5 Onboarding Pain Points
and How to Fix Them

"Why does onboarding matter so much?" We're glad you asked. This process creates one of the first impressions new employees get about their companies. So it's kind of important. Furthermore, onboarding leaves a lasting effect on new hires' happiness and engagement with your company:

- It increases employee productivity and retention.
- It prevents emotional exhaustion and burnout.
- It ensures workplace safety (think cybersecurity) and the success of future hiring processes.

86% of new hires decide whether to settle down at a company within the first 6 months of being hired.

Organizations with a standard onboarding process experience 50% greater new hire productivity **50%**

To help you fix some of the pain points of onboarding, we identified five particular problems and offered a BroadSoft Team-One solution for each.

Problem #1
One-dimensional, generic orientations

Welcome!
- Get to work
- ☐
- ☐
- ☑
- ☐

Solution #1
- Set up an Onboarding Workspace for your new hire.
- Upload content to this Workspace that is relevant to the new hire's department, team and position.
- Use tags to organize the separate levels of content.

Problem #2
Overwhelmed, apprehensive new hires

Insurance | Taxes
Deadline | Reviewers
Appointment | Contract

Solution #2
- Create and space out Tasks evenly, over a longer period of time.
- Add context to Tasks with additional helpful Notes and Files.
- Use the Calendar function to visualize your onboarding timeline.
- Initiate chats with new team members and be responsive to questions.

Problem #3
No personal touch and face-to-face interaction

Solution #3
- Jump on a quick call to say hello to remote workers.
- Have an impromptu live meeting to humanize routine work processes.
- You can even give them a personalized tour of Team-One!

Problem #4
Dispersed information and resources

Solution #4
- Upload all your onboarding assets to Team-One.
- Or drop in a link from popular storage apps, such as GoogleDrive or Dropbox.
- New hires will be able to go to a single Workspace for what they need, indefinitely.

Problem #5
Lack of two-way communication

Solution #5
- Ask about your hires' experiences.
- Encourage them to post feedback in their Onboarding Workspaces.
- Create a separate, organization-wide Workspace for a continuous conversation about onboarding.

We Can Help!

These easy actions in Team-One will make a huge difference for newcomers as well as hiring managers in your team. Your entire company will thank you for actively maximizing talent retention, too.

Want to make onboarding successful? Try Team-One.

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