

NLE Quick Tip: Post-Placement

Congratulations on making a masterful match – now leverage that match to secure many more to come! Creating a “culture of retention” and an effective on-boarding process is a journey, not a destination; these are but a few of the best practices that we can share with you to share with your clients and candidates during time of change. This quick tip will cover suggestions as to how and when to continue to assess fit, course correct when necessary, and continue to add value to your candidate and clients.

Meeting: “Post-Placement”

We have provided the following list of questions and suggestions to ask/provide both the client and the candidate after one week, 90 days, and 10 months; take time after this session to continue to fill in each of those timeframes with your own insights. Remember this – new employees who go through a structured on-boarding program have a much faster ramp-up to becoming a contributing and profitable member of the team. Anything you can do to create more structure will be well-received. Not every organization has a thriving culture that engages, enriches, and fulfills the employees within their walls from the start – but if all firms were great at this, they wouldn’t need us, would they? Help your clients make a “culture of retention” a priority and develop programs and initiatives that promote this core belief.

AFTER ONE WEEK - CANDIDATE

Think through, and list out, some of the possible thought processes the candidate is having at this phase in their onboarding experience. What are the hesitations? What are the fears? What are the positives?

- Did I make the right decision?
- Are these people who they said they were?
- Am I going to get along with this team?

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Pick up the phone and call the candidate at the end of week one. What are questions you can ask to get a better understanding of what is working, what isn’t, and how to continue to help facilitate the onboarding process with your client?

- What tools or training do you not yet have, that you feel you need?
- What has the team done to help welcome you and get you acclimated?

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What creative suggestions can you offer to the candidate to help them be proactive in their onboarding process at this stage?

- In the next week, reach out to someone on the team you haven't yet spent time with (but think you should) and ask to meet them for coffee.
- Make a checklist of critical accomplishments you want to have made by the time you hit 90 days.
- List the primary responsibilities that are different than the role you previously held, and reach out to your boss for assistance with how to tackle each one.
- Don't try to change your boss; adapt to their style initially – there is enough to learn without trying to change embedded habits in someone else.
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What are ideas as to a unique, inexpensive, and/or valuable item you could send to the candidate?

- Impactful book: _____
- Logo item: _____
- What else? _____

AFTER 90 DAYS - CANDIDATE

Think through, and list out, some of the possible thought processes the candidate is having at this phase in their onboarding experience. What are the hesitations? What are the fears? What are the positives?

- Did I make the right decision?
- Am I doing what they think I should be doing? Nobody's really given me feedback in a while so hopefully that means everyone is happy.
- I haven't really hit the ground running as fast as I thought I would...hope nobody notices and I'm sure I'll turn it around soon.
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Pick up the phone and call the candidate at the end of 90 days. What are questions you can ask to get a better understanding of what is working, what isn't, and how to continue to help facilitate the onboarding process with your client?

- Are you where you thought you would be at this point? Why or why not?
- What tools or training do you not yet have, that you feel you need?
- How is your professional relationship with your team? Do you feel you connect with any of them personally as well?
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What creative suggestions can you offer to the candidate to help them be proactive in their onboarding process at this stage?

- Sit down with your boss and make a checklist of critical accomplishments you want to have made by the time you hit your year anniversary.
- Coordinate a social event (happy hour, book club, trip to sporting event) for those you work with primarily.
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AFTER 10 MONTHS - CANDIDATE

Think through, and list out, some of the possible thought processes the candidate is having at this phase in their onboarding experience. What are their expectations? What are they anticipating?

- I'd better get a good review.
- I hope I get a promotion, because they alluded to it when I interviewed and said that after a year, if I was doing well, I'd get additional responsibilities.
- I've learned most of what they needed me to learn...what next?
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Pick up the phone and call the candidate after 10 months of employment with your client. What are questions you can ask to get a better understanding of what is working, what isn't, and how to continue to help facilitate the onboarding process with your client?

- Are you where you thought you would be at this point? Why or why not?
- What are you most proud of accomplishing? What do you wish you had done that you haven't yet?
- What skills or abilities do you need in order to continue to excel in this role?
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What creative suggestions can you offer to the candidate to help them be proactive in their onboarding process at this stage?

- Reach out to someone in the organization you admire, who is performing in a role you eventually would aspire to perform. Ask to set up a monthly lunch for mentorship and guidance.
- Find an accountability partner within the company and select one area each month for professional development; help push each other to learn and be challenged.
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- What else? _____

AFTER ONE WEEK - CLIENT

Think through, and list out, the expectations the hiring manager has after a week of employment with the candidate. How is that hiring manager being evaluated? What makes the hiring manager look like he/she made the right decision with this hire?

- Did we make the right hiring decision?
- Is this person picking this up as quickly as I need them to?
- Is the candidate happy with their decision to join us?
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Pick up the phone and call the client at the end of week one. What are questions you can ask to get a better understanding of what is working, what isn't, and how to continue to help facilitate the onboarding process with your candidate?

- What has impressed you the most so far?
- How has (candidate) done with your initial expectations and responsibilities?
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What creative suggestions can you offer to the client to help them be proactive in their onboarding process at this stage?

- Make a checklist of critical accomplishments you want the candidate to have made within the first 90 days.
- Set up one lunch a week for the next month with the candidate and someone from (team/department/company).
- Think through what this candidate was doing within their prior organization; what are the primary responsibilities that are different than their previous role, and what should they do to try to develop those skills?
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- Logo item: _____
- What else? _____

AFTER 90 DAYS - CLIENT

Think through, and list out, the expectations the hiring manager has after 90 days of employment with the candidate. How is that hiring manager being evaluated? What makes the hiring manager look like he/she made the right decision with this hire?

- Did we make the right decision?
- Can I count on them as a profitable contributing member of the team yet? If not, when will that happen?
- Is the candidate happy with their decision to join us?
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Pick up the phone and call the client at the end of 90 days. What are questions you can ask to get a better understanding of what is working, what isn't, and how to continue to help facilitate the onboarding process with your candidate?

- What is the most significant accomplishment (candidate) has made to the team thus far?
- Are they where you thought they would be at this point? Why or why not?
- In what areas do you think they need more support?
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What creative suggestions can you offer to the candidate to help them be proactive in their onboarding process at this stage?

- Conduct a 90-day review with the candidate and set clear expectations for the following three months.
- Delegate an area of learning each quarter to the candidate, allowing them to be creative in their own development but guiding them in a specific area of content.
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- What else? _____

AFTER 10 MONTHS - CLIENT

Think through, and list out, the expectations the hiring manager has after 10 months of employment by the candidate. How is that hiring manager being evaluated? What makes the hiring manager look like he/she made the right decision with this hire?

- How is this person making us money, saving us money, or streamlining our processes?
- Is this a promotable person? Are they capable of more than they are doing right now?
- Are they going to stay with us long-term?
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Pick up the phone and call the client at the end of 10 months. What are questions you can ask to get a better understanding of what is working, what isn't, and how to continue to help facilitate the long-term career progression for your candidate?

- What is the most significant accomplishment (candidate) has made to the team thus far?
- Are they where you thought they would be at this point? Why or why not?
- How do you envision building out a team around this individual? In what areas do they need more support?
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What creative suggestions can you offer to the client to help them career path this candidate?

- Conduct an annual review, measure expectations, and evaluate progress.
- Ask the candidate if there are any projects, clients or areas that they haven't yet been involved with that they would like to be. Deliberately assign three new initiatives or objectives to the candidate to conquer over the next year.
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