

Though it is highly recommended to seek out many resources outside of Toppers to aid in your development as a leader, Toppers has developed its own Leadership Framework, which you can see in your participant guides.

This framework is in your guides, and you can download it from the file share pod on your screen now.

This framework consists of 4 main components of leadership within our system, and within each main component are a number of supporting statements. The concepts in this framework can apply to anyone in our system, regardless of their role – All the way up to Scott Gittrich, the CEO!

Having a killer onboarding process and initial training relates back to each of the 4 main buckets of the Toppers Leadership Framework. This is an important time for leaders to be great at the components of leadership because they’re just meeting a new Team Member. How you lead at this point will have an impact on new Team Members, and if you do it right, you’ll set the stage for them that you are going to lead them well, and they’ll respond accordingly.

ONBOARDING

Onboarding is the process in which a company receives a new hire and assimilates them into the organization and culture, molding them into a productive member of the team.

Onboarding is more than just new hire orientation, though. Onboarding is a process.  Orientation is an event – the first step in the onboarding process.    The onboarding process helps you to develop a happy contributor.

Onboarding conveys your organizational brand and values, explains your people and professional culture, aligns company expectations and performance and provides the tools for the Team Member to be successfully assimilated into his or her position with a quicker ramp-up to productivity.

ONBOARDING/RETENTION

It’s takes managers a lot of time and money—sifting through resumes, doing loads of interviews, finding the person with the right skills who will also be a good fit—to narrow it down to one person. But you finally found the right person, made an offer and it was accepted! Woo!

After that incredible and expensive effort, you have your new hire standing before you, equal parts excited and nervous about being there on the first day of work. What many stores don’t realize is that they’re not done recruiting yet. Yes, your new hire is there, ready to begin work, but your job is far from done.

You must be recruiting well into your new hire’s first few months. In fact, studies have shown that most new Team Members (87 percent of them according to a study by the Aberdeen Group) aren’t fully committed to a new job for the first six months.

1 in 6 people quit within the first three months for various reasons.

Some examples:

**Other companies are still competing:**

“A larger and desirable place that was slow to interview ended up contacting me and giving an offer I could not refuse!”

**Your new hire was still looking:**

“I received another more intriguing job opportunity.”

**They hadn’t quite decided what it is they wanted to do for a job/career.**

 “I chose a new career direction.””

HOW TO ONBOARD EFFECTIVELY

* **Set up a solid training schedule**
* **Follow up with them the day before training starts**
* **Give them a uniform**
* **Have them meet everyone working at the time**
* **Tell them you are happy they’re joining the team and you think they’ll add value**

**ORIENTATIONS**

 **Importance of 1st day**

* **1st impressions**
* **Intimidating**
* **How it’s different than most places, and helps to invite a new-hire into the “family” on day one.**
* **Orientation is like more of a party day, get to know people, touch on what they’re getting into**

**To be great here, you have to have trainers who are dedicated to conducting great orientations, which means they need training and practice. But, more importantly, they need to be the right kind of person to conduct training.**

**ATTRIBUTES OF A GREAT TRAINER**

* Communication
* Attitude
* Integrity
* Uses Training Materials
* Knowledge of Subject Matter
* FUN!!