

# Preboarding Guide 2021



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## More Important than Ever

Nadia smiles. She hangs up the phone, and relief breezes through her entire body. She stretches her fingertips to the ceiling and screams: “YEEES!” A door opens and her husband rushes from their newly furnished home office and looks at Nadia moonwalking in the living room.

With his eyes and arms wide-open he asks:

*“What’s happening? Did you get it?”*

Nadia stops dancing, turns, and runs straight into his open arms, while she says heavily into his shirt:

*“Yes! I start the 1st of April.”*

Everyone can relate to this joyful moment. But in blurry times of uncertainty across the globe due to Covid-19, it seems even more amazing to imagine. Unemployment rates increase across the globe, making it both harder to find a new job or feeling unrest about a current - or completely new role at a workplace.

So, even though Nadia feels the thrill rushing through her brain and dance muscles right now, these joyful feelings might switch to doubt and uncertainty, before she starts in her new position. Her thoughts can swim from ‘I can’t wait to start’ crawling to ‘Did they just buy a pig in a poke or am I even a good fit for the job?’ backstroking to ‘What about



## The Difference between Pre - and Onboarding?

It is easy to mix-up preboarding and onboarding. The distinction between the two terms is however simple:

**Preboarding takes place prior to the employee's first day.**

**Onboarding takes place after the employee's first day.**

At the same time, it is possible to use a checklist for your preboarding, but it is best if you avoid using this exclusively when you onboard your new employees. We will return to the checklist on page 7.

the economy in these times, and will they fire me within a few months?'

This is why preboarding is more important than ever. A new hire needs assurance that you are excited to welcome them before they run back to their 'safe base' at their former employer.

Preboarding is all about making a new hire feel they belong at your workplace even before they start, tapping into their thrill about starting, and – of course – removing any nervous thoughts about a new beginning in a completely new job.

**This Preboarding Guide gives you:**

- The stats emphasizing why preboarding matters
- The guide to the remote preboarding in times of a pandemic or expansion of remote workers in general
- A complete checklist to your preboarding you can tick off on your own
- A final summary punching in the importance of preboarding

Enjoy your guide

# Preboarding Stats

Preboarding is not just fluff. As a part of **the onboarding phase**, it can be extremely valuable to invest in a great, organized preboarding for both the new employee and, especially, you as an employer.



**4 % of new hires** quit after a disastrous first day

**22 % of turnovers** occur within the first 45 days – and this cost at least 3X employee salary and a lot of time and resources

At the same time, the average US employer spends **\$4000 and 24 days** to hire a new worker - a resource wasted if the employee chooses to leave at an early stage

**65 %** of employers have experienced **being ghosted** by new hires and **69 %** of employers say this trend started in the last few years

If the new employee is engaged there is **87 % less risk** that the employee will leave the company within the first 12 months

**Over half of new hires** say they ghosted because they decided the job was not the right fit and **40 %** ghosted because they received another job offer



Efficient onboarding (including preboarding) can raise employee engagement with **more than 20 %**

**41.3 % of HR professionals in the Nordics** has already made it a top priority to create better onboarding

**In 60 % of cases** onboarding programs (which can include preboarding) reduces time-to-performance

The median age of **ghosters** is 34 and **70 %** of ghosters are employed full-time. Making the ghosting phenomenon go across generations.

A negative experience when starting a new job results in new hires being **2X more likely** to look for other opportunities

**88 % of organizations** do not do a good job when it comes to pre – and onboarding – this makes room for a lot of improvement

**58 % of new hires** are more likely to stay in a company more than three years if they have experienced a structured onboarding program where preboarding can be a valuable part





# Remote Preboarding

It is quite common that a lot of the preboarding happens remotely, but during a pandemic or a general expansion of remote workers, it can be problematic to keep the physical preboarding-events. At the same time, it is important to boost the now completely remote preboarding activities to get the best start possible for your new hire.

## 4 Tips for the Remote Preboarding

1

Keep the new hire in the mail loop with relevant information. Then he will know what is going on at the office even before he starts.

2

Send a digital preboarding path for the new employee two weeks before she starts. Remember to bite-size the preboarding or create **microlearning**, especially, if she still works in her current position, then she can do the preboarding modules in her own time when it is suitable.

3

Mission, history, values, culture, and employee-videos are some of the elements you can include in your digital preboarding and remember to tell more than what she can already read on the company website. Furthermore, you should not create a lot of text-on-text modules. Make it interactive to involve the new employee.

4

The social part of preboarding is important too. Let him know the team on a virtual call. Let the team members tell a bit about themselves, their responsibilities, and interests outside the job too. In this way, you create a sense of belonging faster, because the new hire will have a greater idea of who he will be working with, and he can easier see himself as a part of the team and company.

# The Preboarding Checklist

## Reach out to Inhouse People

All employees in a 'People News' mail about the new hire's start

HR with relevant info on the new hire

IT for setting up work-mail, laptop, software, key-chip, etc.

## The Practical Stuff

Set up workstation with laptop/computer, phone etc.

Order business cards to the new hire to make her identify with the new role

If using a uniform, get measurements or do a fitting. Order the right fit to be ready for the first day

Get a parking license if needed

Schedule badge and photo session

Prepare onboarding case for the new hire, so, she can show off her skills in her new role. This is also an opportunity for you as an employer to get new inputs, before she gets too biased at your workplace.

Create an onboarding plan for the new hire with an overview of the practical stuff, such as, who are the buddies, name of department, schedule over the first 2-3 weeks, and goals to complete for each week

Send the onboarding plan to the new hire. Attach it to 'The Preboarding Template' below

Book managers to give orientations to departments

## The Great Bonding Stuff

Have a casual lunch with the new hire and let him meet the team

Schedule a casual video call if lunch is not possible

Schedule a tour around the workplace or create a 'treasure hunt', so the new hire really get to know the workplace and the people working here

Invite the new hire to social events coming up prior to the first day

Shoot a video of how a typical workday is for the new hire, and do not forget the funny moments when a teammate does this and this

Send digital preboarding learning content about company history, mission, culture, staff handbook, and welcome videos from teammates and CEO and remember to include the 'workday'-video

Set up the new hire with a social – and professional buddy\*

Order balloons and flowers to set up on the new hire's desk

Order breakfast with the team for the first day

### \*Buddies

#### Professional Buddy

The professional buddy is a person from the new colleague's team, who is responsible for learning the new colleague the daily tasks.

#### Social Buddy

The social buddy, on the other hand, is a colleague from another team who, for example, can take the new colleague on walks, drink a cup of coffee or have a quiet and calm talk about life outside the workplace, where you do not have to live up to any expectations.

# The Preboarding Mail Template

Remember to keep it casual, informal, and personal.

Hi *[First Name]*,

Welcome to *[company name]*! We are thrilled to get you on board, and we cannot wait to get you started.

In a few minutes, we will send you a link to your brand-new learning universe, where you can explore our company history, mission, culture, and watch welcome videos from your new teammates and CEO.

## Here's everything you need to know for your first day.

The First Day *[Weekday, Month Date]*

9:00 am - 5:00 pm *[company address]* *[Google Map link for directions]* Ask for *[onboarding facilitator name]*

### Schedule

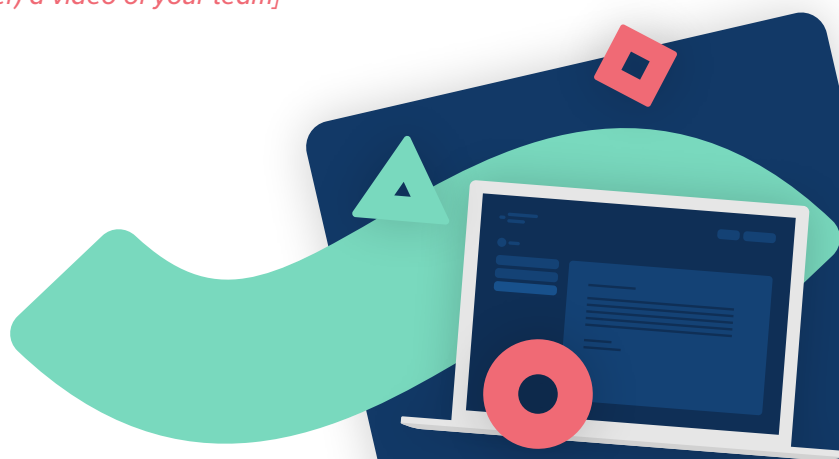
9:00 am - 9:30 am	Welcome and Breakfast with team
9:30 am - 12:00 pm	Team Introduction
12:00 pm - 1:00 pm	Lunch & Tour
1:00 pm - 3:00 pm	Digital Onboarding and Exploring <i>[company name]</i>
3:00 pm - 4:30 pm	Equipment & Resources
4:30 pm - 5:00 pm	Next Steps

We have also attached an onboarding plan of your first two weeks here with us, if you want to know more about what to experience in your first time here with us.

Once again, we are lucky to have you join us, and we look forward to meeting you on your first day!

- The *[company name]* team

*[Insert a photo or (better) a video of your team]*





# Summary

## Preboarding is more important than ever

**A new hire needs assurance** that you are excited to welcome them before they run back to their 'safe base' at their former employer

**Preboarding is all about making a new hire feel they belong** at your workplace even before they start, tapping into their thrill about starting, and – of course – removing any nervous thoughts about a new beginning in a completely new job

**According to stats, preboarding can reduce time-to-performance**, retain employees for more than 3 years, prevent ghosting, and boost engagement

**Boost the virtual preboarding** activities in the remote preboarding phase

**Remember to reach inhouse people**, have all the practical stuff ready, and do the great bonding stuff to create a sense of belonging faster

**Type a welcoming mail that is casual, informal, and personal** - and remember to attach a schedule of the first two weeks



**Make  
employees  
happier**

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