

# How These Onboarding Changes Can Improve Loyalty to Your Staffing Firm

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Onboarding is a huge piece of the candidate experience puzzle. After all, it is the first interaction the candidate has with your firm. If it is negative, they immediately had a bad opinion about your service. If it is a hassle, they simply won't come back to find work again. Staffing firms can improve their onboarding process to keep candidates coming back from more placements. Consider making these changes to improve loyalty.

## **THESE CHANGES CAN HELP IMPROVE LOYALTY TO YOUR STAFFING FIRM**

### Perform Regular Check-ins Before the First Day

It is important to check in with candidates on a regular basis before their first day. Don't just send a new hire the job start date and site address. Provide them with the tools they need to succeed in their new placement. In the weeks or days leading up to their start date, maintain communication and gauge how they are feeling about the upcoming transition. This will help build trust and loyalty for your firm.

### Find Candidates a Buddy or Mentor

Another great thing you can do to improve your onboarding process is to provide your candidates with a buddy or mentor. Connecting them with a more seasoned employee can help them get started on the right foot. Their mentor will be able to answer their questions, provide career guidance, and give them a companion. They will be more engaged and more likely to work with your agency for years to come.

### Have a Plan for the First Few Days

You should also have an established plan for the first few days. Having a structured onboarding plan can help put candidates at ease because they will know what to expect. It also shows them that you care enough about them to have a plan for their role.

### Give Them One-on-One Time

New employees should have scheduled one-on-one time with their direct manager. This gives them a chance to get to know the person they will be reporting to directly. They can also ask their manager any questions they might have, establish expectations, and get access to resources necessary to perform their job.

## Don't Overwhelm Them

It's easy to overwhelm a new candidate on day one, especially if you need help. Overloading them with information and tasks on their first day can hurt their motivation and even make them feel discouraged. New hires might also get burnt out fast if you start throwing work at them right away. Let them get used to the transition and provide them with what they need to reach their goals.

## Make Communication Easy

Communication is a crucial part of the onboarding process and overall candidate experience. Be sure they can contact the staffing agency at any time. Encourage them to ask questions about companies, positions, career paths, etc. Make them comfortable with asking for more information so you can establish a positive, loyal relationship with them.