SPARK New Hire Onboarding with Everything DiSC!

S Styles **P** Preferences **A** Awareness **R** Responses **K** Kickstart

As new employees join your organization, it can be exciting and intimidating for them. It requires that they meet and connect with new people at every level while they apply their experience and skills to quickly become a valuable contributor in their new role.

Investing time and resources to create a robust onboarding process has a significant impact to your bottom line. Research by the Brandon Hall Group found that organizations with a strong onboarding process *improves employee retention by 82% and productivity by 70%*.

Successful onboarding includes both "peoplework" and paperwork! Adding a new hire is more than just getting forms signed and logins set up. Taking care to introduce new employees to your mission, values, and culture is vital to retention, performance, and morale.

Make Use of the "Preboarding" Period

There are meaningful activities that can take place prior to the first day on the job. An expert in *this article from SHRM* recommends giving the new hire access to meaningful content about the organization as well as information on what the first day will be like.

- Consider sending a personal welcome to the new hire such as a handwritten card from their manager or a video of their new teammates showing their excitement.
- Use digital processes for paperwork including online forms and automation that can be done in advance so the employee's first day can be more engaging.
- Provide information about the mission, vision, values and culture of the organization, and a copy of the employee handbook, key personnel, and contact information.
- Provide a glossary of company acronyms, and other useful details about the employee's new department or job responsibilities.
- Give the new hire an Everything DiSC assessment before they start to give them some people insights before they begin to learn about their style, their manager's style, and the styles of their new coworkers at their own pace.

Personalize the Onboarding Training

Onboarding doesn't require that it look the same for every new employee. There should be some flexibility to adapt the sessions to the new hire's style and the team culture. Once they complete a DiSC assessment, review the needs and motivators of their style and use this information to tailor the training to them.

For example, i- and D-style employees probably don't want to sit alone at their desk and read through the employee manual, but those with S and C styles might appreciate a short break from more people-heavy activities to review this information on their own.

"D" Style: People of the D-style are big picture, task-oriented, strategic thinkers looking to establish a sense of ownership and direction. Don't bog a them down with all the details right away; start with the need-to-know. Reference the location of additional information and resources available. Provide a timeline for onboarding completion.

"i" Style: People of the i-style are people-oriented communicators looking to join the team and dive into ongoing projects. Include an overview of current organizational goals and highlight recent successes. Offer to provide a tour of the facility and introduce them to people all over the organization. If applicable, provide information on current opportunities for cross-functional collaboration.

"S" Style: People of the S-style are reserved, people-oriented observers looking to establish trust and connection. Include a detailed list of onboarding requirements with associated organizational support services, deadlines, and a point of contact as a central reference for assistance. Offer to provide staff and team introductions, as needed. Leave time to encourage questions from S-style employees who might not feel comfortable interrupting to get clarification on something they don't understand.

"C" Style: People of the C-style are task-oriented, analytic thinkers looking for information to gain clarity and understanding. Make sure those of the C-style know the agenda for the day and that the goals are clear. In addition to a detailed list of requirements, services, and timelines, offer the opportunity to review the onboarding packet and address any questions or concerns. Reference additional online informational resources available.

Debrief Personal DiSC Results Using Catalyst

A one-on-one review of their personal assessment results should also be part of the onboarding process.

- Help them learn about their own DISC style will enable new hires to establish positive communication at first interaction—a foundational element of trust and respect.
- Since most new employees don't experience daily interactions with senior managers and leaders within the organization, help them gain insight and understanding of the leadership team to make these infrequent encounters easier. This will aid the employee in establishing positive and effective communication and interactions from day one.
- Help them create a team map inside Catalyst to review their team's style distribution and discuss the team's culture. It's a great idea to involve the manager and the whole team in this discussion and give other members a chance to articulate their culture in their own words. (You might be surprised and learn something new!)
- Use the Colleagues feature in Catalyst to show them how they can compare styles using the with the people they'll be working with, both within and outside of their immediate team. Also, encourage existing team members to learn about the new employee.
- Bringing on a new employee is a good opportunity for everyone on the team to reset, recommit to their goals, and reprioritize healthy communication. Once the new employee is settled a bit, conduct an Everything DiSC team training or refresher training to assist with this.