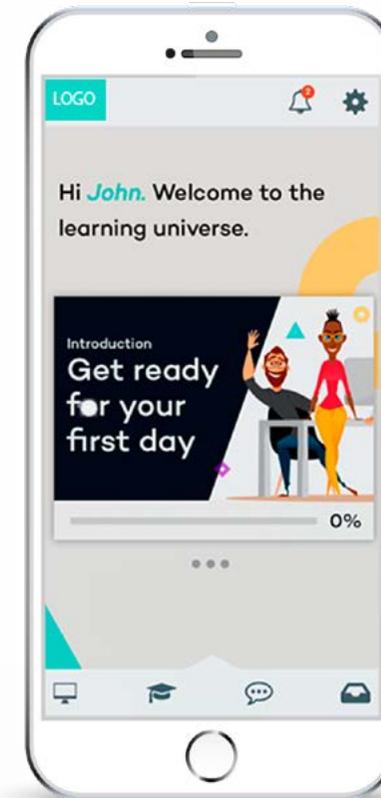


The **Preboarding** Guide: Get Them a Safe Start and Keep the Talent in Your Company



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Unrest Replaced by Comfort

I've done exactly the same thing every time I got a new job. Scrolled through the workplace's website for information: Who will be my new colleagues? What is the history of the company? What have they been posting lately? And who are their customers and partners?

Page by page. Tab for tab.

That's why I was so happy about what happened a few days before I started at Learningbank. In my mailbox, a digital learning course ticked in about Learningbank's mission, values, staff politics and much more. Of course, I completed it right away.

When I crossed the doorstep on my first workday, I didn't feel the usual uneasiness and tension in the body. I already felt welcome after being assigned the digital learning course and had become wiser in my new workplace.



However, I quickly became even more confident, because all employees had been informed about my start, plus they had been given extra information about who I was and what I had done in the past. Natural conversations emerged with the many new faces that I now had to work with.

My story is hardly unique. Most people recognize being uneasy about starting a new job and researching their brains out - both to make a good impression with knowledge of the company, but also for their own curiosity.

Therefore, good preboarding can do wonders for a new employee. It creates comfort and affiliation with the new workplace faster, and it is not only nice for the new employee. The company can benefit from preboarding as well when the employee wants to stay at the new workplace for many years to come.

In this book on preboarding, you will learn about:

- **Why preboarding is important - supported by statistics**
- **How to preboard with your very own checklist**
- **How Arbejdernes Landsbank has done in practice when they had to rethink their preboarding program**

Enjoy preboarding your new, exciting employees!

Best regards,
Sidsel Kaae Nørgaard, Content Manager, Learningbank

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 in the chapter: "How to Preboard" p. 7.

Why Spend Time on Preboarding?

The stats don't lie:

- **25 % of all new hires quit within a year**
- **En failed recruited employee can cost up to 500.000 DKK**
- **If the employees are engaged in the company it is less likely (87 %) that they leave the business t**

The numbers can look completely different with effective preboarding. Preboarding can make affiliation to the company faster and create security even before the first day.

At the same time, preboarding can remove the many questions that may arise for a new employee before the first day, for example: "Was I the first choice at all? What if my boss is an idiot? Maybe I should just go back to the job I had before?"

Especially the last question is probably something HR has experienced. Precisely, that an employee doesn't show up on the first day due to uncertainty and has chosen to stay in his or her current job.



Minimize Time-to-Performance

Time-to-performance is the time it takes for a new employee to complete their tasks and independently achieve their Key Performance Indicators (KPIs).

60 % experience a reduced time-to-performance with effective pre- and onboarding. It is related to the foundation that preboarding lays for the upcoming onboarding. When the new employee shows up on the first day - well prepared and ready with the help of the preboarding, it automatically helps to shorten the onboarding period and the time which the employee can perform his/her tasks efficiently.

And it can be especially expensive for the company, which has to spend resources on another recruitment process.

Instead, preboarding answers the many questions that can arise during the waiting period, and if the preboarding goes through successfully, it creates a stronger bond between the new employee and the workplace. They will soon become affiliated with the company, and at the same time, they will have a solid, secure foundation and an understanding of the workplace culture.

In addition, preboarding provides an understanding of the new employee's role in the business faster, and can open the employee's eyes to how they should contribute to achieving the common mission - and it creates a meaningful job that you want to stay in. Preboarding is about people, and that people must feel secure in their new workplace and become an integral part of the business quickly and efficiently.

Preboarding can:

- **Ensure a good start**
- **Prevent recruitment from failing**
- **Strengthen communication before day one**
- **Make new employees feel comfortable in their new role**
- **Minimize time-to-performance**

The preboarding should, therefore, include information about the company's mission, history, culture and much more, and you can read much more about all of that in the next chapter - "How to preboard"

How to Preboard - The Checklist

1.

Make sure the new colleague has a casual lunch with the manager and team.

In that way, the new colleague can experience the mood of the team, get some relationships formed and see the dress code that is in the workplace.

2.

If it doesn't fit with lunch, schedule a video call with the team and new colleague.

It may seem more formal, but it still gives everyone an opportunity to meet.

3.

If there are any social events or Friday bars before the new colleague starts, invite the new colleague.

4.

Schedule a tour for the new colleague around the workplace.

In that way, the new colleague may already feel welcome and more at home.



How to Preboard - The Checklist

5.

Let the new colleague know that he/she is getting a social buddy and a professional buddy at work, and make sure the two buddies will get in touch with the new colleague before he/she starts.

It could be a short message saying that they are looking forward to meeting the new colleague.

6.

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

7.

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.

8.

If you use an LMS, let the new colleague take a preboarding module where you introduce them to eg. culture, mission, vision, staff benefits and staff handbook.



How to Preboard - The Checklist

9.

Remember to make digital preboarding exciting, possibly with an engaging gamified universe where the new employees play their way through the company's history, mission, etc.

10.

Make a schedule of what the new colleague is going through the first two weeks at work. But don't overdo it so they feel intimidated by many meetings and tasks.

Keep it simple.

11.

If you are going to wear a uniform, make sure the new colleague gets a fitting before the first working day, so you can order the right uniform on time. You can easily feel left out, if you don't wear uniform as the rest of your colleagues. So make sure that the new colleague gets the uniform in time.

And if you are not wearing uniform, be sure to tell what the dress code is if it has not been possible to make a meeting before the first day.

12.

And of course the easy hands-on to-do: Make sure the workstation is set up and ready for use. For example: computer, telephone and, yes, business cards as well. The latter can be sent already 14 days prior to the new colleague's job start. In this way, the new colleague can already identify with his/her new job title.

Having trouble seeing how the digital part can work in practice? Read more in the next chapter about how Arbejdernes Landsbank rethought their digital preboarding.

Case

Preboarding Gives new Colleagues a Better Affiliation with Arbejdernes Landsbank



Fewer 40 Year-Anniversaries

In Arbejdernes Landsbank there are approx. 1100 employees incl. their subsidiary, AL-Finans. And just like many other companies, they may also notice that new trends are emerging as people plan their careers.

“It’s no secret that we’re going to see far fewer 30- and 40-year anniversaries than we once did. People change jobs more frequently today - also in AL,” says Martin Wonsild Bastrup and continues:

“So, it was important for us to give new employees an understanding of who we are and a better relationship with us, quickly.”

That’s why Martin Wonsild Bastrup and his colleague Lene Overgaard started to meet with various suppliers who could help solve the challenge. Here, Learningbank stood out in several areas, first of all on the technological point.



Martin Wonsild Bastrup is HR consultant at Arbejdernes Landsbank. On a daily basis he counsels managers about employees, incl. recruitment. He is also involved with development, employer branding, onboarding, and the bank’s talent development.

Lene Overgaard started her career at Arbejdernes Landsbank as a student in 1987. She was a Customer Adviser before she started as an HR consultant in 1994. Together they have been responsible for the preboarding project.





“...new employees could access as soon as they signed the contract...”

App-Learning

It was a little coincidence that Martin and Lene heard about Learningbank, to begin with. It was a business partner that was next to AL-Finans, who had previously worked with Learningbank, who explained what Learningbank could do:

“He said that Learningbank had made pre- and onboarding courses for other large companies, that could easily be accessed by an app on his phone. So we invited Stine (CEO and founder of Learningbank) in for a talk to hear if it was something we could use,” says Martin Wonsild Bastrup, and continues:

“And the part we mainly fell for was the digital preboarding, where new employees could access as soon as they signed the contract.”

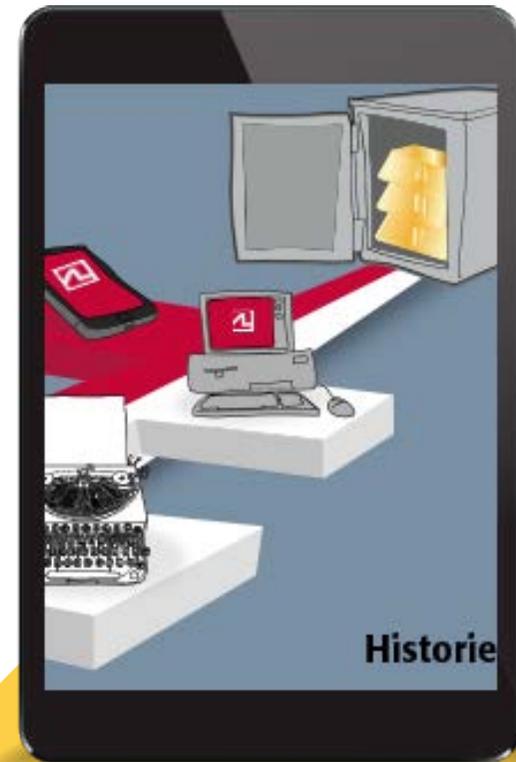
Present and Responsive

In addition to technology, Martin and Lene chose Learningbank because of their human qualities.

“We also had other companies in meetings that could do much of the same, but where Learningbank clearly stands out is on the relational level. We had great confidence in Learningbank, and on that point, they fit very well with our own values of presence and trust. We also try to stand out here in relation to our competitors,” says Martin Wonsild Bastrup.

After making the final choice to join Learningbank, Martin and Lene were joined by Learningbank’s Learning Designers, Consultants, and Psychologists.

“There were some really good meetings where we got involved and listened throughout the process. So I think it’s worked out really well - and when you look at the result, we got some really fun gimmicks, while learning about the bank,” says Martin Wonsild Bastrup.



Find the Code for the Safe

The preboarding modules for Arbejdernes Landsbank were launched in May 2018. They are designed on the base of gamification, which uses game mechanics in a context that is not usually game-based. Therefore, the new employees must play themselves to a basic knowledge about the history and values of Arbejdernes Landsbank. They do this by interacting with the content and solving tasks that continuously give them clues to the combination to open the bank box with the gold in the end.

“We have received really good feedback from everyone who has been through the preboarding module. The managers, in particular, have told me that it is easy, accessible and that it has been a good, easy introduction to what Arbejdernes Landsbank is and what we stand for. They think the whole package is good, fun and professional,” says Martin Wonsild Bastrup, and concludes:

“We have been really pleased with the collaboration with Learningbank. As customers, we have felt super comfortable in the process and in good hands, because Learningbank has been professional, present, and close to us as customers. So I would definitely recommend Learningbank to others in the future.”

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Summary

When all notches are set and you are ready at the door to meet the new employee, remember, the employee journey has only just begun. Now it is time for the onboarding, which also creates the best conditions for the new employee to contribute faster and want to stay in the company for a long time.

Read more about onboarding in Learningbank's onboarding guide [here](#).

In Short

- How to succeed with your preboarding

- The employee must be the focal point of the preboarding
- Make a good impression even before the employee starts - invite for lunch or send digital learning materials on the work and workplace
- Make sure to have the practical setup ready before the employee starts
- Give the employee a social and a professional buddy
- Remember that the employee is already motivated - keep up the motivation

Create the Best Learning Experiences for Your Employees

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