Build an Employee Onboarding Program

With a Learning Management System
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Introduction
Employee onboarding within your organization is an astonishingly powerful tool. Your employees gain the skills, knowledge, and resources they need to shine in their roles.

It’s not only your employees that experience the benefits, but it’s also your business too. Employee onboarding is a secret weapon to success, leading to higher productivity, better-satisfied customers, and a positive impact on your organization’s growth.

With employee onboarding being such an obvious win-win, if we look at so many organization’s current strategies, they surprisingly aren’t exactly up-to-scratch. Unfortunately, educating new hires seems to be an underserved and outdated process. In fact, in a 2017
study by Gallup, it was discovered that only 12% of employees strongly agree their organization does a great job at onboarding.

The reason? At LearnUpon, we see growing businesses struggling because they:

1. Have no formal employee onboarding training process

2. Are delivering manual, face-to-face onboarding, but it’s difficult to measure and not suited to a modern audience

3. Or are stuck with a clunky, painful to use learning management system that isn’t fit for purpose for admins or learners.

This way of onboarding (or a lack thereof) has a damaging impact on your employees and your business. If we think of each learning experience as an opportunity to advance your business, offer more to your employees, and fuel your growth, it’s alarming to calculate how much potential is being wasted when it’s not effectively implemented.
So, what’s to blame for lackluster employee onboarding? Resources, budget, apathy to training – these all play a role within the business. But, if we look outside of the organization, historically the solutions available to roll out and manage impactful, high-quality learning are just not good enough for you to onboard a growing workforce easily, efficiency, and at scale. But, that’s changing.

Here, at LearnUpon, our mission is to help you get more out of your onboarding. We believe new hire training should be simple for you to manage, and delivered in a learner-friendly way.

We’ve created this book for businesses like yours. The ones who are starting out on their journey, searching for an effective way to formalize onboarding. Or the ones who are planning to update their current strategy, needing a more efficient, business-friendly way to train their new hires.

This book will guide you on how to deliver onboarding learning as it should be.
What is Onboarding?
A Guide for Your Business
Employee onboarding isn’t a new concept for businesses. Your organization is probably already doing it, be it formal or informal. However, the way in which we as organizations can and should think about employee onboarding has changed.

Expanding definitions, new methods of delivery, a deeper understanding of what knowledge to share – onboarding has become a more well-rounded concept than ever before. And to build a true onboarding experience, you need to have a crystal clear understanding of what it means within a modern business.
What is onboarding?

New hire onboarding is the process of providing employees with the necessary knowledge, resources, tools, and behaviors they need to become a successful member of your organization.

The results should lead to improved performance, a shortened learning curve, and higher retention rates for your business.
What should your new hire onboarding encompass?

“Provide necessary knowledge, resources, tools” – that’s a mountain of information to share with your new hire. It’s critical you don’t throw everything but the kitchen sink at them. That’s overwhelming for anyone! Yet, you also need to give a well-rounded, full deck of information to boost their success. So, what information should you actually provide during onboarding?

What you offer will largely be shaped by your organization’s goals, resources, and the individual’s role itself. However, there are universal elements that are considered good practice to include:

- Office/workplace tours and guides
- Company culture
- Rules of conduct
- Health and safety
- Role training
- Product training
- Team structure
- Company benefits
From Manual to Modern: A Sea Change in Onboarding

There are several ways to onboard new hires, but most organizations end up using a blended learning model. The reason? Onboarding is diverse. With so much to share, it’s difficult to be strict with one method of delivery.

However, that doesn’t mean every delivery method is created equal. In recent years, new technologies have made some methods preferable to others. There’s been a leap forward as businesses are shunning more manual methods, in favor of new, modern technologies. Let’s explain the common methods used in onboarding:

1. Informal

A common practice, informal onboarding is off-the-cuff and often self-directed. A co-worker or manager walks an employee through a process at their desk, sends them an email with a couple of helpful documents, or a few best practice tips are shared while chatting at lunch. It works for smaller businesses with employees all
in one location. But, if you’re a fast-growing organization, with hundreds or thousands of employees, spread across different cities, countries, continents, then laissez-faire onboarding doesn’t cut it. It’s unreliable, it’s not measurable, and there’s no guarantee of consistency.

2. Face-to-face

Traditionally, formalized onboarding is done face-to-face. An employee lands in on their first day, and whether it’s in a meeting room or at their desk, they’re given instructions from different team members – HR, managers, teammates, etc. – about how to best perform their role.

It’s a reasonable system, and somewhat necessary as your new hire gets to know their co-workers and their surroundings. It does, however, have its drawbacks. It’s inefficient, eating up time, resources, money, and for a fast growing company, it’s tricky to organize on a regular basis.
3. Online

Formal, simple, and modern, delivering onboarding online is an increasingly ubiquitous method. With several tools on offer, which we’ll dive into later in the book, including Learning Management Systems, HR systems, etc. that are built specifically to help businesses train their workforce online.

Quickly growing in popularity, online onboarding works as it’s efficient for fast-growing teams, it’s consistent, enabling your business to reach employees regardless of their location, and it’s measurable.
The Importance of Onboarding New Employees to Your Organization
As a business that needs to deliver employee onboarding, you’ll have a key motivator - reduce onboarding time, roll out a training standard for every employee, etc. But, in reality, the importance of onboarding encapsulates much more.

Organizations with stellar onboarding strategies start small - a couple of courses and a single goal to begin with - but they have a larger plan. They see the big picture; a full onboarding process that’s significant for your employees and the business as a whole.

As an organization, it’s critical to identify the desired outcomes of your onboarding plan so you can work towards each one and measure their impact successfully.
The Importance of Onboarding New Employees

The importance of new hire onboarding is two-fold. First, its effect on your employees on an individual level, then its influence on your overall organization.

1. Improved Performance

One of the clearest benefits employee onboarding has for an organization is its impact on productivity rates. Companies that have an onboarding process boast 50% greater new hire productivity when compared to those who don’t have any onboarding procedure at all. This means more success for your employees, your business and your customers.

2. Increased Retention

Reported as one of the top long-term benefits by businesses, onboarding increases employee retention. A
great onboarding experience avoids the time-consum ing, costly fallout of high turnover, and keeps your employees around for longer. In fact organizations with an onboarding process experience 50% greater new hire retention and 69% of employees are more likely to stay with a company for three years if they experienced great onboarding. With employees showing less loyalty to employers, this is an invaluable tool.

3. Boosted Employee Engagement

Employee engagement is a metric that every organization should keep a close eye on. It refers to how motivated your employees are to contribute to organizational success. It impacts everything from productivity to retention to customer success, and beyond. Studies show that onboarding is an effective method to get employees engaged from the very beginning, with one claiming 54% of companies with

54% of companies with onboarding programs report higher employee engagement
onboarding programs reporting higher engagement.

This is due to your business setting a positive impression from the get-go and clearly establishing what is expected from each employee in their role.

4. Cost Savings of Onboarding

Let’s face it. Hiring a new team member is expensive. On average it costs between $3,000 and $18,000 to fill a position and if your new hire leaves after a few months, it’s a pricey exercise. An effective onboarding process saves you money as there’s less turnover or risk of having an employee leave due to inadequate training.

5. Shorter Learning Curve

When a new hire joins, it typically takes them up to eight months to reach their full productivity. That’s a long time. With a formal structure and effective training materials, onboarding cuts this time down. A speedier process ensures a more productive learning curve. And in
turn, your employees are demonstrating their value to your company faster. Studies show employees who undertake longer onboarding programs gain full proficiency 34% faster than those in shorter ones.

6. Increased Likelihood of Reaching Goals

Onboarding not only helps engage and train new hires, but it also helps them reach their goals within your organization. It’s been found that 77% of employees who reach their first performance goals completed formalized onboarding. This number drops to 49% when no formal onboarding training has been provided. The reason? Onboarding provides clear directions to a goal and nurtures your new hires until they meet that goal, therefore increasing their chances of success.

Onboarding is a No-Brainer

The stats back it up, the importance of employee onboarding can’t be denied. It’s now up to your business to build an effective formalized onboarding plan that has a real impact on your employees and your business.
4

How to Develop an Employee Onboarding Plan for Your Business
Onboarding encompasses a lot of things. There’s so much for your team to consider and implement and a lot of information for your new hire to take in. It can be overwhelming.

This is where an employee onboarding plan comes in. Think of it as a blueprint that outlines every aspect and eventuality of the onboarding process.

6 Steps To Develop an Onboarding Plan

Know your employee onboarding goal

Before you jump in and plan content, it’s important to know why you’re onboarding your employees – what is the goal?

Commonly, the aim of onboarding is to “acquire the necessary knowledge, skills, and behaviors in order to become effective organizational members and insiders.”
But what does this actually mean for your business?

It’s essential to have **concrete goals** for what you want to achieve. This should encapsulate:

1. Setting expectations for the learner
2. Outlining the skills your learner should gain through onboarding
3. Establishing a clear company culture/code of conduct for the new hire

If you’re training a salesperson, the goal could be that after 90 days of onboarding training they need to deliver a demo to their team that reflects your business’s practices and style. Or using a marketing team example, let’s say the goal could be for a learner to pitch a new marketing campaign.

For some roles, the goal might be obvious, others not so much. If you’re struggling, do some research. Ask team members and managers at what point they considered themselves part of the company. Also, ask when do they consider new team members successfully integrated into the organization.
Setting this final goal enables you to develop a strong onboarding strategy. Your new employee is also more likely to understand what your expectations are. And in turn, this will support them in completing their training.

**Create your onboarding training team**

The next step to building an eLearning onboarding strategy is to figure out who’s involved.

Depending on your company size, structure, and role, this varies. For some, it's an HR, L&D or Training & Development task with little to no input from anyone else. Others see it as a group effort with managers, HR, and co-workers all involved. The most impactful onboarding should be a group effort, bringing together all factions of your business.

To make this guide as helpful as possible, I’m going to use the example of how a company might onboard new marketing hires.
Using a spreadsheet (or a project management tool like Asana or Trello if you prefer), we're simply noting the tasks to be done.

We are also noting the team that’s undertaking each task and the person responsible. The level of involvement for each person can be big or small. As long as you identify the key players and they know their roles, you’re off to a good start.

**Invest in the right tools**

Team members, content, timelines – these are all significant aspects to plan when onboarding. But, one of the most important is planning for the tools you will
be using to onboard your new hires and how these affect the onboarding journey.

In a later chapter, we’ll delve into this in more detail. However, it’s essential to think about the tools you’ll need (like an HR system) to collate resources and engage with the employee. Are you also going to get an LMS to deliver onboarding training? Or go for a blended learning model with a mix of face-to-face and online training? Then there is content creation – do you need additional tools and resources to build onboarding content?

Not every tool is a must have, so when planning your onboarding get into the nitty-gritty of the tools you’ll actually need so that you create the most valuable experience for your employees.

**Map your onboarding steps**

With your team and goal established, now you can map out an onboarding strategy to nurture your new hires to their goal.

The simplest and most successful method to do this is to
create learning steps or “mini” goals. These, when put together, build a path to the end goal. These steps should be incremental, each building on the last to create a focused strategy.

For our marketing example, here’s a flow that we’d create for our new hires.

### Marketing Team Onboarding Steps

<table>
<thead>
<tr>
<th>Step</th>
<th>Course Idea</th>
<th>Outline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Initial setup</td>
<td>Meet the team, create accounts (Gmail, Slack, Wordpress, etc.), paperwork, office tour</td>
</tr>
<tr>
<td>2</td>
<td>Company culture and policies</td>
<td>Core values, rules of conduct, brand materials, company structure and overview</td>
</tr>
<tr>
<td>3</td>
<td>Marketing team current practices</td>
<td>Overview of current marketing practices, team structure, team goals, marketing materials overview</td>
</tr>
<tr>
<td>4</td>
<td>Role assignment</td>
<td>Job description, outline of responsibilities</td>
</tr>
<tr>
<td>5</td>
<td>Product training</td>
<td>Demo of software, tools, and products needed for role</td>
</tr>
<tr>
<td>6</td>
<td>End goal</td>
<td>Deliver new marketing plan pitch</td>
</tr>
</tbody>
</table>

These steps can be a mix of online training and face-to-face. Some may last a few hours while others might take days or weeks to achieve. But, as you can see, they create a clear path to your learner hitting that all important end goal.
If possible put a timeline against these steps and try to establish how long the process will take. For each employee and team, this might be different, but understanding the time needed to train, will help you create a more efficient, structured strategy.

**Plan your onboarding eLearning courses**

With your steps in place and there to guide you, it’s time to crack on with course content.

Content is often seen as an overwhelming aspect of any training, but it needn’t be. As with our customers, we recommend you think about your audience first. Put yourself in their shoes and ask:

- What do they need to know?
- What do I want them to learn?
- What is their baseline knowledge?
- What do I want them to be able to demonstrate by achieving their goal?

From here, go to your subject experts. They can provide
you with all the necessary resources to deliver training at each step.

Look internally at your team and the resources you have on hand. You’ll likely find you already have a lot of the content you need.

For example, company culture guides and rules of conduct are usually standard across an organization. These can be used in your onboarding. And for our marketing onboarding, there’s eBooks, demos, webinars, blogs, etc. All perfect for repurposing!

With our marketing hire example, we end up with a course structure like this:

<table>
<thead>
<tr>
<th>Step</th>
<th>Course</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Welcome to the company</td>
<td>Short intro to the company, the team, who to direct questions to, account set up, office info, logistics</td>
</tr>
<tr>
<td>2</td>
<td>Our core values</td>
<td>Breakdown of key points in the core values handbook (handbook provided as a resource)</td>
</tr>
<tr>
<td>2</td>
<td>Code of conduct</td>
<td>Breakdown of main points of code of conduct (handbook provided as a resource)</td>
</tr>
<tr>
<td>3</td>
<td>Marketing team 101</td>
<td>Introductory info about the marketing team, their role in the organization, their overall aim</td>
</tr>
<tr>
<td>3</td>
<td>Marketing strategy 1</td>
<td>Outline of past and current strategies used by the team</td>
</tr>
<tr>
<td><strong>3</strong></td>
<td>Marketing strategy 2</td>
<td>KPIs of the marketing team and future strategies</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>4</strong></td>
<td>Your role in marketing</td>
<td>Outline of responsibilities, their role in the team, and the goals they’re expected to meet</td>
</tr>
<tr>
<td><strong>5</strong></td>
<td>How to use our social media</td>
<td>Role of social media, tools used, image and text guidelines</td>
</tr>
<tr>
<td><strong>5</strong></td>
<td>How to publish a blog post</td>
<td>Role of the blog, tools used, image and text guidelines, publishing guidelines</td>
</tr>
<tr>
<td><strong>5</strong></td>
<td>How to run ad campaigns</td>
<td>Role of ads, tools used, audience targeting</td>
</tr>
<tr>
<td><strong>6</strong></td>
<td>How to write a marketing plan</td>
<td>Guidelines for the assessment</td>
</tr>
</tbody>
</table>

Crucially, don’t front-load your learners with information. One mistake we’ve seen is new hires being handed a bulky manual to read. And while that’s a great resource, digesting all that info at once is overwhelming.

Instead, pull out the key elements. You can structure your courses around these smaller, essential learnings. That way your learner isn’t bombarded and they’re more likely to retain the information they need.

**Know how you’ll measure your KPIs**

The last stage in planning an onboarding strategy is knowing your KPIs and how you plan to measure them. So many businesses skip this step. They develop a
comprehensive onboarding plan, then don’t have specific KPIs and have no way to measure its success.

Depending on your goals, you can have a number of KPIs. Most common are return on investment or time vs. effort. There are lots of ways to measure these including cost per new hire onboarding, retention rates, or efficiency of the onboarding process. Whatever it may be, know what you want to measure and have a plan of action in place so your team will know the true value of onboarding.
5

Employee Onboarding Software: The Tools Your Organization Needs
When plotting a comprehensive strategy, one of the top decisions your team has to make is “what onboarding software do we need?”

Sounds like a straightforward question, right? However, it’s one that needs a little thought. Depending on your organization and its needs, there are a number of options for software that can be used in isolation or as part of an onboarding toolkit. It’s down to you and your team to discover which tools will help you not only create an impactful strategy, but one that’s streamlined and efficient to deliver too.
Employee Onboarding Software Options

There's a wide variety of top-notch tools available today that help businesses deliver efficient and effective onboarding. Importantly, some can be used alone, while others work better as part of an onboarding suite.

Here's some of the most popular onboarding software available for your business.
1. An LMS

The central focus of this eBook, an LMS is one of the most powerful solutions to help you onboard your employees. It works by enabling you to deliver, manage, and track the new hire training process. Purpose-built LMSs like LearnUpon allow you to create engaging courses, set exams and assignments, collate resources, automate managing of onboarding, and much more.

We'll delve deeper into onboarding with an LMS in the next chapter; it’s the heart of your onboarding ecosystem if you’re looking to deliver efficient and effective training.

2. HR System

Another core solution your business should invest in if you haven’t already is an HR system. They organize and manage the onboarding process, from paperwork to employee records, and more. There are lots of HR systems on the market, like BambooHR, and it’s down to you to discover which is best for your organization.
3. Project Management Tool

Asana, Trello, Basecamp, Jira – there are plenty of great project management tools on the market. They not only help your team plan new hire onboarding step-by-step, they can also be used to set goals for your employees that keep them on the right track.

4. Messaging Software

Another tool that is probably already in use in your office with platforms like Slack being so ubiquitous, office messaging software can be used to get your new hires up to speed. You can create groups, allow them to view team processes and message histories, ask questions, and importantly get to know other employees.

This is just the tip of the iceberg when it comes to tools you can use to build your onboarding strategy. From content creation to process management to walkthrough software, it’s all about what your organization needs.
Choosing the best employee onboarding software

Before you jump in and invest in employee onboarding software, there are some steps we suggest you follow:

1. **How do you plan on onboarding?**

The onboarding software you need is very much dependant on how you want to onboard and what suits your process best. If you’ve a full suite of courses you need your learners to take, then an LMS is the correct choice. Lots of procedures to follow? Then you’ll need an HR system. Most likely you’ll need both; an HR system to manage procedure and an LMS for delivering, managing and tracking training.

Remember to map out how you’re onboarding your new hires, before you invest.

2. **What do you want to achieve?**

When considering your software, look beyond features and functionality and ask – “does this help solve my problem?” If you’re struggling to update a manual, time
consuming process, look for an LMS and HR system that will automate that process. Or if you’re looking to add structure and measure the return on investment of onboarding, look for software that will fill this gap. Focusing on what you actually want to achieve will get you better results in the long run.

It’s wise to think beyond your onboarding process too. Remember, employee onboarding is only part of your overall training program. Hopefully, it’s the first step in a long road of employee education. So consider your long term goals when investing in software.

**3. Build your toolkit slowly**

Not every tool is needed straightaway. We suggest starting with the most pressing tool first, then introduce more from there. In fact, to build a truly successful onboarding strategy it’s best to gather your software gradually and find the solutions that really work for you and your business.
Creating a Successful Onboarding Program with an LMS
The best onboarding programs aren’t just constructed by subject matter experts. They’re built by teams who truly understand how to mix content and tools, in this case an LMS, to make a process that’s efficient and achievable.

To do this, it’s smart to invest time in discovering the LMS workflows that make the onboarding process simple to deliver. Here’s a guide to the LMS features that will enable you to effectively onboard your new hires.
LMS Workflows for the Best Onboarding Programs

1. Add your new hires to your LMS

The first step in creating an LMS onboarding process is to establish how you’ll be adding your employees to your LMS so they can access their training.

You’ve got several options here. Batch uploads allow you to add multiple employees via CSV to your LMS all at once. Alternatively, you can manually add each learner one by one. But, if you’re experiencing or
expecting a wave of growth in staff numbers integrating your LMS with your HR system is the top choice.

Connecting these two systems removes the middle man - your team - and cuts out a recurring manual task. It’s simple. When a new hire is added to your HR system, their data is sent to your LMS too and an account is created. No extra work is needed from you, there’s less chance of errors, and you have peace of mind that your learners have access to the training needed.

2. Automate enrolments

Now that you’ve automated how you add users to your LMS, it would be less than ideal to have to manually enroll every learner. So, it’s a good idea to create auto-enrollments to your onboarding process.

It’s a simple process; you set your own criteria that assigns learners to courses within the LMS. So, for example, when your new hire is added to your LMS, you can create rules that any new user is automatically added to a “Welcome to the Company” onboarding course and beyond initial set up, there’s no further input needed from you.
3. Stick to timelines with due dates

As we mentioned in a previous chapter, having a clear timeline of your onboarding process is a necessary step. You need to ensure that your employees are learning what they need to know in a specific timeframe.

With each course, you can select a time period by which their courses need to be completed. Be it a week, a month, or whatever you want, due dates allow you to know your new hires are consistently meeting their onboarding goals and keeping up with their training schedule.

4. Group learners

Different hires require different training and need access to particular courses. You can make sure this happens with groups.

Groups are a feature that separates your learners into segments with each one having their own tailored content. You can create groups based on whatever criteria you wish (teams for example; customer support, sales, marketing) and once a new hire logs into your LMS
they have access to all the same courses as their fellow team members.

To add an extra layer, you can auto-assign to groups based on specific guidelines you decide so they’re automatically added to a group and have access to the required training materials.

5. Assign admins, managers, and instructors

Onboarding programs are a team effort. There are a number of stakeholders – managers, HR, co-workers, etc. – that need to be involved at different stages.

This is where LMS user roles come in. Based on the type
of input needed, you can assign team members as admins, managers, and instructors. With each one having different levels of access, multiple people can monitor employee development, give feedback, and even assign courses to learners whenever needed.

6. Measuring the success of onboarding programs

Report, monitor, and improve - these three critical steps are essential for successful onboarding. And with an LMS, you can easily view reports to see how your onboarding program is performing. You can access details of new hires’ performance and ensure they’re keeping up to speed, gaining the knowledge they need. Additionally, you can measure your new hires overall performance to see where there’s room for improvement.
How to Deliver the Best Onboarding Experience for Your Employees
From the moment a new hire joins your organization, they begin their onboarding journey. As a business welcoming them to the team, it’s your responsibility to cultivate an onboarding experience that’s smooth, straightforward, and accomplishable for employees. But how do you achieve this?

By using specific features within your LMS and compiling a thoughtful onboarding pack, you can create a positive, engaging onboarding experience for every new employee.
What is the Onboarding Experience?

The onboarding experience describes how employees experience the onboarding process as a whole. As it encapsulates all aspects of onboarding, there are lots of variables that positively and negatively impact the new employee’s experience including training materials, ease of use of the training software, accessibility, support, and more.

What Makes a Great Onboarding Experience?

With a high number of variables, the employee experience needs to be a well-considered part of your onboarding program.

As a business, it’s essential that you create onboarding that is not only user-friendly and engaging, but also removes any barriers to success so that your new hires have the most enjoyable experience possible. If it’s poorly designed or planned, you run the risk of inhibiting their learning.

So, what makes the best onboarding experience? In truth, it’s a combination of having engaging content
and an LMS that has the features needed to effectively motivate new hires throughout their onboarding journey.

How to Improve the Onboarding Experience

**Ensure Accessibility**

Access to onboarding training needs to be quick and easy

Features to Use:

- Single Sign-On
- Notifications
- Mobile-Friendly Learning

1. **Ensure Accessibility**

Step one to constructing a positive onboarding experience is ensuring accessibility.

One of the biggest enemies of onboarding training (or any training for that matter) is difficulty in accessing courses. If your new hires find it arduous to locate their onboarding materials, they’re going to give up before they’ve even started. You’ll also end up having to field questions about how they can find the information they need, and that’s exactly the situation you want to avoid.
Onboarding needs to be friction-free. It needs to be instantly and easily accessible so there are zero barriers to training, and in turn, your employees’ success.

Luckily, a great LMS should offer exactly what you need to make onboarding training effortless to access.

First, let's consider the point of entry to your LMS. For onboarding, or any employee training, Single Sign-On (SSO) is a simple and reliable solution. With SSO, your employee has a single set of credentials, like an email address and password, and with these credentials they can access multiple applications. There are no multiple passwords to remember, or usernames to keep track of. There’s just one login for many systems. Single Sign-On
for your LMS can be set up with a number of tools. Commonly, it’s used with G Suite or Microsoft Azure AD. Your new hire just has to go to their list of connected apps, click the LMS button, and they’re in. Or a button can be placed on the user dashboard of your organization’s HR system, so they can just click and go.

Knowing how to access the LMS is a great first move, but you also need to ensure your new employees know what training has to be done, and when. The best way to do this is through automated notifications.

Within your LMS, you can set up emails that notify your hires about their training. They let your employees know that they’ve been enrolled in an onboarding course, that they have a course due date approaching, and more.

Importantly, these are triggered to send when a user has a particular interaction with your LMS, and once set up, there’s no further input needed from you. You’re just safe in the knowledge that your learner knows it’s time to access their training.

Accessibility also involves providing your employees with
the ability to learn when and where they want. They need to be able to do the training they need when it’s convenient for them. That’s where a mobile-friendly LMS comes in.

Perfect for on-the-go learning, whether your new hire is at their desk, working off-site, or commuting, they can quickly log in to the LMS and continue their onboarding.

Significantly, your team has a role in guaranteeing easy accessibility to onboarding resources too. It’s your job to explain the onboarding process to your new hires and how they’ll be trained. Be it face-to-face or putting it in
an onboarding pack, make sure you cover the basics of how you expect your employees to train so that they have clear instructions to follow.

2. Deliver a Learner-Friendly Experience

Successful onboarding experiences don’t have to be complicated. In fact, the best onboarding happens when it’s simple. When there are no confusing processes, your learner knows exactly how to take their training and what training to take.

This is why a user-friendly LMS is a top priority.

Having an interface that your employees can navigate with ease and clearly see the courses they are enrolled in is key. They can easily take their onboarding training in a frustration free, simple to use environment.

A learner-friendly LMS should also give you the
opportunity to train in a way that best suits your new hires. Elements like a catalog filled with courses that employees can pick and choose from works perfect for self-directed onboarding. Additionally, you can include mandatory courses, for example “Company Code of Conduct” or “Health and Safety” training. This way new hires are already enrolled. The course is right there in their dashboard, ready to be completed.

Onboarding is all about nurturing your new employees step by step towards the end goal - being productive members of your organization. Typically this is done by breaking down each of the steps into timelines with due dates by which your learner is expected to complete their training.

Ideally, each time a learner completes a step, they should move on to the next one. When using your LMS for onboarding, a feature like Learning Paths can be incredibly helpful and learner-friendly. Simply put,
Learning Paths allow you to group together courses. And once a learner has completed one course or a certain period of time has passed, the next course becomes available.

A learner can gradually master a specific topic over a period of time, with more courses being made available to them as they progress.

For example, when a new employee logs into your LMS, they're automatically enrolled in the first course, “Welcome to Our Company” to be completed on their first day, a time frame you’ve decided on. Once completed, they'll be automatically enrolled in the next course which we titled “Company Code of Conduct”, and so on. This means your learner is largely self-sufficient and they aren’t overwhelmed by a long “to be completed” list of courses. Instead, you’re guiding them along a simple to follow training path.
3. Maximize Engagement

A universal struggle when training employees is engagement. In a study we carried out, 71% of respondents said that the engagement of learners was their biggest challenge. New hire onboarding is no different.

The reason? Businesses don’t focus enough on making the onboarding experience interesting and enjoyable for their learners. To overcome this issue, and develop an engaging onboarding experience, you need a two-pronged approach - dynamic course content and gamification.

Creating powerful course content requires a little heavy lifting from your team. You need to design captivating courses that will involve and engage your learner. And, a good LMS will make your job easier too.

Using your LMS features you can mix different content elements to make more compelling courses. For example,
taking advantage of various content formats on offer – Word Docs, PDF’s, PowerPoint presentations, video, and audio – and sprinkling them throughout a course makes onboarding a more dynamic process.

Also, adding exams, assessments, and assignments at different stages creates a further element of interactivity and engagement that motivates your new hires.

Once they’re in and taking their training, you can keep your employees motivated with gamification. One of the most powerful engagement tools, it sets goals, demonstrates progression, and recognizes the achievements of the learner.
Gamification comes in many forms - points, badges, levels, leaderboards - and at each stage of onboarding your new hire can clearly see the rewards they’ve achieved and how they’re performing. It’s a powerful motivator.

### Enable Feedback

**Encourage reflection, opinions, and two-way conversations to interest employees**

**Features to Use:**
- Forums
- Course Comments & Ratings

4. **Enable Feedback**

Onboarding should never be a one-way street. The door should always be open for your new hires to give their feedback, ask questions, and interact with their colleagues. Not only does it make them feel more valued, enabling them to ask questions about their role and the onboarding process, it also helps you to improve your onboarding training programs for the future.

Traditionally, onboarding communication has been done face-to-face between the new hire and a manager, the HR team, and other team members. This is still a crucial part of the process, but your LMS can add
another avenue to encourage communication.

The first opportunity is right after completing a course. Your employees have the ability to comment and rate the course content and their experience of it. In turn, this enables you to answer their questions, respond to their feedback, and use this information to improve the onboarding process.

Then there is a forum. A forum within your LMS empowers employees to converse with you and others in the organization. They can request and share knowledge, get additional resources, and significantly, you can answer their questions and encourage them to engage further in their onboarding and future training.
Creating the Best Onboarding Experience

Employee onboarding isn’t just about giving your new hire information. It’s also about using the right tools to make the process simple, engaging and enjoyable for your employees. That’s the key to onboarding success.
Conclusion
Onboarding is an incremental, iterative process. Building a great employee onboarding program for your business should always:

1. Start with a plan

2. Develop a strategy

3. Then invest in solutions, like a powerful, modern LMS to implement your plan and strategy

At LearnUpon, our most successful customers work this way. They have a clear picture of what their business’s overall onboarding process should be - and they build from there. They focus on getting each step right and that’s what makes them achieve a successful employee onboarding process in the long term.
If you’re currently planning or implementing an onboarding program, reach out to our team at hello@learnupon.com. We’d love to hear about your experiences and discuss the benefits of LearnUpon LMS for your business.
Learning as it should be

About LearnUpon

LearnUpon LMS helps businesses train their employees, partners, and customers. By combining industry-leading capabilities, unmatched ease of use, and unrivaled customer support, organizations can manage, track, and achieve their diverse learning goals—all through a single, powerful solution. It’s learning as it should be.

Learn more