **#2 Induction**

Now that your new hires have arrived for their first day (or, in the case of remote onboarding, signed on for their first day), they're ready to start their induction. This is a critical part of every employee onboarding checklist.

In contrast to role-specific onboarding, induction can be standardized for all new hires. That's because you're introducing your new employees to the fundamentals: presenting your product or services, showing how you create value for customers and clients, delving into your company culture in greater detail, and offering an overview of the key tools new hires will need to use.

To give you a clearer idea of how induction works, let's run through an example. At 360Learning, we spend a day and a half on induction, with the goal of making these critical first days as engaging and positive as possible. In this first day and a half, our new hires are guided through structured learning paths that help them understand the essentials of life at 360Learning. When they open their inbox, they'll receive an invitation to join our Day One learning program—this helps them have the smoothest possible new hire experience.

**Specifically, we split our induction program into approximately 20 individual courses covering:**

- An overall introduction and welcome to the company
- An introduction to our culture and organization, including how we support our clients to embrace [Collaborative Learning](#)
- A workshop on our core Convexity values and how we live these every day
- A module on the importance of giving and receiving feedback during the onboarding process
- An introduction to our performance management and monitoring methodology
- The key tools all new hires can expect to use

**During this induction phase, new hires are also introduced to the key people they can expect to accompany them on this journey:**

- Coach–this is usually their line manager
- Onboarder–this is someone to assist and oversee their onboarding process
- Buddy–this is a fellow 360Learner who is there to help guide the more informal parts of onboarding
- Discovery meeting owners–these are representatives from different departments who will schedule time to explain what their teams do, and how they all fit in (more on this below)

So, that’s how we welcome all new hires with our induction process at 360Learning. How you do this will depend on your specific company culture and values, but this example can serve as a helpful template.

And now, our third stage: role-specific onboarding.

### **#3 Role-specific onboarding**

**Now that you’ve completed your employee onboarding checklist for pre-boarding and induction, it’s time to get started on the most substantial step: role-specific onboarding.**

At this stage, new hires start to move from common content (the basics) to the specific activities they’ll be expected to perform, and begin the process of ramping-up to their expected level of core performance.

This is the most crucial stage in the process of onboarding new employees. It's where your new hires go beyond the fundamentals to build a deep understanding of their role, forming relationships with other individuals and teams. It's also where they start to understand how they can add value and contribute specific expertise to shared projects.

**Here, it's helpful to focus on a specific example to give you a sense of how onboarding new employees really works in practice.**

At 360Learning, by the end of the second day of onboarding, our new hires will start to engage in role-specific onboarding. This means continuing their Learning Path on the 360 platform, but also working on role-specific tasks and information curated within our project management system (Trello) and our learning platform (360Learning).

Days three to five include learning a lot of new information about the different functions within the company. New hires will participate in a lot of discovery meetings with other teams, and will be gradually exposed to core tools and processes. By the end of the first week, learners will have completed a designed number of learning programs. Now, they'll have a clearer vision of important milestones, and will understand the skills they need to demonstrate to shift into the day-to-day requirements of their role. Their completion of the learning programs will also indicate to their coach or onboarder that they are on the right track, and that they're committed to continual training.

## Defining the first 30, 60, and 90 days of employee onboarding

Role-specific onboarding is where it becomes important to split your goals into what you expect your new hires to demonstrate in their first 30, 60, and 90 days.

The process of ramping-up happens in parallel to role-specific onboarding, and involves mastering all the fundamentals needed to undertake their core responsibilities—this part of the onboarding can last up to three months in total.

For new hires and their line managers, ramping-up means shifting to a long-term model of progression. Rather than just getting their feet under the desk, new hires should now be thinking about their personalized career journey. In some of 360Learning's locations (for example, France), this period coincides with the end of probationary employment periods.

Be sure to build in time for regular feedback on the onboarding process, and set up performance reviews for the end of the 30, 60, and 90-day onboarding periods.

For more helpful onboarding checklists and templates, check out our collection of [32 templates and checklists](#) to design great new hire experiences.

And now, let's take a closer look at how you can design an onboarding experience that isn't just good, but outstanding.



## Chapter 3

# 3 Key Characteristics of Wow-Worthy New Employee Onboarding Programs

- 👉 Now that we've outlined a training blueprint for the first 30, 60, and 90 days of your new employee onboarding programs, it's time to get a little more specific. What are the three characteristics that all successful employee onboarding programs share?

Put simply, all great new employee onboarding programs are memorable, collaborative, and focused on business impact. Here's what we mean by that.

#1

## Great new employee onboarding programs are memorable and distinct

If you're reading this, chances are you've experienced your fair share of cookie-cutter onboarding.

You start off by watching the standard company introduction video: here's who we are, here's what we do, welcome to the team. Most of the time, this company video looks at least a decade old—and in some cases, it might be even older. From there, things only get worse: you're assigned the same flat, boring modules about company culture, HR basics, and administrative requirements. If you're lucky, you'll have a discovery call or two with an actual human being in there somewhere, but don't count on it.

It's such a shame that these kinds of employee orientation programs are often so lacking in flavor. After all, an employee onboarding course is one of the best opportunities out there to showcase what really makes your company stand out as a place to work, and to boost new hire engagement by delivering something unforgettably distinct and interesting.

The real reason so many new employee onboarding programs are bland and forgettable isn't down to a lack of distinctive company culture—it's because for a lot of companies, employee orientation programs are an afterthought. But with the right tools and resources, you can build an onboarding program that is immediately engaging and immersive, and which tells a compelling story about what your company stands for.

At 360Learning, we do this by engaging every team to contribute their skills, talents, and subject-matter expertise to our employee onboarding courses using our Collaborative Learning platform. Which brings us to our second characteristic.

#2

## Great new employee onboarding programs are collaborative

Every truly successful employee onboarding program is a team effort. It isn't something L&D or HR just throws together on their own. You need to showcase your culture, your talents, and your collective expertise—the best way to do this is to build your employee orientation through cross-team collaboration.

This is one of the biggest benefits of Collaborative Learning, and it has huge implications for your learning culture. A peer-driven, bottom-up method for creating learning materials results in better outcomes than traditional eLearning methods—including onboarding outcomes. Employees can identify specific learning needs based on what they view as gaps in their knowledge, and in-house experts then meet those needs by working from a distance to create relevant courses.

This approach helps to create room for conversation, feedback, and iteration. You can build more effective learning materials, boost employee engagement, and encourage your teams to stick together and help each other out—even if they're working in different countries and time zones. That's why the peer-to-peer element of Collaborative Learning is so crucial in a remote setting—especially for new hire engagement.

We'll have more on this in chapter 4, including an in-depth discussion of the key role of Collaborative Learning in onboarding new hires.

#3

## Great new employee onboarding programs are focused on business impact

New employee onboarding programs aren't just designed to give new hires the welcome they need and deserve. Beyond making people feel comfortable in their new environment, these employee orientation programs should also be directly focused on contributing to business impact.

**That's why, in addition to being built through cross-team collaboration, all new employee onboarding programs need to be directly focused on real-world application.**

To take an example, let's imagine you're designing a product basics module for your new hires. In pulling together your learning materials, you notice that some of the competitor analysis is outdated—two of your closest competitors have now merged, and the list is missing one of the strongest new players in your market.

To keep this employee onboarding course directly focused on generating a positive business impact, you have a little work to do. First step: link up with your Product Marketing team and make sure the analysis is up-to-date. Better yet, tag them directly in the draft documentation and ask for their help to improve it. That way, you can be sure the employee orientation program is current, accurate, and equips new hires with the information they need to succeed.

This might sound like a lot of work, but it doesn't need to be. By [collaborating with others](#), you can build accurate employee onboarding content, alert [subject-matter experts](#) when information looks outdated, and use [peer feedback](#) to iterate on every part of every course.

↵ 1 previous answer

 **Sarah Celnik**  
Great course! But I think the link to the report is outdated. It's from 2019.  
May 4, 2020, 5:28PM

 **Jenny Watson**  
Yes, we should update it. [Flavien Robert](#) Can you please link to the latest version of the report?  
May 4, 2020, 5:47PM



[See all comments](#)

This isn't just a way to feature more accurate information—it also helps boost new hire engagement and encourage greater connections between teams. It also means L&D departments no longer need to waste time building and sourcing learning content—tasks that take up [29% of an L&D team's time](#). Instead, you can become learning facilitators and have more time to meet with key stakeholders, facilitate the flow of learning content, and strategize.

**So, ask yourself this question: is every single employee onboarding course in your catalogue directly related to a challenge, opportunity, or opening in your market?** Will completing the course better position your new hire to contribute to meeting these challenges or taking advantage of these opportunities or openings? If the answer is no, you may need to rethink your approach.

And because team building is such a big part of every great onboarding, we're going to spend some time looking at this in the next chapter.



## Chapter 4

# Team Building 101: The 3 Key Roles of Collaborative Learning in Onboarding New Hires

- 👉 As we've seen in chapter three, all truly successful employee onboarding programs are built through cross-team collaboration and teamwork. Now, in this chapter, we're going to break down the three key roles of Collaborative Learning in onboarding new hires.

Before we begin, a brief explanation of why [Collaborative Learning](#) is so important to us at 360Learning. Collaboration is embedded within [every feature of our platform](#), and runs through every step of our onboarding process. From product development to sales, from accounts to HR, 360Learners work side-by-side to solve complex problems by contributing specialist knowledge—and that includes building the right new employee onboarding program.

With that in mind, here's how we put this focus on Collaborative Learning to work in our new hire onboarding program.

#1

## Decentralizing the learning process with Collaborative Learning

A key part of building a Collaborative Learning culture is decentralizing the learning process. Of all our employee onboarding tips, this is one of the most important.

In traditional centralized learning and onboarding, training flows out from a single point: instructors teach and employees learn. But now, many businesses are championing [a more decentralized learning approach](#), making this system obsolete. More employees are working remotely and asynchronously, and they need to break learning into small chunks that fit into their daily work schedule, no matter where they are in the world. This has a lot to offer when onboarding new hires, as it enables a Collaborative Learning culture.

The first step in decentralizing learning is to shift to online classes that can be completed in micro-sessions according to a learner's availability. These Collaborative Learning activities should start with your L&D team, but it also requires encouragement and support from management and company leadership. This is a key part of what remote learning looks like today. It's also a critical employee onboarding tip: by offering new hires greater flexibility in their learning, you make it easier for them to complete their learning on time.

In traditional, top-down onboarding, executives or a company's L&D department will [make educated guesses](#) about employees' knowledge gaps and either create or outsource courses to correct those gaps. Courses are expensive to produce and can take months to create. Knowledge flows downward without input from the people receiving it. In short, learning is just a one-way street, with little room for engagement.

With a bottom-up, democratic approach to onboarding, employees use Collaborative Learning tools to make requests for [learning opportunities](#). Everyone can vote on which courses would be most useful, and anyone can offer to teach a course. Courses can be created and updated much more quickly, which helps the company keep their workforce up-to-date on important skills. According to our research, among companies that use 360Learning, non-L&D members create [85% of the courses](#)—including onboarding courses. This is a key part of fostering a Collaborative Learning culture.

#2

## Emphasizing self-directed training with Collaborative Learning

The second key role of Collaborative Learning in great onboarding? Emphasizing the importance of self-directed training. This is another key employee onboarding tip.

When you enable self-directed training (including during the onboarding process), you support your employees' growth and also maximize the benefits for your company. Self-directed training gives your team the most autonomy and flexibility: they can complete courses on their own schedule and work toward their targets independently. They can fit courses around other work, because they're empowered to manage their own responsibilities.

But despite the name, [self-directed training](#) isn't just a solo Collaborative Learning activity. In fact, when it comes to onboarding, the entire company has the chance to get on board. Team managers and the L&D department collaborate to act as facilitators that help set learning targets, suggest courses, facilitate the flow of learning content, and create a schedule. Employees identify their own learning needs, and executives promote learning within the company and also lead by example by sharing their own learning goals—one of the biggest benefits of Collaborative Learning.

This self-directed approach to Collaborative Learning activities aligns with what learners themselves want: according to LinkedIn's [Workplace Learning Report](#), 74% of learners want the freedom to take courses at their own pace. At the same time, 75% say they would take a course their manager recommended. Delivering learning experiences that match these preferences is a key part of building a Collaborative Learning environment.

And for the last benefit of Collaborative learning in onboarding new hires, let's turn to the role of knowledge-sharing.

### #3 Promoting knowledge-sharing through Collaborative Learning

This employee onboarding tip might sound obvious, but a lot of companies still have a hard time with it. We're talking about leveraging subject-matter expertise through Collaborative Learning.

**When you hire a talented team, your employees are your greatest resource.** They have the skills, the smarts, and the expertise to help your new hires succeed—and they can do it through creating a Collaborative Learning culture within your onboarding program. All you need to do is tap into that resource and set your subject-matter experts free.

With old-school, top-down onboarding, businesses run the risk of creating information silos. For example, sales teams are only told about sales goals, and marketing departments lack insight into product development. Everyone is working on their own niche, with no way to lift their heads and see where the company is going.

In contrast, Collaborative Learning enables L&D teams and employees to [create and fulfill learning needs together](#). As a result, employees are more invested in the onboarding process. They help [create quality courses](#) that L&D teams don't have to buy or source through expert interviews. Other elements such as [discussion forums](#), [peer coaching](#), and [employee-generated content](#) also help.

This is one of the biggest benefits of Collaborative Learning when onboarding new hires. In contrast with this traditional siloed approach, employees can teach each other about their work and gain valuable visibility into other departments, which helps them stay aligned on global strategy and promotes collaboration across teams, even when onboarding remotely. Employees become more invested in the company as a whole, and being part of a learning community and sharing knowledge [leads to higher employee satisfaction](#).

So, how can you put these three benefits of Collaborative Learning to work in your onboarding process? All it takes is an investment in the right [Collaborative Learning platform](#), which we'll cover in more detail in chapter seven.

For now, let's look at one more crucial part of fostering a Collaborative Learning culture and onboarding new hires: demonstrating business impact through onboarding analytics.



## Chapter 5

# Maximizing Metrics: How to Demonstrate Business Impact through 4-Step Employee Onboarding Analytics

🔑 One of the most fundamental steps in any new hire onboarding process is setting the right performance metrics and tracking contribution to business impact. The fact is, people don't think about measuring onboarding results the way they might think about keeping track of sales figures, but trust us: onboarding is as important as any other business function, and should be carefully measured.

That's why your new hire onboarding should be tracked with clear and specific metrics to demonstrate business impact. This way, you can highlight how much this employee onboarding contributes to your core capacity as a company.

**But, where should you get started with demonstrating this business impact? It all comes down to matching new hires with the right employee onboarding metrics. Here's how we do this in four key steps to show our online training ROI.**

## #1 Set process milestones

The most fundamental step of our four-step employee onboarding analytics process is to set process milestones. Here, we're defining the points during the new hire onboarding process at which the employee should be able to demonstrate new skills, knowledge, and capabilities.

For example, what are the exact process milestones a new hire needs to complete to show they're ready to ramp up? For a new sales hire, this could be pitch mastery. For a new marketing lead, it could be defining a target audience for a campaign. Whatever the new hire onboarding milestone may be, it's up to you to use this as a basis for proving your employee onboarding ROI.

## #2 Define a suitable performance metric

Next up, you need to get specific. What is the metric that tells you whether a hire has achieved this milestone? In sales, this could be proficiency, or the number of clients secured in a given period. In marketing, it could be the level of engagement with a content campaign.

You need to define a metric that is easily calculated and understood with the right context. You can track this with the right employee onboarding tool, such as a learning platform that measures new hire progress with learning modules, and gives a clear result for learning assessments such as quizzes, recordings, or other tests. Taken together, these can demonstrate the performance of your new hire onboarding process as a whole.

### #3 Set your timing expectations

Once you've set your metric, you need to be clear with your timing expectations. When should the hire be able to demonstrate their achievement of this milestone? By the end of the first month? Or by the end of the first three months?

Whatever you decide for your new hire onboarding timing expectations, you need to be reasonable. Your new hires need to feel like they're being set up to succeed—and giving them the resources, tools, and time they need to develop is key.

### #4 Document your metrics clearly and transparently

Finally, you need to document your employee onboarding metrics in a clear and transparent manner. You need to keep close track of progress to show exactly how the achievement of onboarding milestones contributes to business effectiveness. This can involve module completion, activity records, and feedback from HR, coaches, or line managers.

After all, a performance target is only useful if it is documented, seen, and understood by others. If you don't take this step, you'll have a much harder time proving your [online training ROI](#), and you'll find it a lot harder to prove the business impact of your new hire onboarding.

## **Employee onboarding metrics in practice: how it works at 360Learning**

At 360Learning, our new hires arrive full of energy and drive. It's then up to us to use clear onboarding metrics to channel this energy in the right direction, and give learners clarity over what's expected of them.

For example, our sales enablement manager assesses a new sales rep's command of pitch, demo, references, and other key aspects of the 360Learning platform on a scale from one to five, with a score of four needed to show mastery.

And we don't just use metrics to track individual performance, either—we're also tracking our overall new hire onboarding performance, in particular our online training ROI. We're always looking for ways to improve our employee onboarding process, which is why we set and track clear KPIs for learning completion and core capabilities during role-specific onboarding, and capture in-depth feedback at regular intervals during new hire onboarding. This helps us to make improvements on an ongoing basis, including adapting our onboarding process to new developments in the way we work.

And speaking of new developments in the way we work...



## Chapter 6

# Adapting to the New Normal: 3 Tips to Adjust Your Onboarding Process to Reflect a Remote Work Environment

For many companies, the shift to remote or hybrid work environments has been one of the biggest challenges of the modern era. And nowhere is this challenge more apparent than in onboarding. Giving new hires the start they need and deserve is already a big task when working in person—from a distance, it can seem impossible.

But let's not just see this switch as merely a challenge or a difficulty to be overcome. We can use this switch as a way to solve remote work for good, and help our teams to adjust and thrive in our new remote world. All we need is the right set of resources and tools.

In this chapter, we've got three new hire training tips to adjust your employee onboarding process to suit your new remote learning culture, support employee development, and create the best possible new hire experience from a distance.

#1

## Don't just migrate your status quo in-person onboarding to email

Our first new hire training tip for an effective remote onboarding process is a critical one. Put simply, it isn't enough to just migrate your status quo in-person onboarding process to email. It might be tempting, but trust us: it won't work.

Instead, you need to start from the fundamentals. Imagine the first day experience for your new hires when working remotely. What is their first point of contact with you? How will you welcome them from a distance? What kind of a picture of your company will they get? And how will you make sure you communicate your distinct company culture in a remote or hybrid setting?

Answering these questions might seem tough, but it's crucial to supporting employee development with the right remote learning culture. Remember: making the shift to remote onboarding isn't as simple as just firing up Zoom. You need to think about every step of your onboarding process and consider whether it remains fit-for-purpose in a remote context.

#2

## Great remote onboarding is all about pre-boarding

A key part of building the right remote onboarding process is pre-boarding. As we covered in chapter two, pre-boarding is everything that happens from contract signing to arriving at the office—or signing in for Day One from home.

Access issues are one of the most common first-day problems we see with companies when they're building a remote learning culture. When you're working remotely, this communication is even more important. You want your new hires to feel plugged-in to the workplace, even if they can't be physically present. That's why you need to take care to check off every box on your pre-boarding list, from making sure email accounts are functional to providing your new hires with the right logins to crucial tools.

Pre-boarding might seem like a basic admin task, but overlooking this important step jeopardizes a smooth first day for your new hire. Any first day is stressful, and starting a new job remotely (especially in the middle of a health crisis!) is even more stressful. You don't want people to have to worry about getting their computers or email access, too. These kinds of stresses can negatively impact the onboarding experience.

### **#3 Build immersive remote onboarding with cross-team collaboration**

Delivering a great employee onboarding process from a distance is tough for just one team. That's why it's so crucial to make your remote onboarding collaborative, and to leverage all that great subject-matter expertise that lives within your teams.

## This collaboration on remote onboarding takes two forms:

- 1 Collaborating to create great remote onboarding content:** Onboarding is the process of introducing your new hires to everything they need to know to do their jobs. And everything they need to know can be a lot—it's impossible for just L&D or HR to know everything every new hire needs to know. That's why it's so key to empower your subject-matter experts to share their knowledge no matter which team they're from. With the right learning platform, anyone in your business can design and [author](#) learning modules and seek input and feedback from others as they go. By [decentralizing onboarding content creation](#), you can make everybody's lives easier. There's less pressure for the HR or L&D teams, more interest from the rest of the company in the onboarding process, and more interactions for the new hire with all departments.
- 2 Collaborating during the remote onboarding process:** On top of content creation, [Collaborative Learning](#) should also happen during the remote onboarding process. At 360Learning, we make use of the collaborative features on our learning platform to encourage interactions and collaboration. This includes our [Discussion Forum](#), where new hires can ask questions anytime, and offer instant reactions to each module. Most of the time, questions asked in forums are answered immediately by the course author or fellow colleagues. With these [interactions and responses](#), every one of your courses and modules becomes a living document and is a collection of all the expertise, questions, and learning experiences of your previous learners. This helps new hires understand the courses better, and create a sense of community. This is especially valuable in a remote onboarding or learning process, which can feel lonely otherwise.

So, when you're building the right remote employee onboarding process and supporting new employee development, don't neglect these three tips. And one other fundamental factor to consider? Make sure you have the right tech for the job.



## Chapter 7

# The Right Tech for the Task: Choosing the Best Employee Onboarding Software for New Hire Training Experiences in 3 Key Steps

Now that you've got a sense of how to adapt your new hire roadmap to suit a remote environment, you might be wondering: "Yeah, but how am I supposed to actually deliver that? Where do I even start?"

Trust us—we know it can seem like a steep climb. But there's one first step that can make the whole process much easier: choosing the right tech for the task, and getting the best employee onboarding software the market has to offer. In this chapter, we'll take you through the basics on how to choose the right LMS, HR platform, or talent management solution to help you bring your new employee onboarding to life.

**Choosing the best employee onboarding software is all about looking for three key factors: relevance, engagement, and collaboration.**

#1

## Choose a platform that makes onboarding relevant

If you're in the market for employee onboarding software, you need to start with a fundamental question: will this product make my new hire experience more relevant to their role?

Whether you're talking about LMS software, an HR platform, or a talent management solution, this question is still incredibly important. Your new hires need an onboarding experience that is tailored to their exact needs, and you need a software solution that enables this tailored experience.

So, as you're putting together a shortlist of potential employee onboarding software solutions, be sure to examine the extent to which the software enables customized, crowdsourced learning experiences built through subject-matter expertise. You need a solution that makes it easy to connect new hires with subject-matter experts across your business, and which offers the flexibility to quickly create, develop, and ship [new training projects](#) in response to emerging learning needs during the onboarding process.

Get this right, and you can ensure the kinds of new hire experiences that make people love every minute of their onboarding, and make it impossible for them to think about ever leaving your company.

Next up, engagement.

#2

## Choose a platform that makes onboarding engaging

The best employee onboarding software on the market doesn't just make it easier to build relevant training experiences for new hires—it can also encourage the kind of onboarding experiences that are unforgettably engaging.

As the science tells us, [active learning increases knowledge retention](#)—especially during onboarding. If your new hires are actively engaged in peer-generated courses, instead of watching onboarding videos or listening to pre-recorded lectures, then they're more likely to retain new information and ramp up quickly—not to mention have more fun.

The right employee onboarding software can make it easy to create these engaging new hire experiences by creating an atmosphere where onboarding content is built through continuous collaboration between experts and teams. Because employees are always sharing expertise and building new skills, this makes onboarding courses more [immersive and engaging](#), meaning higher levels of course completion, satisfaction, and retained knowledge. These features can also ensure you [maximize your onboarding ROI](#), boost employee engagement, and give your teams the tools they need to grow together.

Finally, you need to choose an employee onboarding software solution that makes onboarding as collaborative as possible.

#3

## Choose a platform that makes onboarding collaborative

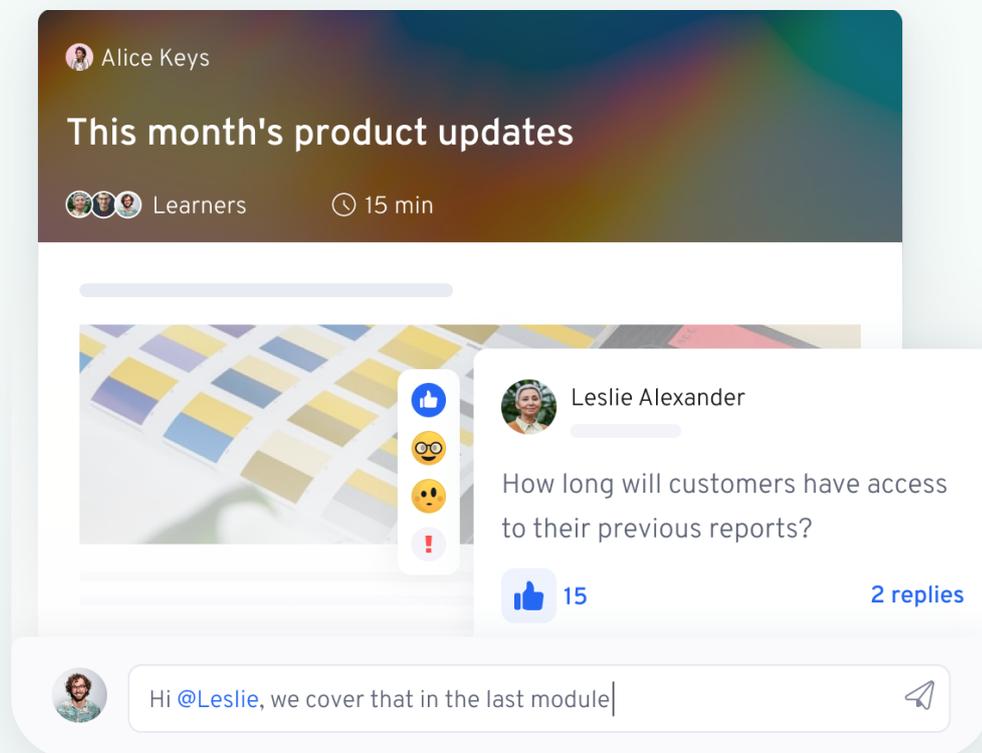
Traditionally, a lot of organizations have thought of onboarding as a one-way process. L&D, HR, or senior management sets a standardized onboarding curriculum, and all new starters take the same courses. Well, this kind of [top-down experience](#) simply doesn't cut it anymore.

Now, new hires expect onboarding experiences that are built and shaped with their needs in mind, and which are the result of cross-team collaboration between subject-matter experts at all levels. They want to feel like every step of the onboarding experience reflects the reality of an actual learner. Making the onboarding process collaborative is the best way to achieve that.

**That's why a Collaborative Learning platform can revolutionize your new hire onboarding.** With Collaborative Learning, every step of every learning experience is the result of peer feedback and iterative learning, with learners offering their [reactions](#) to [course authors](#) during the course creation process. In practice, this means your new hires will never have to deal with bland, cookie-cutter training. Instead, the process of collaboration will ensure everything they see, hear, read, and watch is tailored to their exact needs and demands.

**So, that's a sense of the three steps you need to consider to ensure you choose the best employee onboarding software for your teams, whether you're talking about an LMS, HR platform, talent management solution, or anything else.**

Now, a quick word on software implementation.



### 💡 One final tip about implementing onboarding software

Choosing the right employee onboarding software can be a big decision. Not only do you have to qualify different solution vendors—you also need to set an accurate budget for the transition to this new platform, as well as outlining a timeline that is realistic and balanced against any competing business priorities.

It's crucial to be crystal clear in your internal communications with every single team involved with your new hire onboarding, from L&D and HR through to finance, IT, operations, and beyond.

**To make the right first step, be sure to build a rough picture of your employee onboarding software implementation timeline and budget. Don't forget to write a week-by-week breakdown of who's doing what when, including:**

- When your new employee onboarding software will be tested, and when it'll go live
- Who will get the chance to test out your onboarding software first
- How you'll conserve and migrate your existing onboarding training material
- What happens with your onboarding targets for the month, quarter, or year
- Who will design the shape of your main learning paths
- The metrics you'll be tracking to ensure a successful implementation of your new employee onboarding software (e.g. new hire ramp-up time, courses delivered, onboarding time saved)

And finally, don't forget to create a clear budget for your employee onboarding software implementation, and monitor your performance against this budget over time. The last thing you want when selecting the best employee onboarding software is a nasty surprise at the end of the month. This way, you can maximize your training ROI in a smooth, predictable way.

With all that advice in mind, let's take a look at four excellent case studies of leading L&D experts structuring their onboarding strategies.



## Chapter 8

# New Hire Onboarding Showcase: How 4 Leading L&D Experts Structure their Strategies

Now that we've finished taking you through the theory, tools, and techniques behind building the best possible new hire onboarding experience, it's time to turn to a few examples. In this chapter, we'll show you four practical employee onboarding examples, with detailed case studies of how the world's leading companies deliver compelling new hire experiences.

Let's get started with DPR Construction's focus on building great new employee onboarding experiences through putting yourself in the learner's shoes.

#1

## How DPR Construction focuses on the learner experience

Great onboarding is all about showcasing the right new hire experience. To do that, DPR Construction does everything it can to picture things from the learner's point of view.

For [Kristi Conlon](#), Leader of L&D at 360Learning client DPR Construction, this meant putting herself in her new hires' shoes when starting her own new role. "I asked for the same onboarding experience that any new employee would have. A lot of times HR tailor this for leaders coming in from the outside, and will take a concierge approach. But I wanted to understand this first-hand."

This case study illustrates a key part of every great employee onboarding example: a focus on caring and empathetic onboarding. "Our number one job is to take care of people," says Kristi. "So, we need to really listen to them and empathize with them. That's why getting a clear sense of the learner experience is so critical when you're building a great onboarding program."

This is why Kristi and DPR Construction use 360Learning's Collaborative Learning platform to connect their subject-matter experts and build new employee onboarding experiences reflecting the full range of internal knowledge.

And as our second case study shows, this focus doesn't just ensure the best possible new hire onboarding—it can also save on costs.

#2

## How Appen saves \$240k every year in onboarding costs

Incorporating a Collaborative Learning approach within your new hire onboarding is a great way to showcase your internal expertise and build closer connections between your teams. But as AI consulting firm (and 360Learning client) [Appen](#) demonstrates, it can also help you deliver leaner, more streamlined onboarding.

Every year, Appen hires more than 100 employees, and must onboard them in a highly distributed and global environment. In meeting these training needs, Appen had to grapple with a new challenge: an increasingly complex learning tool stack.

Now, thanks to 360Learning's easy-to-use [Authoring Tool](#), the Appen L&D team has been empowering and coaching subject-matter experts to create training materials within days instead of weeks. With decentralized content creation, Appen can now create new employee onboarding experiences based on the best knowledge the company has to offer.

### **Appen has saved a huge amount of time and energy as a result, including:**

- 102 days of training saved in three months due to streamlining employee onboarding
- 10% decrease in internal IT tickets thanks to the improved employee onboarding
- \$240K annual cost savings by optimizing client training

This case study shows what's possible when you use Collaborative Learning to build new employee onboarding experiences based on open conversation, dialogue, and collaboration. With the right practical exercises, you can encourage experts and learners to work together, rather than just passively completing learning activities.

#3

## How WhatsApp helps new hires develop a user perspective

For WhatsApp's Global Onboarding Manager Paul Cabrera, the key to great onboarding is to help new hires focus on the user perspective as soon as possible. "After a new hire completes their orientation, they're enrolled in what we call User 101. We've developed this with our research team, which is facilitated by research subject-matter experts."

This is one of the best employee onboarding examples, because it demonstrates a key technique at the heart of every great onboarding: a focus on business impact.

**"This curriculum gives our new hires more perspective on who our users are, and what they need from us," says Paul. "These insights then feed back into our product and engineering teams, and help our new hires understand the true impact of their work for our users."**

You can achieve this by focusing every single step of your new employee onboarding experience on what you as a company are trying to achieve for your clients and customers. For example, if you're onboarding new hires in your product basics, you could approach this from a client's perspective and demonstrate exactly how you make their lives easier.

And now, for our final case study, let's see how Better.com onboards new hires in the flow of work.

#4

## How Better.com onboards people in the flow of work

Building great new hire onboarding isn't just about connecting people with the right resources and expertise—it's also about shaping learning experiences that fit their circumstances.

As mortgage lender Better.com's Learning & Development Lead Emma Schain knows, the best onboarding happens in the flow of work.

**“We had a couple of programs where we relied heavily on training content, but we realized people were hungry to get into the actual work,” she says. “That’s when we started to put people on a modified pipeline with wraparound support from trainers and team leaders.”**

According to this case study, companies can make bigger impacts by focusing on realities of the new employee onboarding experience. “People were much more effective at getting up to speed when they were actually in the workflow,” says Emma. “That’s because we know 70% of learning happens when people are actually doing the work.”

As these four new hire onboarding case studies show, building the right roadmap based on Collaborative Learning principles can help give your new hires the best possible start. And from there, they'll have all the tools, resources, and expertise they need to grow and thrive.



## Collaborative Learning is the Key to Building the Right New Hire Roadmap

Right now, too many companies simply aren't doing enough to welcome their new hires.

Sure, they might tick all the boxes when it comes to sourcing and hiring new talent. And once the contracts are signed, they probably assign a few onboarding courses and schedule a few discovery meetings here and there. But they're not giving new hires what they really need.

When a new employee starts a job, there's a very short window of time to give them the help and support they need to make a positive impact and prove themselves to their new colleagues. It takes an onboarding program with the right structure, flexibility, and focus on team connections to really prove your culture and show what sets you apart from other workplaces. Get this right, and you can set up your newcomers to ramp-up quickly and effectively. Get it wrong, and you risk unengaged employees—or worse, new hire churn.

**Building this new hire roadmap takes the right tools.**

A [traditional LMS](#) is a good start, but it can only take you so far. Instead, you need an integrated learning platform that's nimble, people-centric, and distributed. [We talk to L&D experts on a regular basis](#), and these discussions tell us that [making human interaction the central focus of learning](#) leads to better outcomes—especially for new hires.

**That's why we've built a learning platform that combines the power of a modern LMS with Collaborative Learning.** It can be used as a standalone learning system or in addition to your existing LMS. It lets everyone play a part in welcoming new hires, encouraging every employee to actively build their skills and share with others. With our platform, our users engage in [11 learning activities per day on average](#), with course completion rates [boosted from the industry average of 20-30% to over 90%](#).



**Interested in building the right new hire roadmap with Collaborative Learning?** [Get in touch](#) with one of our learning experts today.

# Over 1,500 companies love us already!

360Learning is already helping over 1,500 clients to transform their organizational culture through Collaborative Learning.



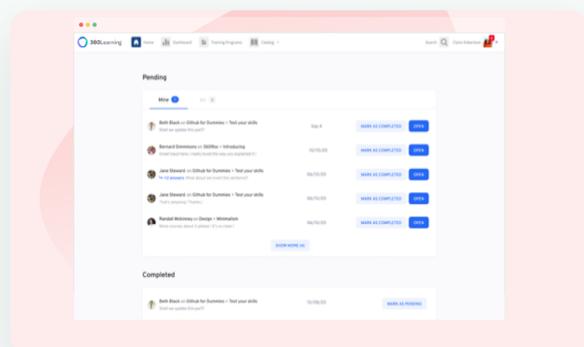
But don't just take our word for it: take a look at organizational learning expert Josh Bersin's exploration of [why Collaborative Learning makes such a big difference](#)—and how all kinds of companies can put it to work.

- See how our Collaborative Learning platform can help your business keep up with the trends, opportunities, and challenges identified in Gartner's [2021 transformation report](#).
- See how we stack up against other organizational learning solutions at Gartner's [peer insights page](#).
- For a closer look at how we support collaboration between teams, check out features like our [Experts Engagement Tool](#), [Discussion Forum](#), [Authoring Tool](#), and [Learning Needs Tool](#).
- For a deeper look at how our clients embrace Collaborative Learning, read about how we helped [AI consulting firm Appen save \\$240k in annual training costs](#).



360Learning is much more than a Learning Platform. Every single company needs a platform like this.

Josh Bersin



## What's Next?

The world is changing fast, and so is the way we onboard new hires.

**Now, L&D teams everywhere need a better way to welcome incoming employees, show them what makes their business stand out, and support them to succeed.**

Embracing fast, peer-based, and scalable Collaborative Learning doesn't just keep your new hires happy and engaged: it also helps L&D teams save time on low-value administrative tasks like updating old content, scheduling courses, and tracking completions. More than that, it helps your organization respond to opportunities for innovation and invention.

### **Our Collaborative Learning platform achieves this by:**

- Making it easy for people to declare their learning needs
- Empowering any team to make and ship courses quickly in response
- Shaping learner recommendations based on user data relating to skills, interests, role, feedback from other learners, and more
- Encourage subject-matter experts to contribute their skills, share their knowledge, and iterate learning content over time
- Enabling L&D teams to build tailored programs by curating courses from 3rd party platforms - including existing SCORM libraries
- Using a continuous feedback loop to keep learning content current, accurate, and engaging
- Fostering a shared sense of connection and belonging through making every step of the learning process as interactive as possible

Interested in finding out how Collaborative Learning could help you? Check out our [solutions page today!](#) And when you're ready, book a demo with one of our learning experts!

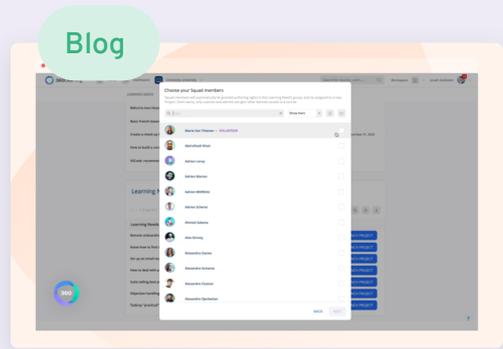
**Request a free demo today!** 



Product Update: Squad Overview, Feedback Inbox, and More Collaborative Learning Features



Learning Needs Tool: Ship Training Your Team Actually Wants With Collaborative Learning



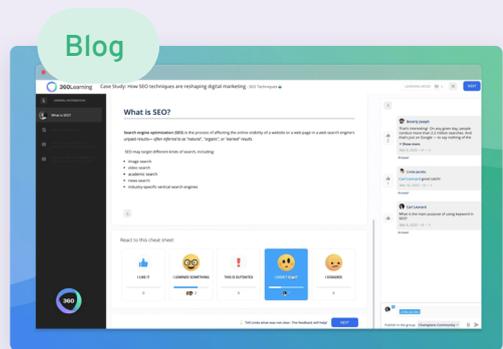
Experts Engagement Tool: Leverage Subject-Matter Expertise With Collaborative Learning



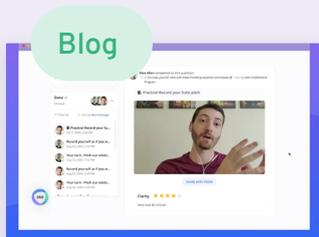
Discussion Forum: Boost Completion Rates from 20% to 90% With Collaborative Learning



Authoring Tool: Create Impactful Courses in Minutes With Collaborative Learning



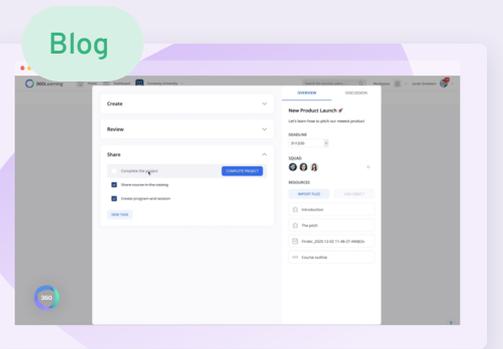
Reactions: Deliver Engaging and Up-to-Date Courses With Collaborative Learning



Video Pitch Assessment: Help Your Sales Reps Nail Their Pitch With Collaborative Learning



What Our New Relevance Score Tells Us About Common Training Problems



Projects Tool: Streamline Your Course Delivery With Collaborative Learning



## Contact us

(US) +1 917-936-4632  
[contact@360learning.com](mailto:contact@360learning.com)  
[www.360learning.com](http://www.360learning.com)