



Community Business Development Corporation
Corporation au bénéfice du développement communautaire

Business financing, support and advice • Financement, aide et conseils aux entreprises

CBDC Onboarding Course

Part 1 Lesson 1



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Part 1/4

Lesson 1/2

Introduction – this section covers what onboarding is, the importance of having an onboarding plan and how an onboarding plan can impact your business’ productivity, operations, employee turnover and ultimately your bottom line. This section covers:

- a. What is onboarding?
- b. What is the CBDC Onboarding Course?
- c. Why should we have an onboarding plan?
- d. What value does this add to my business?

What is onboarding?

Onboarding is the process of bringing a new person into your organization and integrating them effectively into your organization’s operations and culture. The onboarding process runs from the time you hire or engage a new employee or team member, until they’re able to competently perform their job duties. This process could be shortened to a few hours, but in reality, it can take weeks, months, or even be monitored and managed for up to a year.

In this CBDC Onboarding Course, we’ll cover six topics: how to develop an onboarding plan, how to design a hiring process, how to design a training plan, how to design orientation, how to manage onboarding and how to review and improve your onboarding plan.

Throughout this course, we’ll use business related language, referring to the participants in the onboarding process as businesses, companies, managers and employees. However, onboarding can and should, be done in non-profits and volunteer organizations, and these concepts can apply to a variety of team building and in-take situations.

What is the CBDC Onboarding Course?

The CBDC Onboarding Course is designed to help small business owners and fellow non-profit organizations understand the importance of onboarding to their organizations and employee wellbeing and learn how to conduct successful onboarding.

The course is divided into four parts, each containing two sections. We’ll be covering: an introduction and the development of an onboarding plan in Part 1. In Part 2 we’ll go over designing a hiring process and designing a training plan. Designing employee orientation and managing employee onboarding will be covered in Part 3. And Part 4 will lay out how to review your onboarding process and conclude the course with some final takeaways.

In each of the six lessons you’ll find written notes explaining the key concepts of the lesson, and a brief video discussing the concepts, if you prefer to learn through video or audio.

Why should we have an onboarding plan?

Onboarding plans are important because they benefit employees and businesses. Good onboarding affects employee performance, wellbeing, and retention, which can improve the company's bottom line. Onboarding is important for businesses because it allows them to make a great first impression on new employees, increasing employee engagement. Good employee engagement, training, and management all help to reduce the cost and inefficiency of employee turnover. Effectively planned and executed training, as outlined in onboarding, will also reduce the likelihood of costly mistakes made by untrained or poorly trained employees. Good training will also increase the likelihood of improved performance, efficiency, and cooperation, making operations run more smoothly and quickly.

What value does this add to my business?

Businesses frequently ask themselves how they can attract and retain talented employees. Employers want to know how they can reduce employee turnover and create an engaged workforce. Especially in times when the labour market is particularly competitive, and finding staff becomes more challenging, being good at managing employees becomes incredibly important to retaining staff and building successful teams.

There's a saying that "employees don't leave companies, they leave managers"¹ pointing toward the importance of management to make a business a place where people thrive and want to stay. Good management, and more importantly leadership skills, begin by being thoughtful and deliberate in your approach to managing employees, and demonstrating you care about their well-being and professional development by showing you're willing to spend time and effort to be a good boss. These messages can be conveyed from the very beginning of the hiring process, which is why "Designing a Hiring Process" is lesson two of this course and become apparent to new employees by the time you take to structure a successful onboarding for them.

That's why having a well-designed onboarding process is so critical because it is your first impression to your new employee, and it sets the stage for your employee-employer relationship. It allows you to show the value you place on communication, safety, training, and culture at your company. A properly done onboarding process ensures important training is done properly and that processes and procedures are taught in a consistent and standardized fashion, important steps to developing and maintaining quality.

Summary

In this section of the CBDC Onboarding Course we've covered what onboarding is, the content of this course, why businesses should have an onboarding plan and the value onboarding adds to a business.