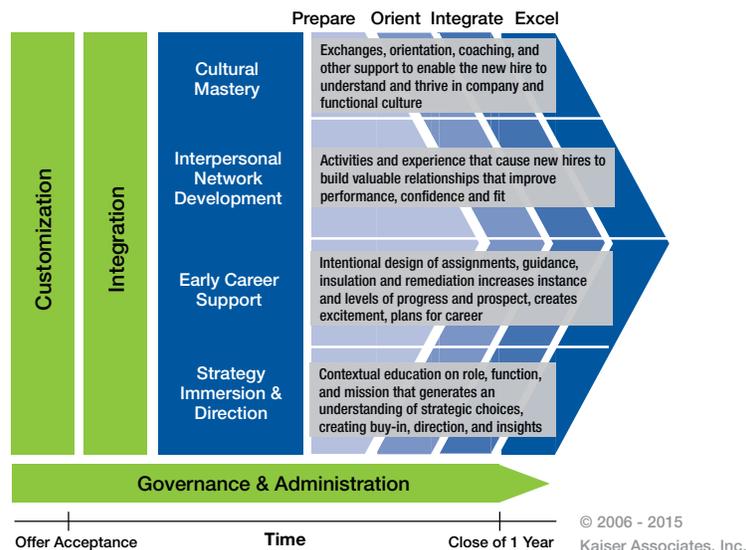## Our Onboarding Expertise

Kaiser's approach to onboarding focuses on the principle that onboarding must be both systemic and strategic rather than an isolated HR activity executed for each new hire.

Our approach integrates 4 key pillars designed to prepare, orient, integrate, and position new hires to excel within their organizations, driving increased performance levels and enabling organizations to more efficiently and effectively execute against their business strategies.

We bring a deep analytical rigor and business performance perspective to our work to drive measurable, mission-oriented outcomes for our clients.

Kaiser's Onboarding Margin™ Framework

Prepare Orient Integrate Excel

Cultural Mastery — Exchanges, orientation, coaching, and other support to enable the new hire to understand and thrive in company and functional culture

Interpersonal Network Development — Activities and experience that cause new hires to build valuable relationships that improve performance, confidence and fit

Early Career Support — Intentional design of assignments, guidance, insulation and remediation increases instance and levels of progress and prospect, creates excitement, plans for career

Strategy Immersion & Direction — Contextual education on role, function, and mission that generates an understanding of strategic choices, creating buy-in, direction, and insights

Customization | Integration

Governance & Administration

Offer Acceptance — Time — Close of 1 Year

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Recognition and Thought Leadership

- Authored chapters on onboarding and inboarding for the Association for Talent Development (ATD) 2015 Talent Management Handbook
- Partner and featured speaker of conferences and webcasts produced by The Conference Board, The Human Capital Institute (HCI), and Onboarding 2025
- Authored Successful Onboarding: Strategies to Unlock Hidden Value Within Your Organization (McGraw-Hill, 2010)
- 2010 ATD Excellence-In-Practice Award recipient for the redesign of Booz Allen's onboarding program

Representative Clients

- Forbes Top 500 America's Best Employers
- Forbes Top 5 Happiest Companies for Young Professionals
- Forbes Top 60 Innovative Companies
- Forbes Top 100 World's Most Powerful Brands and Top 20 World's Most Valuable Brands
- Working Mother Top 100 Best Companies for Working Mothers

Services

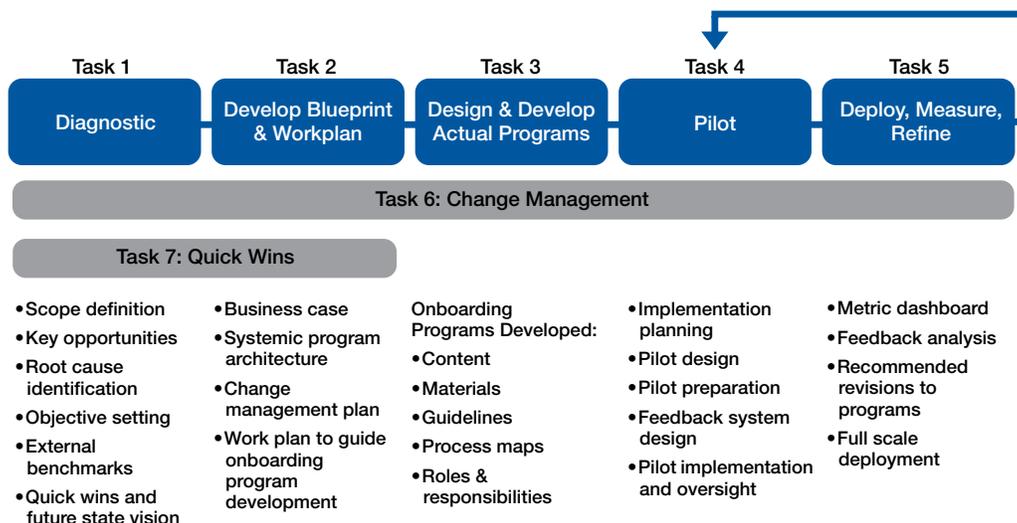|	
Onboarding Maturity Assessment	• Measure maturity of current state onboarding program relative to world-class programs and pinpoint particular areas of strength and opportunity
Current State Program Diagnostic	• Define program scope, identify points of strength, key opportunities, root causes, set objectives, and recommend quick wins for future state vision • Determine the best mix of diagnostic elements to drive the highest impact results
Customized Onboarding Benchmarking	• Conduct customized research based on client's unique circumstances and interests • Understand key differentiators relative to industry peers or competing employers and identify actionable benchmark metrics to set program targets
Facilitated Design & Visioning Workshop	• Facilitate design workshop with key onboarding stakeholders to identify design requirements and considerations and codify the future state onboarding vision
Program Business Case Development	• Develop the qualitative and quantitative business case for change and further investment in the onboarding program
Customized Design Blueprint & Build-plan	• Develop, co-develop or review and advise client-developed onboarding program designs • Designs can include the systemic program architecture, governance, change management plan, and build-plan to guide the onboarding program development
Onboarding Program Materials Development, Piloting & Deployment	• Develop the tactical plans and materials to drive successful program launch • Assess program plan and requirements, develop resource plan, materials and implementation plan, and pilot and deploy the onboarding program
Performance Measurement Strategy	• Determine onboarding metrics and evaluations to monitor and refine program components to meet desired outcomes and/or continuously improve program
Onboarding Training	• Train new hire managers and other key stakeholders on onboarding program philosophy, processes, milestones, and supporting tools / materials to kick-start new program

Kaiser Associates' model for blueprinting and implementing a systemic onboarding program

	Task 1	Task 2	Task 3	Task 4	Task 5
	Diagnostic	Develop Blueprint & Workplan	Design & Develop Actual Programs	Pilot	Deploy, Measure, Refine

Task 6: Change Management

Task 7: Quick Wins

- Scope definition
- Key opportunities
- Root cause identification
- Objective setting
- External benchmarks
- Quick wins and future state vision

- Business case
- Systemic program architecture
- Change management plan
- Work plan to guide onboarding program development

Onboarding Programs Developed:
- Content
- Materials
- Guidelines
- Process maps
- Roles & responsibilities

- Implementation planning
- Pilot design
- Pilot preparation
- Feedback system design
- Pilot implementation and oversight

- Metric dashboard
- Feedback analysis
- Recommended revisions to programs
- Full scale deployment

In addition to providing individual onboarding services, clients often ask us to take a soup to nuts approach for designing and implementing an enhanced, systemic onboarding program.

We employ a 7-step, collaborative approach that integrates people, processes and technology to ensure the program is as effective and efficient as possible in driving the desired results. We incorporate quick wins and change management activities to foster momentum and sustain program changes over the long-term.

Case Studies in Brief

	The Situation	Our Solution	The Results
World-class Onboarding Diagnostic and Redesign	25,000-person leading strategy and technology consulting firm wanted to redesign and implement a world-class new hire onboarding program	Kaiser conducted a diagnostic assessment of client's onboarding program, identified key gaps relative to best-in-class programs, and then facilitated the detailed redesign and pilot of an enhanced program	The client's ATD award-winning enhanced program now includes an engaging new hire orientation experience, clear accountabilities and handoffs for program delivery, and a robust performance measurement dashboard
Onboarding Program Business Case Development	65,000-person leading professional services firm and Fortune 100 "Best Company to Work For" required support evaluating potential costs and benefits, and developing business case for the centralization of onboarding within the organization's training "university"	Kaiser conducted research and analysis to determine associated costs and key value drivers and developed a detailed business case to support the centralization of onboarding	Kaiser delivered to the client detailed guidance for developing a business case to determine the best strategy, structure, and approach for onboarding going forward
Onboarding Metrics Dashboard	A rapidly growing Fortune 15 "Best Company to Work For" needed a detailed metrics dashboard to quantify and evaluate the impact of onboarding on the new hire experience	Kaiser developed detailed metrics and a performance measurement dashboard based on leading practices and subject matter expertise	Onboarding dashboard empowered client to measure and assess the impact of existing and anticipated changes to its onboarding program and continuously improve program over time
Experiential Learning Program Development	Fortune 500 technology & services company wanted support with design and development of supporting collateral for its Face-to-Face New Hire Orientation Experience (NHO)	Kaiser conducted working sessions to finalize core program elements/ activities for NHO and worked with client to build facilitation materials (e.g., instructor guidelines, handouts, etc.)	This work enabled client to transform the NHO experience from a static PowerPoint presentation to a day-long, fully interactive learning experience focused primarily around the organization's core values

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Founded in 1981, Kaiser Associates is an international strategy consulting firm that serves as a key advisor to the world's leading companies. We provide our clients with the unique insight to drive critical decision making and solve their most pressing problems.