

***Targeted Benchmarking on
External Onboarding***



CAHRS Partners have the opportunity to benchmark with other partner companies on HR topics of interest. The benchmarking is typically conducted with 5-7 other CAHRS Partners selected by the company that initiated the request. The CAHRS office identifies the appropriate connections at selected companies and the benchmarking company then schedules 1:1 phone calls to explore their questions.

Examples of recent requests include: Sponsorship Initiatives, Organization Designs and Structures, Diversity Metrics, Talent Management Practices, Competency Models and a variety of HR Policy Questions (i.e. Relocation, Cost of Living, Airline Mile Usage, etc.).

CAHRS partners find this more qualitative approach to benchmarking very valuable for revealing novel insights and practices, as well as for building their network. At the conclusion of the process, the benchmarking company shares an anonymized summary of their findings with the participating companies and CAHRS, who then makes them available so all partners can benefit from the learning.



External Onboarding Benchmarking – Executive Summary

Research indicates three key areas that are essential for effective onboarding that enhances colleague development and growth

Process & Operational Excellence

- Scaling AI to create real value and to transform the organization requires an **AI strategy that is aligned with the business strategy**
- **Streamlining Admin Tasks:** AI automates paperwork, compliance, and scheduling, freeing up HR for more strategic initiatives

Enabling Culture & Connection

- **Limited personalization:** A "one-size-fits-all" approach fails to cater to individual needs, leading to a disengaging experience
- **Boosting Engagement and Retention:** Interactive platforms and virtual mentors keep new hires engaged with continuous learning and development opportunities

Leveraging Technology & Experimenting with AI

- **Cloud-based Platforms** - A cloud-based platform can help you streamline and automate your onboarding workflow
- **Data-Driven Decisions:** AI analyzes onboarding data to identify trends and areas for improvement while increasing employee engagement
- Leverage **AI-driven chatbots** to offer instant support and feedback, addressing new hires' questions and concerns promptly, while creating a personalized experience

What We Heard



Pre-boarding

Pre-boarding is a key focal point of the 90-day onboarding journey, and onboarding leads must actively engage with new hires before Day 1



Virtual Delivery Model

Organizations are maintaining a virtual delivery model, hosted by master facilitators, to foster connections among colleagues from different parts of the organization.



Self-led Learning

Self-led learning, starting immediately after the offer letter is signed, ensures that anticipated questions on important topics like benefits and payroll are addressed promptly.



Digital First Mindset

The future of onboarding will utilize technology that will bring a sense of personalized support and provide a concierge experience.