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**Brandon Hall Group**

19 Jan 2023

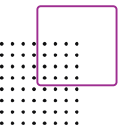
Webinar

# Employee Onboarding Training Trends 2023

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## REDEFINING EXCELLENCE IN HUMAN CAPITAL MANAGEMENT IN THE AREAS OF:



Learning and Development



Talent Management



Leadership Development



Talent Acquisition



Workforce Management



Diversity and Inclusion



### Research-Driven Membership

**Research Access:** Access to our expansive research library of: research reports, case studies, frameworks, tools, models and more.

**DataNow®:** Your real-time data benchmarking tool.

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### Advisory Offerings

- Technology Selection Engagement
- Customized and Benchmarking Research
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- Research to Action Engagement

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- Scorecard Assessments
- And many more



### We Cover the Entire HCM Landscape

- Employee Value Proposition
- Employee Engagement
- Predictive Analytics
- Succession Management
- Core HR
- HCM Strategy

- Employee Experience
- Competency Management
- Measurement and Analytics
- Change Transformation
- Performance Management
- And more...

## CERTIFICATIONS



### Organizational Excellence Certification Program

Recognizes world-class HCM programs that transform their organization and achieve breakthrough results. This designation is the next step beyond the HCM Excellence Awards, which focus on a single program, and looks at the department as a whole.



### Smartchoice® Preferred Provider Program

Uniquely places HCM service and technology companies at the top of organizations' consideration list of vendors. It adds an unmatched level of credibility based on BHG's quarter of a century's experience in evaluating and selecting the best solution providers for leading organizations around the world.

The HCM Excellence Conference is fueled by our prescriptive and predictive research. We leverage our internal experts, our partners and our external communities to really pull all of this information together.



The Diversity and Inclusion Summit is designed to seek greater understanding of how to better recruit, engage, develop and retain a talented and diversified workforce.



### The Excellence Awards

feature two annual programs — a Spring HCM program and a Fall Technology program — that recognize the best organizations that have successfully deployed programs that have achieved measurable results.

# Open Surveys.

Visit [www.brandonhall.com](http://www.brandonhall.com) and click on *Open Surveys* to access the complete list of available surveys

If you would like to join a panel of survey takers, please email us at [success@brandonhall.com](mailto:success@brandonhall.com).

**Building a Culture that Embraces Diversity and Fosters Inclusion**

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**Creating a Leadership and Development Program for Every Employee**

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**Benchmarking Leadership Development**

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**Creating an Employee-Centric Culture**

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**Creating a More Capable and Mobile Workforce**

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# Engage with us.

## Ask Us Questions

Open the **question panel** to submit questions to our presenters. They will select some to answer real-time and reserve others for the Q&A portion of today's discussion.

## The Recording and Handout(s)

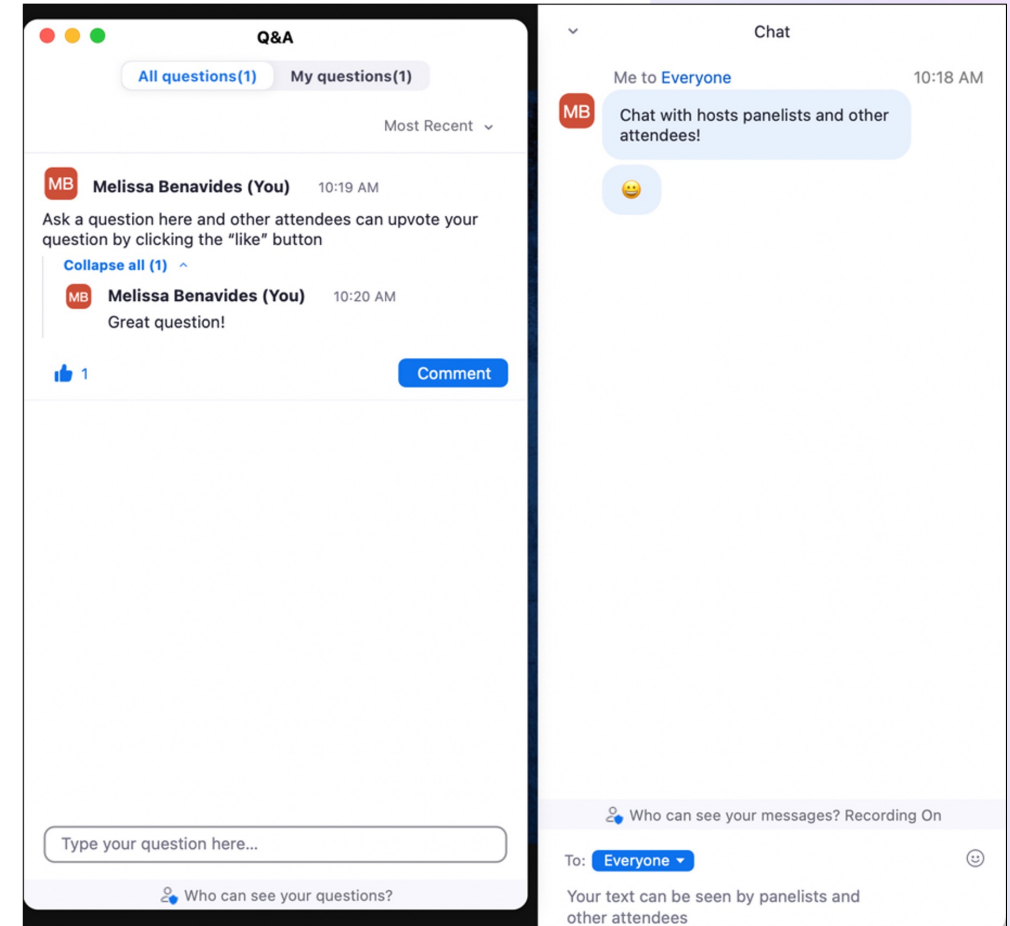
We will share a link to the recording + a PDF of the presentation via email after we conclude today's discussion.

## Chat with Us or Others on the Webinar

Chat is enabled for today's webinar so feel free to join in on the discussion today and share your thoughts.

## Polls

We may launch polls throughout today's presentation to better understand you and our audience. **We would love your participation!**



# Panelists



**Rahul Arora**  
Chairman and CEO  
**MPS Limited**



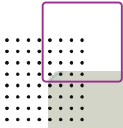
**David Wentworth**  
Principal Learning Analyst  
**Brandon Hall Group**



**Alison Hansen**  
Director of Learning  
Design and Development  
**PepsiCo Foods  
North America**



**Jennifer Zaborowski**  
Ph.D., Director of IT Learning &  
Development  
**Regeneron Pharmaceuticals**



# Session Overview

**Section 1** Introduction

**Section 2** Onboarding in the Context of the Changing Workplace Landscape

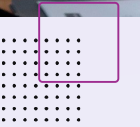
**Section 3** Employee Onboarding Trends in 2023

**Section 4** Case Studies Highlighting Best Practices



# 1

## Introduction

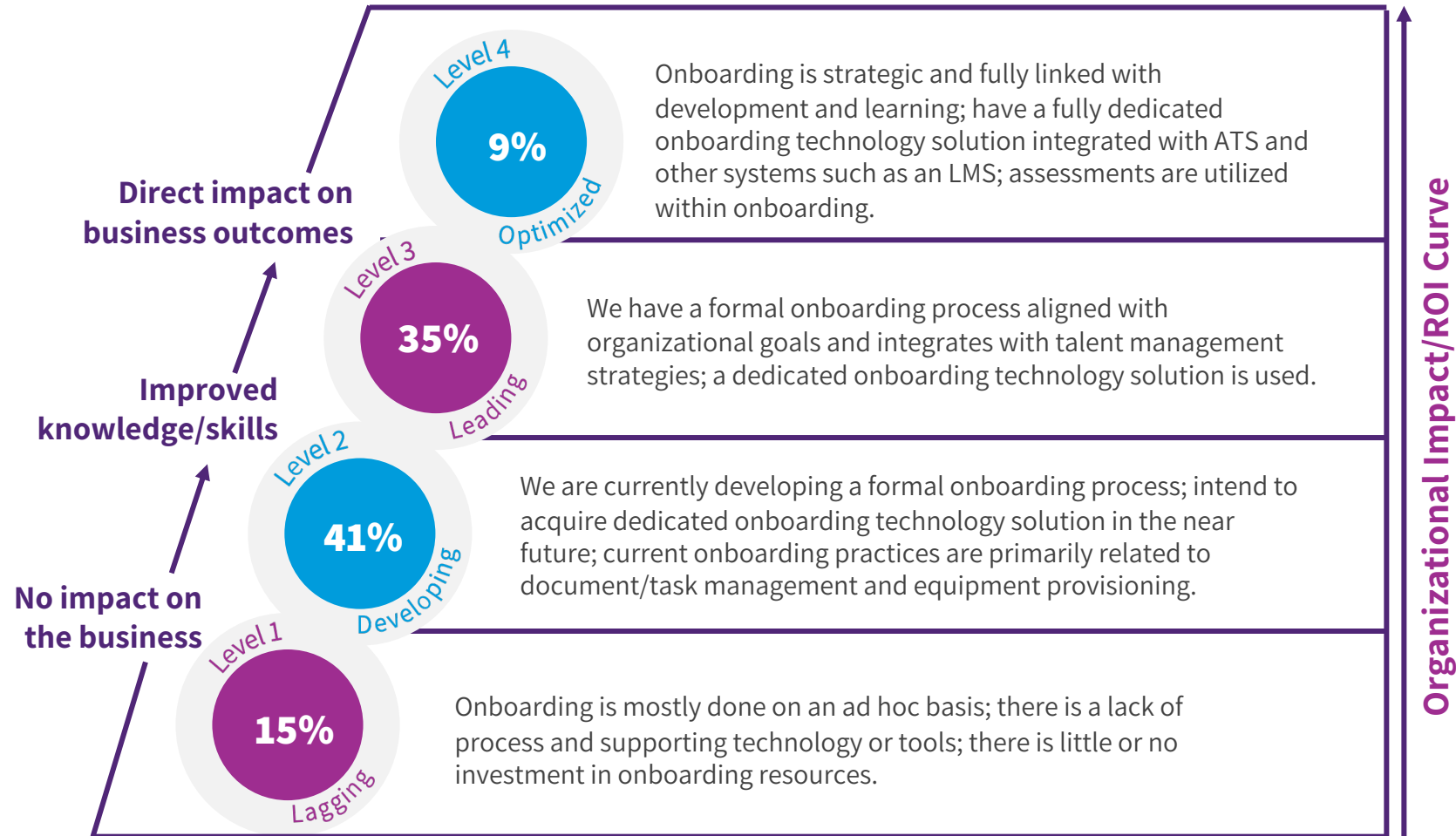




# Onboarding Maturity Model

Less than **1 in 10** companies have a fully integrated set of Onboarding resources and technology.

**56%** organizations are at the early stages or have no formal process at all.



Source: Brandon Hall Group

Today's webinar will cover topics around:

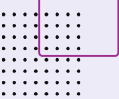
1. Current challenges with employee onboarding.
2. Engaging, retaining, and helping new hires thrive in the workplace.
3. Key aspects and trends to consider in employee onboarding in 2023.
4. Discussion on live use cases that would complement your onboarding efforts.





# 2

## Onboarding in the Context of the Changing Workplace Landscape



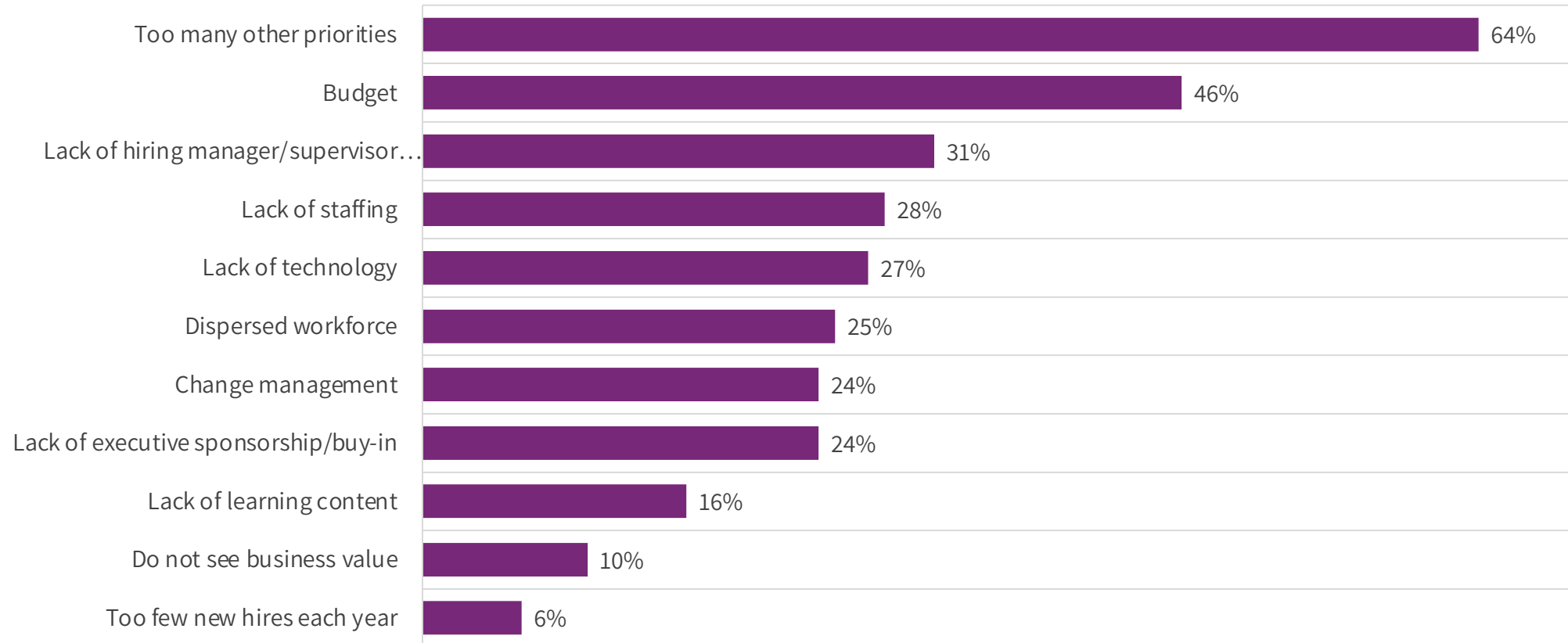


## Participate In Our Pole

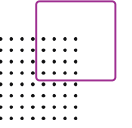
**What is the biggest challenge you have faced while onboarding employees in 2022?**

- New hire engagement.
- New hire retention.
- Understanding and evaluating the progress of new hires.
- Assessing the impact of L&D programs on new hires.

# Challenges to Successful Onboarding



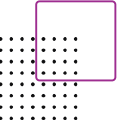
Source: Brandon Hall Group



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**Given these challenges, how should organizations  
realign their onboarding programs to the changing  
workplace dynamics?**





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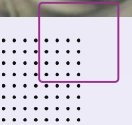
**What, as per you, are the critical changes that have happened over the last few years that warrant a rethink in the way organizations onboard employees?**





# 3

## Employee Onboarding Trends in 2023







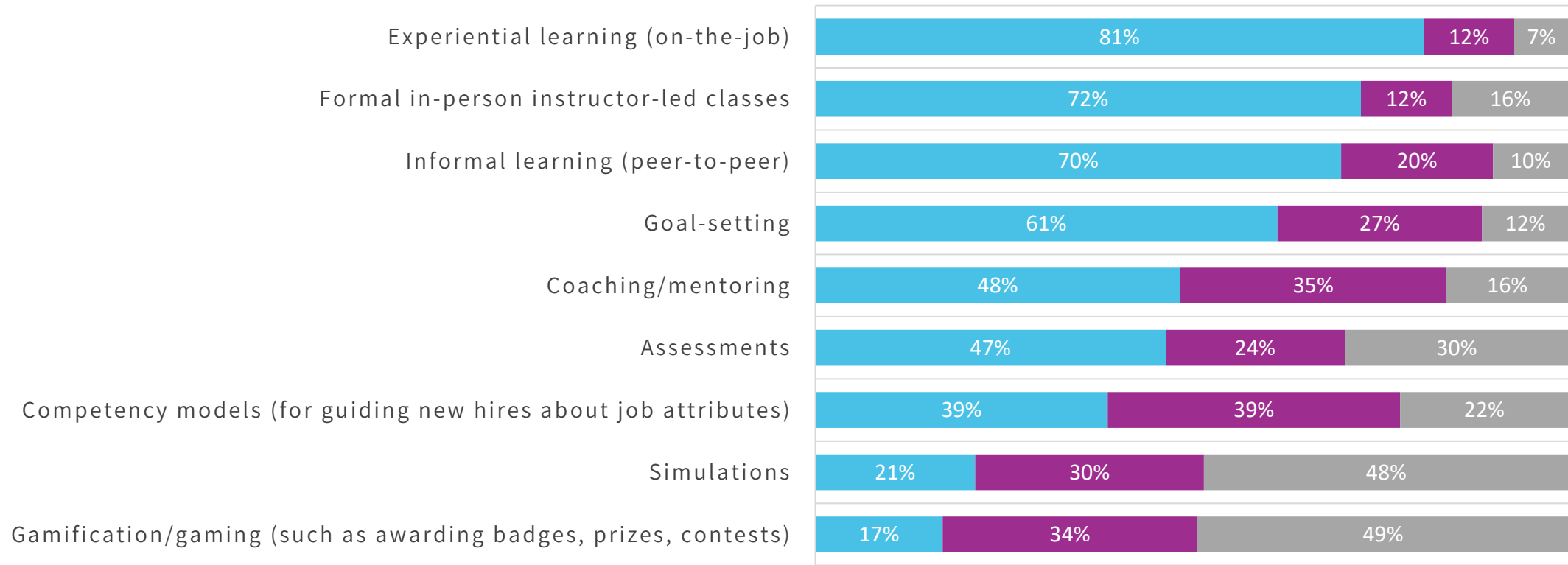
## Participate In Our Pole

**In 2023, what aspect of employee onboarding training do you feel you need to invest in more?**

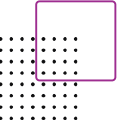
- Collaborative learning in the hybrid workplace.
- Learning technology to improve learner engagement and experience.
- Transforming existing eLearning to newer formats.
- Measuring the impact of onboarding training.

# Learning and Development Approaches Used During Onboarding

■ Currently use    
 ■ Plan to implement    
 ■ No plans to implement



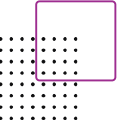
Source: Brandon Hall Group



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**What are some of the key employee onboarding trends that you foresee this year?**

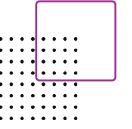




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**Which specific learning strategy for onboarding programs do you think will have the most impact in 2023?**





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**What are some of the learning experiences that have helped you create the best possible new hire experience for your hybrid workforce?**



## 2023 Priorities

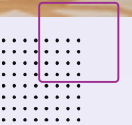
- ▶ Optimizing business results amid inflation and economic uncertainty
- ▶ Talent attraction/hiring
- ▶ Talent retention
- ▶ Digital transformation
- ▶ Improving organizational culture
- ▶ Upskilling/reskilling





# 4

## Case Studies Highlighting Best Practices



# Case Study 1

## Onboarding Process

### Background

Regeneron's Onboarding process was entirely in-person. But due to a combination of growth and expansion into multiple geographies, an eLearning format was adopted. This was especially helpful during the pandemic.

### Challenge

- ▶ Regeneron segments onboarding by area. For IT, historically the segment focused on tactical elements like resetting your password and how to report a problem.
- ▶ The in-person segment didn't showcase other activities and created the impression that IT meant tech support.

# REGENERON





# Case Study 1

## Onboarding Process

### Approach

- ▶ A new eLearning was developed and used as an opportunity to present IT as a solution partner and helpful collaborator.
- ▶ It covered everything from innovative research solutions to protecting Regeneron's data and IP to personal productivity.
- ▶ Internal partners from Regeneron's IT areas (research, commercial, and enterprise services in particular) collaborated with EI to produce engaging and informative content.

# REGENERON



# Case Study 1

## Onboarding Process

### Solution

- ▶ The resulting eLearning provides learners with important information they'll need right away.
- ▶ It also introduces IT as an innovation partner and supports the “enculturation” process.
  - By showing collaboration across groups, reflecting Regeneron's “Be Great Together” corporate values.

# REGENERON



# Case Study 1

## Onboarding Process

### Impact

- ▶ The impact on the team is significant: Monday mornings are no longer lost to orientation presentations.
  - Every single new employee can be reached regardless of whether they sit at corporate headquarters, the main site, or one of the satellites.
  - This process is not resource-dependent, so it is scalable and works regardless of location.
- ▶ The impact on IT is also meaningful: IT's first impression has moved from a tactical support service to a valuable partner.

# REGENERON



# Case Study 2

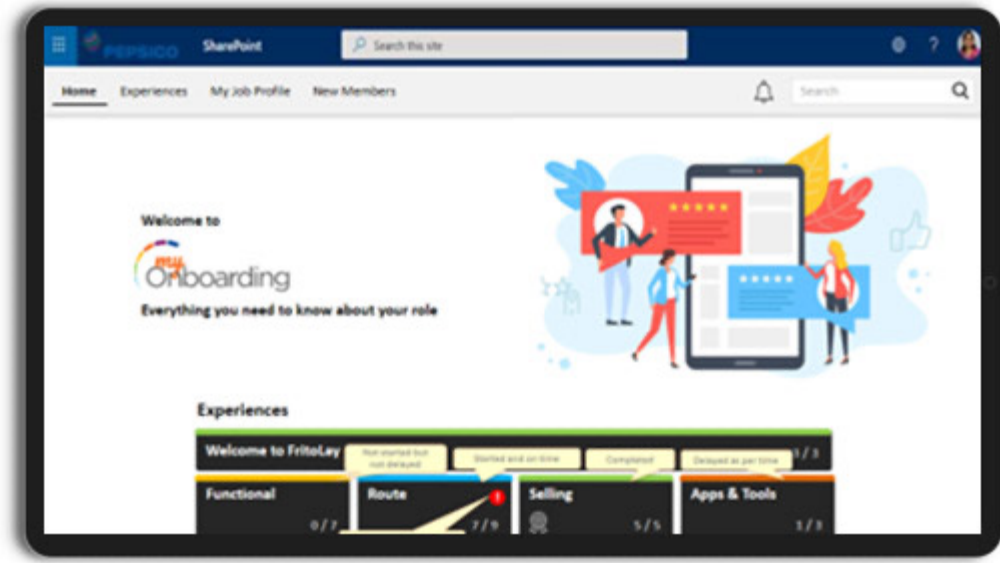
## Onboarding Process

### Background

PepsiCo was looking for ways to simplify the process of efficiently onboarding six different frontline leader roles and seven frontline employee roles across multiple Go-To-Market strategies. They also wanted to enhance the way they attract and retain top talent.

### Challenge

The existing onboarding program did not meet the demands of the modern learner in terms of experience, technology, and control. The technology used was limited, outdated, and would no longer be supported.

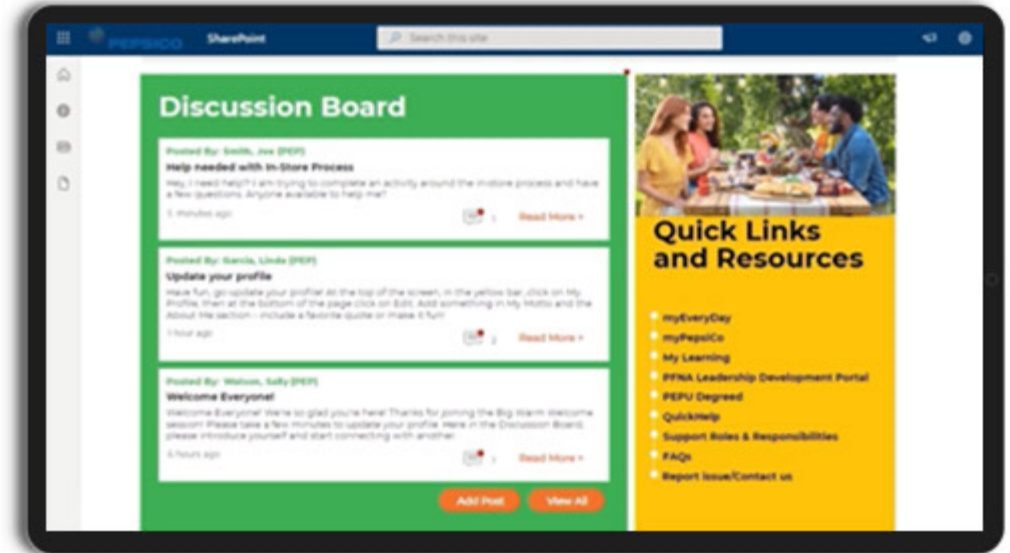


# Case Study 2

## Onboarding Process

### Approach

- ▶ Build a role-based curriculum with a non-linear approach and flexible time to proficiency.
  - Includes route training and learning experiences in categories like Leading, HR, Safety, Functional, Selling, etc.
  - The learning experiences include self-guided eLearning and group activities.
- ▶ Certificates and mini-capstones were included in the learning program. The eLearning was coupled with engaging in-person activities.

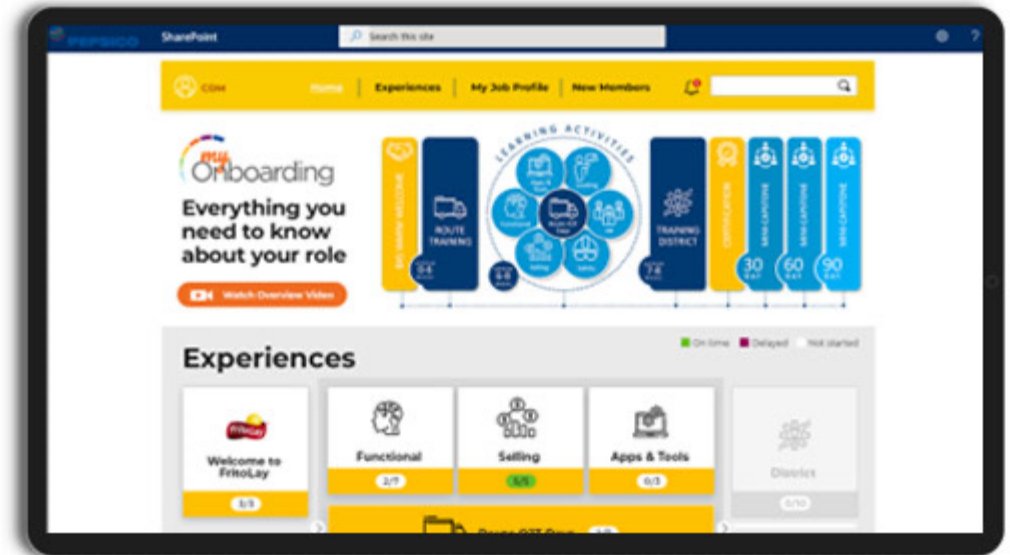


# Case Study 2

## Onboarding Process

### Solution

- ? Learning Experiences include many activities including time in market, work with time, 1:1s, group training sessions, and self-guided content.
- ▶ 81% of their time will be spent in hands-on experiential activities learning what to do and how to do it.
- ▶ myOnboarding, a customized, mobile-friendly platform was used to provide the learner with a clear, customized onboarding program. It allows them to be in the driver's seat of their own learning experience.

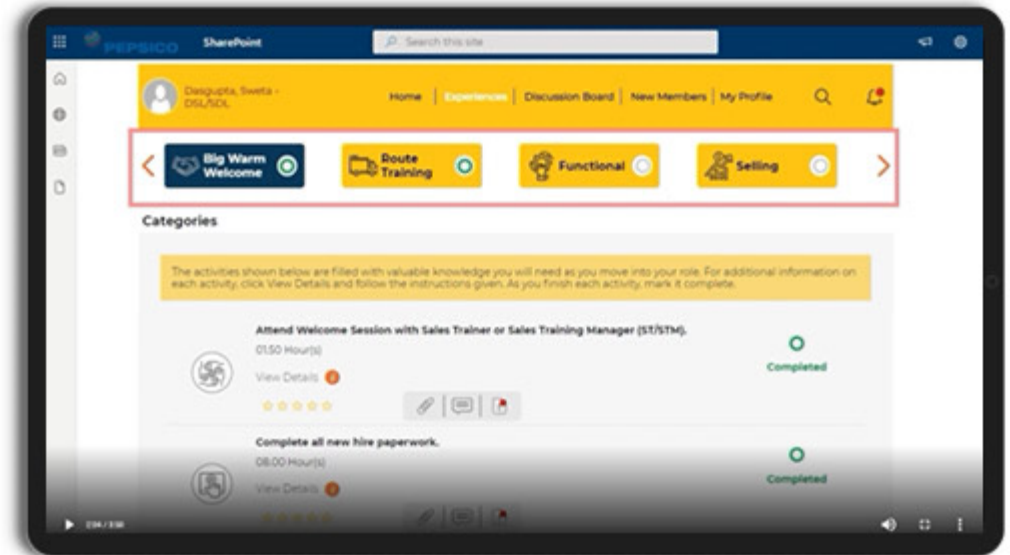


# Case Study 2

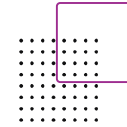
## Onboarding Process

### Impact

- ▶ The response from new hires, managers, and support roles has been overwhelmingly positive. Learners are taking ownership of their onboarding and are highly engaged with the onboarding tool as well as with each other.
- ▶ The new platform has made it easy for PepsiCo managers to engage, stay connected, and support their new trainees.
- ▶ The eLearning ‘myOnboarding’ created with EI is now a PepsiCo brand and there are six more formats added to the program



# Handout

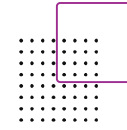


## eBook

Emotional Intelligence and Workplace Learning – The What, Why, and How

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# Q&A





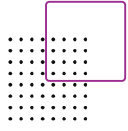
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