

STRATEGIC EMPLOYEE ONBOARDING - A ROADMAP TO SUCCESS

PHASE ONE - PREBOARDING

PREBOARDING

YOU
ARE
HERE

Preboarding begins the moment an offer is accepted and continues through the first day on the job. It sets the tone for a new employee's experience and helps them arrive feeling informed, welcomed, and ready to contribute. Each step, from the initial welcome message to logistics and a clear first-day agenda, removes distractions and creates space for new hires to focus on connections and confidently step into their role.



WHY PREBOARDING MATTERS

Thoughtful preboarding sets the stage for everything that follows. When done well, it reduces first-day overwhelm, strengthens early trust, and makes the employee feel valued before they even arrive. It also creates a smoother handoff into Orientation and later onboarding phases, ensuring the road ahead feels purposeful, connected, and manageable.

37%

fewer “ghost” new hires (offer accepted, did not report)

82%

potential increase in new hire retention with preboarding

~69%

higher likelihood of long-term (3-year+) retention

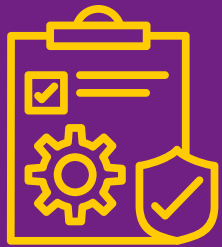
STRATEGIC EMPLOYEE ONBOARDING - A ROADMAP TO SUCCESS

4 CORE COMPONENTS OF PREBOARDING



WELCOME & CONNECTION

This component emphasizes creating early bonds and establishing a sense of trust. It focuses on fostering meaningful interactions between the new hire, their manager, and the broader team before the first day, setting the tone for positive engagement from the start.



LOGISTICS & READINESS

This area represents the organizational preparation that ensures administrative requirements, key timelines, and essential processes are in place. It highlights the importance of removing barriers so new hires can focus on their role and team/unit engagement once they begin.



TOOLS & ENVIRONMENT

This component covers the provision of technology, system access, and physical or virtual workspaces. It reflects your unit's commitment to preparedness, signaling that the unit is organized, supportive, and equipped to enable success from day one.



CLARITY & CONFIDENCE

This focus area provides orientation to the team, unit structure, and immediate responsibilities. It gives new employees the context and understanding they need to approach their role with confidence, awareness of priorities, and readiness to engage effectively.

STRATEGIC EMPLOYEE ONBOARDING - A ROADMAP TO SUCCESS

Recommended Practices

- Provide comprehensive introductory materials, including a team overview, organizational context, and a clear first-day agenda.
- Complete administrative paperwork, compliance steps, and onboarding timelines and milestones in advance, including required forms, training schedules, and initial tasks.
- Prepare technology, user accounts, and designated workspace (if applicable), ensuring all tools and resources are accessible and functioning when the new hire arrives.
- Send a warm welcome message and an early announcement to the team, highlighting the new hire's role and encouraging introductions

Desired Outcomes

- Gives new employees a roadmap for what to expect. This helps them arrive confident, informed, and ready to engage with their team and their work from day one.
- Reduces unnecessary stress for new employees. Taking care of administrative tasks in advance allows new hires to focus on their role, and building relationships from the start.
- Demonstrates unit readiness and respect for the employee's time. Resources that are fully prepared create a strong first impression and allow new hires to start contributing immediately.
- Signals that the new hire is valued and fosters early connections. Sharing the news with teams helps build trust and sets the stage for a positive first day experience.

When preboarding steps are carried out effectively, new hires arrive prepared, confident, and ready to engage, setting the stage for the next stop on the roadmap: Orientation. During the next phase, new employees will gain workplace culture and other foundational knowledge, connect with their team, and begin developing the skills and understanding needed to succeed in their role.