



Unlocking the Secrets of Onboarding Great Talent

Tool to Use - Scenario



Brandon Hall Group Research Team

SCENARIO 1: GLOBAL TECH SERVICE COMPANY

Global Tech Service Company has seen recent rapid growth, tripling the number of employees. They have also seen an increase in the complexity of their business with five operating groups across many different countries.

Due to the massive company growth, the current onboarding solution did not scale as effectively as needed. There was increased attrition and even some new hires not showing up for work. Through Global Tech's own research, new employees were not as engaged with the company as they should be and each office onboarded new hires in its own way. Their research also indicated that an onboarding journey lasting a few months to a year would be more successful in engaging and retaining new hires. Global Tech hires a mix of employees in these fields: technology, operations and sales.

Global Tech's main goal was to engage new hires as soon as they accepted an offer, support new hires through the first year and provide global consistency in the end-to-end program.

#1

How should Global Tech structure the onboarding program?

#2

What activities should be part of each phase of the onboarding program?

#3

What learning approach should Global Tech take with new hires?

Take five minutes to discuss this scenario among nearby colleagues and come up with ideas for addressing this scenario by answering the questions. We will choose a spokesperson from each group to summarize their ideas.

SCENARIO 2: GLOBAL POWERHOUSE COMPANY

Global Powerhouse is a major power production company known for its prestigious graduate-recruitment program. The majority of graduates entering the program pursue full careers at Powerhouse, and many become leaders.

Shifts in workforce demographics, including the rise of the Millennial generation, the erratic economy and increasing competition for talent mean Powerhouse must rethink its strategy for attracting and onboarding graduates.

Complicating matters, the duration of onboarding has become shorter (now only two weeks) but could extend up to two years for completion of the program; graduates can start work at any point during the year; and there were several different onboarding programs existing at Powerhouse.

Powerhouse's objective is to transform the end-to-end graduate onboarding experience to excite and engage the Millennial generation. Powerhouse wants to integrate the different onboarding programs, provide a consistent onboarding experience and bridge the gap from recruitment to onboarding.

#1

What should Powerhouse do first to ensure onboarding is engaging to Millennials and consistent with the recruitment experience?

#2

What learning approach should Powerhouse use to engage Millennials?

#3

How can Powerhouse deliver a consistent onboarding program as graduates begin work at different times of the year in different countries?

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About Brandon Hall Group

Brandon Hall Group is an HCM research and advisory services firm that provides insights around key performance areas, including Learning and Development, Talent Management, Leadership Development, Talent Acquisition, and HR/Workforce Management.

With more than 10,000 clients globally and 25 years of delivering world-class research and advisory services, Brandon Hall Group is focused on developing research that drives performance in emerging and large organizations, and provides strategic insights for executives and practitioners responsible for growth and business results.

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