Hi everyone!

Ciao a tutti

Hallo allerseits

SALUT À TOUS

皆さんこんにちは
About me, my team and Catalina…

- Operations, Analytics, Product & Tech
- UK, Germany, Japan, Italy, France and the US
- Headquartered in St. Pete
I will share how we:

- Introduced structure and consistency
- Gave it a global focus and face
- Keep it “youthful”, engaging & personalized
- Engage leadership
UrbanBound, a company in Chicago that focuses on relocations services, found that companies that have standard onboarding processes experience ___% greater new hire retention.

A. 22%  B. 35%  C. 50%  D. 88%

Research by The Aberdeen Group shows that best-in-class companies are _____% more likely to begin onboarding processes before day one.

A. 22%  B. 35%  C. 50%  D. 88%
So how do we make it structured and consistent?

• Workday
• Checklists
• Learning Central
• New Hire eLearning curriculum including Orientation Class
and performance…
Onboarding Checklists

Before Arrival

Theme: Get Your Ducks in Row.

Day One

Theme: Welcome! Make your New Hire’s first day productive, but not overwhelming.

First Two Weeks

Theme: Socialization. Socialization with the entire team is critical for a New Hire’s success. We suggest weekly check-ins with your New Hire for the first 60 days.

Within 30 to 60 Days

Theme: Core Skill Acquisition. Training and OJT assignments focus on getting your New Hire working with the people, processes and platforms that they need to get work done on a daily basis.

Within 60 to 90 Days

Theme: Core Skill Refinement. Training and OJT assignments focus on streamlining and perfecting your New Hire’s skills in the areas of people, processes and platforms that they need to get work done on a daily basis.
Only ___% of employees worldwide feel connected to their company’s mission as shared by O.C Tanner.

A. 18%  B. 25%  C. 37%  D. 44%

UrbanBound also reports that in the U.S. and U.K., an estimated $_______ is spent annually to keep unproductive employees who don’t understand their job.

A. 18 billion  B. 25 billion  C. 37 billion  D. 44 billion
How do we make it global?

• Content that makes the connections
• Global tools with local flair
• SME LOVE
こんにちは、Japan
A survey conducted by the Aberdeen Group discovered that out of those surveyed, the companies that made use of gamification increased engagement by ___% and improved turnover by ___%.

A. 25%, 18%   B. 36%, 25%   C. 48%, 36%   D. 62%, 48%
How do we keep it “youthful”, engaging & personalized?

• Good ol’ gamification
• Badges? We don’t need no stinkin’ badges
• OLIVIA – in 4 languages
Welcome to Catalina Land!

Click “Discover Catalina Land” to get started.

Discover Catalina Land

Please turn on the volume
Meet Olivia
Your guide to the Media Platform
UrbanBound found that Manager satisfaction increases by ____% when their employees have formal onboarding training.

A. 20%  B. 25%  C. 60%  D. 75%

Best-in-Class businesses are ___ times more likely to track their new hires’ progress in the onboarding process according to Aberdeen research.

A. 2  B. 2½  C. 6  D. 7½
How do we engage leadership?

• Workday
• Onboarding Master for Leaders sessions
• We put an NPS on it
• CONSTANT Marketing!
## Newly Hired in My Organization

### Onboarding Status Summary

<table>
<thead>
<tr>
<th>Employee</th>
<th>Hire Date</th>
<th>Position</th>
<th>Onboarding Progress</th>
<th>In Progress</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>07/24/2017</td>
<td>Software Tester</td>
<td>25%</td>
<td>Change Emergency Contacts, Complete Federal Withholding Elections, Contact Change, Enter Contact Information, Enter Personal Information</td>
<td>Edit Government IDs, Review Documents</td>
</tr>
</tbody>
</table>

View More...
Becoming an Onboarding Master
Net Promoter Score

Example NPS & Analysis

How likely is it that you would recommend the New Hire Orientation class to another New Hire? (0 = Not at all; 5 = Neutral; 10 = Extremely Likely)

Promoters: 44 (6,86%)
Passives: 183 (28,54%)
Detractors: 414 (64,59%)

\[-370 = -57,73\%\]

Net Promoter Score Analysis

-100 to 100

-100 (NEEDS IMPROVEMENT)
-30 (GOOD)
30 (GREAT)
100 (EXCELLENT)

n=641
Final Thoughts

• ATG – Always Think Global
• Don’t be afraid to be creative
• Understand your audience, no really……
• Automate anywhere you can
• Integrate anywhere you can
• It takes a village
Tools We Use

Cornerstone (LMS)
Lionbridge – for translations
Workday
Articulate Storyline
Articulate Replay
Snag It
GoAnimate
Elev.IO
Power Point
Wufoo
Word
Canva
Photoshop