

GETTING STARTED GUIDES

Designing Your Approach:

New Hires



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Why New Hires

You only get one chance to make a first impression, and more and more organizations are realizing how important that first impression is for their new hires. Employee orientation and onboarding programs aim to welcome new employees and integrate them into their new role so they can be successful as quickly as possible.

But what happens after the orientation program wraps up? Is learning their role all that matters?

Quantum Workplace believes your new hires' experience is an essential component of your overall employee engagement strategy. Creating a well-designed and engaging experience for new hires can:

- Build strong, trusting relationships between new hires, managers, and peers
- Demonstrate that the organization values employees and their feedback
- Motivate new hires and help them prioritize the right behaviors
- Make it easy for new hires to know if their performance is on the right track
- Illustrate how new employees' efforts contribute to the organization's mission and success
- Identify challenges new hires may be facing so they can quickly be addressed

Getting the first impression right doesn't just impact the engagement level of your new hires. It creates a foundation for stronger employee engagement throughout your employees' tenure.

How It Works

You get to be a director of experience for new hires! Quantum Workplace's employee engagement software offers a variety of features allowing you to do any or all of the following:

- Use automated surveys to better understand the experience of your new hires
- Capture feedback from peers and managers to facilitate dialogue about new hires' performance and development
- Set goals so your new hires have clear expectations and feel motivated
- Encourage managers and new employees to have high-quality 1-on-1 conversations to build trusting, authentic relationships
- Recognize new employees as they hit critical milestones or when they display behaviors your organization values most

Optimizing the Experience

Like fine wine and artisan cheese or plain ol' peanut butter and jelly, the features in our employee engagement software pair well together to drive employee engagement.

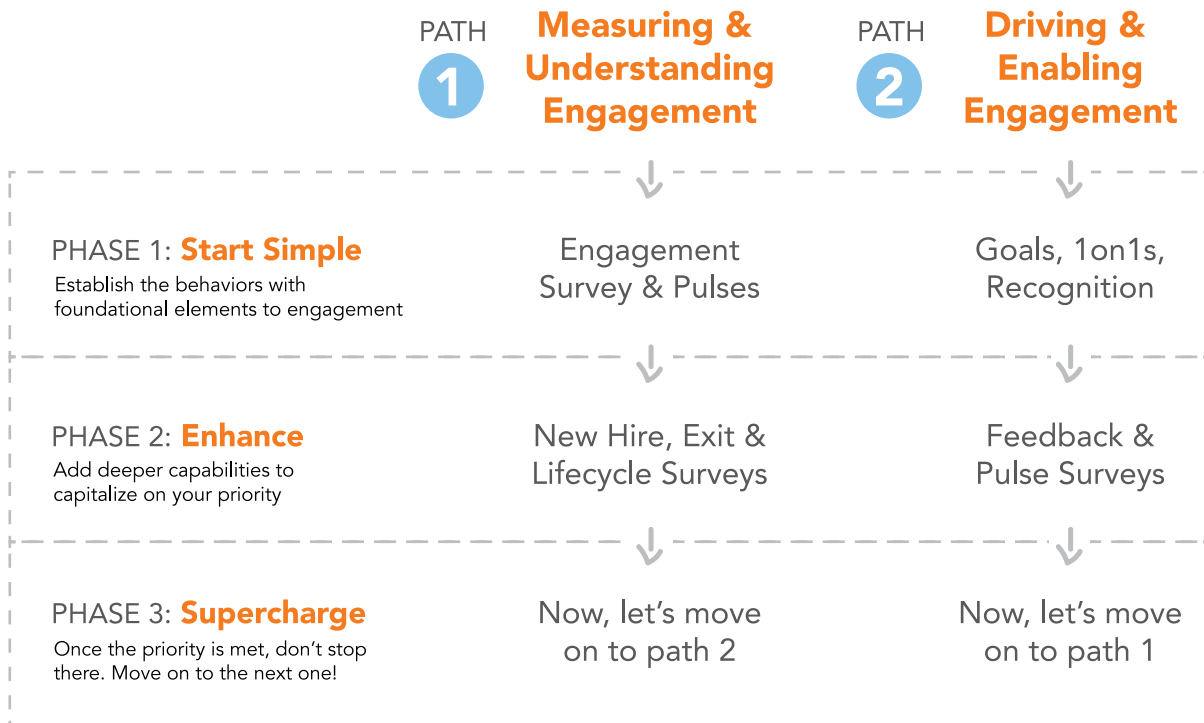
Here are a few ways your new hires will benefit from our features:

- The recognition feature allows new employees to quickly learn what behaviors are celebrated in your organization, read legendary stories about why recognition was given, and join in by recognizing their new peers.
- Organizational, team, and individual goals paint a picture of what the future holds, what progress has taken place, and what effort is needed.
- 1-on-1s build healthy, trusting relationships between managers and employees and allow important topics to be discussed year-round.
- Employee engagement surveys, exit surveys, and pulse surveys collect valuable feedback throughout the employee lifecycle to strengthen employees' experiences.

While your approach to new hires can simply be utilizing a new hire survey, consider supercharging your approach with other features.

Curious where to start? Check out a roadmap below or chat with a Quantum Workplace team member for ideas.

What's your main priority?



Making the Technology Seamless

Before designing your specific approach for new hires, we recommend that you begin the process of HRIS Integration and Single Sign-On. (If your organization has already done this with Quantum Workplace, you're all set to jump ahead to the next section!)

HRIS Integration allows your organization's roster of employees, their demographics, and all reporting relationships to be accurate and up-to-date in our software. This provides a seamless experience for your users, helps you analyze usage and data in meaningful ways, and allows automation of some of the features. The setup time can take a few weeks, but it's worth it!

Single-Sign On prevents your employees and managers from needing to remember yet another set of login credentials, making it easier for users to adopt features into their everyday workflow.

We like to get this process started early so it's complete once you're ready to launch the software. Not a tech person? No worries! Your Client Success Manager will partner directly with your technical team members.

Assess Your Organization's Needs

To build an engaging experience for your new hires, first take time to assess what you already have in place – think new hire surveys, an onboarding roadmap, team lunch on a new hire's first day, 90-day check-in 1-on-1s, etc. What's working well? What can be improved? What gaps exist?

It's likely your organization has things in place you want to keep, tweak, replace, and add. We find most organizations' needs boil down to:

- **Measurement:**
you need a new hire survey
- **Experience:**
you'd like to improve or enhance the experience of your new hires

Great news! Quantum Workplace can help with either or both. Our employee engagement software doesn't force you to take an approach that your organization doesn't need.

Getting Started with New Hire Surveys

If your organization seeks to understand experiences your new hires have at particular milestone(s), this section is for you! If you're focused on experience but don't need a survey, skip ahead to the "Getting Started with New Hire Experience" section.

1 Determine who you want to hear from

Organizations take one of two approaches for collecting employee feedback about a new employee:

Collecting feedback from the new employee.

- Directly reach these individuals with a survey. This is the most common method and is often automated through HRIS Integration.

Collect feedback from both the new employee and others who are working closely with them (e.g. immediate manager or peers).

- This method paints a multidimensional picture of the new hire's experience.

Your Client Success Manager will help you make the best decision for your purposes.

2 Decide the survey cadence

Organizations may survey the new hire at a single point in time (e.g. 60 days into tenure) or multiple times (e.g. 30 days, 90 days, 180 days). Either approach is valuable. Consider these factors before deciding:

	SINGLE-POINT SURVEY	MULTI-POINT SURVEY
Signals you care about employee feedback	✓	✓
Allows quick resolution if new hire faces challenges	✓	✓
Suggests whether manager coaching may be needed	✓	✓
Captures specific feedback prior to an engagement survey	✓	✓
Illustrate if progress is being made as new hire tenure progresses		✓
Pinpoints when new hires' engagement may erode or improve		✓
Avoids survey fatigue	✓	
Simpler, straightforward results	✓	

3 Determine the questions you want to ask

Use our recommended questionnaire or craft your own. Our recommended questions tap into:

- Manager effectiveness
- Team dynamics
- Role training and clarity
- Communication and resources
- Onboarding specifics

Tip

Revisit your latest employee engagement survey data. Analyze the feedback from your newer employees (e.g. less than 1 year). This may spotlight topics you want to dive deeper into using your new hire survey.

Once you've decided on your new hire survey content, it's time to build the questionnaire template in the software. After that, you can begin collecting feedback! Your Client Success Manager will walk you through this process initially so you know exactly what this step looks like and ensure you're set up for success.

Additional Features

- Comment on open-ended responses to further clarify or acknowledge feedback
- Make survey responses attributed or anonymous
- Dig into individual reports or aggregated results. Slice and dice new hire feedback by key demographics.

Getting Started with New Hire Experience

Whether your organization uses a new hire survey or not, Quantum Workplace's employee engagement software will help you deliver an engaging experience for new hires.

1 Choose Features:

All features in our employee engagement software are designed to drive employee engagement year-round. While we recommend utilizing all features, you may choose any to craft your new hire experience:

- **Goals** – move team members forward
- **1-on-1s** – conduct effective, ongoing conversations
- **Recognition** – celebrate and motivate success
- **Feedback** – understand employee performance and developmental opportunities
- **Surveys** – measure, analyze, and increase employee engagement

2 Create Quick Wins

We've said it before and we'll say it again: First impressions last a lifetime! Before you write the entire script for a new hire's experience in your organization, focus on generating some quick wins early on.

Consider deploying at least one or all of the following:

- Ask a new hire to share a bit of information about themselves before their first day of work by using the feedback feature. Their future teammates can even chime in on the responses. This is a great way to break the ice and reduce the anxiety of first-day introductions.
- Pre-load goals to shape how a new hire spends their first day. In this instance, goals might be small tasks like learning how the coffee machine works. Being able to check off a list of accomplishments on Day 1 while their manager and peers comment on and "like" the progress can have a massive impact on their initial experience!
- Show some love to the new employee by leveraging the recognition feature. Your newest employee made a big life decision by joining your company. Recognizing that acknowledges your appreciation and introduces the new employees to the rest of the organization.
- Facilitate face time between the new employee and manager by launching a 1-on-1. Keep the topic of conversation light and focus on building a relationship.

Once you establish effective quick wins, scale these to create meaningful moments for employees at any tenure level!

Prepare to Launch

In addition to designing your implementation of these tools, it's important to prepare the end users – your manager and employees. Think through important communication touchpoints during different phases:

- 1 Pre-Launch:** Announcing your approach to new hires, what the technology looks like, why your organization is taking this approach, and when your managers and employees will be involved.
- 2 Launch:** Announcements and how-to guides
- 3 After Launch:** Best practices and tips to drive usage

Speaking of best practices and tips, Quantum Workplace is continuously adding to our library of resources for your managers! Our Engagement Studio videos connect your managers to our QW experts. Some example videos include:

[What's Missing from Your New Hire Orientation \(Coming Soon\)](#)

[How to Humanize Your Employee Onboarding Experience \(Coming Soon\)](#)

[Four New Employee Orientation Strategies to Get Off on the Right Foot \(Coming Soon\)](#)

Your managers and employees can directly access these helpful resources in our software, and you're welcome to link to these resources if you want to share them with others.

Ready to get started? Us, too! Your Client Success Manager will walk you through next steps, and we're happy to answer any questions not covered for you in this guide.