

Special Interest Articles

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Successfully

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April 2009

Integrating Web 2.0

In person or via Webinar

200 S. Wacker Drive, Chicago

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*Helping employers find
experienced talent*



UNIVERSITY OF ILLINOIS
ALUMNI ASSOCIATION

On-boarding New Hires Successfully

As the skilled talent pool continues to dwindle and the baby boomers begin to retire, employee productivity, turnover and morale should not be compromised if business growth and profitability are expected. On-boarding programs are just as important as orientation programs, and neither should replace the other. A thorough on-boarding programming that provides the support and knowledge as needed to smoothly transition the new employee will quickly integrate him/her into the organization feeling engaged.

A study conducted by Corning Glass Works found that employees who participated in a structured on-boarding program were 69 percent more likely to stay with their company after three years than those who did not go through a program. Authors of additional articles concur that a thorough on-boarding can improve employee retention, reduce turnover and impact morale.

It is important for companies to understand the difference between an orientation and an on-boarding program. According to Erica Lamont, most of the organizations presented their orientation programs as "on-boarding processes" even though each has distinctly different purposes, activities and, in some cases, audiences. An orientation program is

typically conducted over a few hours or up to a day to assist the new hire in processing paperwork. An on-boarding program, in contrast, typically begins upon acceptance of the job and continues for between three to six months, and sometimes lasting up to a year. On-boarding provides the new hire with tools and resources to learn the job and ultimately transition smoothly into the organization.

David Lee recommends asking your department, your supervisors and your new hires the following 13 questions to help evaluate your current orientation and on-boarding program:

1. Do we make our new hires feel welcome? Analyze step by step how "we are glad you are here" is communicated to your new hires, and survey them to find out how welcomed they felt the first day, after a few weeks or a month?

2. Do we inspire pride? Evaluate how thorough, organized and compelling your current orientation and on-boarding processes are. At the end of the programs ask yourself, "Do they feel they joined a great company?"

3. Do we connect them with the big picture? A new hires will feel more engaged if they understand the company's mission, values, goals and uniqueness of your organization when combined

with their enthusiasm and desire to make a difference.

4. Do we show new hires how much they matter? The program should communicate why your company is great but also emphasize the impact their role will have on the organization and how "they can make a difference and make it happen." Communicating this is especially important with Generation Y employees because they place a high value on being able to make a difference in the workplace.

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Attn: Employers

Re: An opportunity
to find and
hire talent

The
Alumni Career
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312 575 7830
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On-boarding New Hires Successfully (Continued from page 1)



A thorough on-boarding programming that provides the support and knowledge as needed to smoothly transition the new employee will quickly integrate him/her into the organization feeling engaged.

5. Do we collect and share stories? Your program can be enhanced with examples of employees' experiences they've had that tell about the unique personality of your company; convey what it's like to work at your company; illustrate the great things your company does; and demonstrate how employees make a difference.

6. Do we make our orientation program interesting and interactive? An exciting interactive program will reaffirm to the employees that they joined a great company and that the company knows what it is doing.

7. Do we make our process employee-centric or employer-centric? Evaluate and benchmark your program against other companies recognized for the success of their on-boarding program, and continually survey your new hires on how effectively your program met their needs.

8. Have we broken our orientation program down into bite-sized chunks? Organizing and presenting your program into smaller parts will communicate and affirm your company does things right and that employees matter because your company wants to make the training

meaningful for them.

9. Are we offloading as much information as we can onto our intranet (or non-digital equivalent if you don't have an intranet)? Providing access to tools and resources on an "as needed" basis is more effective and efficient.

10. Do we make it easy for new hires to get the information they need? Providing new hires with a comprehensive intranet, combined with a friendly "glad to help you" culture, can reduce their stress and prevent their wasting time worrying about where to find needed information.

11. Do we make it easy for new hires to tell us how they're doing...and how we're doing? To reduce turnover, ask new hires what they need to be successful. At Northeast Delta Dental, at 90 days new hires sit down with Connie Roy-Czykowski, VP of HR, and give her feedback on every aspect of the on-boarding process and their work experience.

12. Do we have an effective mentoring program? A good mentoring program not only adds value but increases retention and employee engagement. It is a win-win

situation for both the new hire and the seasoned employee in developing their coaching, supervisory and leadership skills.

13. Do we help our managers do their part well? Ensuring your supervisors are well-trained and have a list of successful "to do's" during the on-boarding process is the cornerstone to a productive, engaging and high-performance workplace.

SOURCES:

Erica Lamont, "Orientation vs. On-boarding: What's the Difference?" *Leadership onboarding.blogspot.com/* March 28, 2008

David Lee, "13 Questions to Maximize Your On-boarding Efforts", Web site: *www.ere.net/articles*, September 12, 2007

James Michael Brodie, "Getting Managers On-board" *HRMagazine*, November 2006.

6 Steps to Attract and Hire Top Performers

According to Kathy Barton, the trick to hiring top performers is to change the screening criteria from skills and experience to tracking record of performance. Top performers are driven to continually learn about their job and their field. Screening candidates on skills and years of experience will not guarantee they will be top performers.

The following are the six

steps to hiring top talent according to Lou Adler:

1. Offer WOW! jobs. Replace job descriptions with what the person will do and learn, and the impact the person can make.

2. Make it about careers, not compensation. Focus on challenges in the job, growth and, once again, the impact the person can make.

3. Implement an early-bird

sourcing strategy.

Top performers gradually enter the market. Writing compelling job ads, posted in the right places and proactively expanding employee referral programs to ensure that the best people contact your employees first is important.

4. Provide multiple opportunities to "just look" rather than buy.

University of Illinois Career Fairs 2008- 09

Illinois College of Engineering Career Fair

Date: Sept. 3, 2008
Call: 217/333-1960

Illinois College of Business Career Fair

Date: Sept. 15-16, 2008
Call: 217/265-0864

UIC Fall Diversity Job Fair

Date: Sept. 25, 2008
Contact: jaimed@uic.edu

UIC Graduate and Professional School Fair

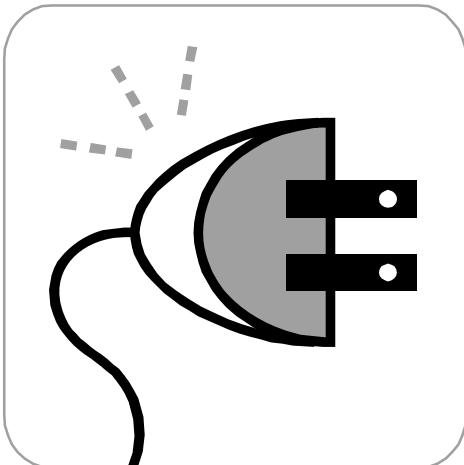
Date: Oct. 2, 2008
Contact: agarza@uic.edu

UIC 2009 Engineering Career Fair

Date: Feb. 20, 2009
Call: 312/996-2311

UIS 2009 Springfield Collegiate Career Fair

Date: Early 2009
Contact: 217/206-6508



Midwest ACE Events

Midwest Association of Colleges and Employers offers networking and professional development opportunities for recruiting and career services professionals.

Midwest ACE Trends Conference

Nov. 20-21, 2008
Chicago

Visit www.mwace.org for more information about how to get involved.

6 Steps to Attract and Hire Top Performers (Continued from page 2)

Be willing to talk or meet with candidates on an exploratory basis or have a recruiter chat with them online in real time.

5. Make the interview work for you. During the interview, look for voids in the candidate's background to assess competency and

motivation. Learning opportunities may be viewed as more important than salary and provide a reason to accept your position.

6. Use consultative selling techniques to develop a candidate/recruiter partnership. Recruiters need to

instantly engage and not take "no" for an answer, develop relationships, uncover the candidate's pressing career issues, obtain referrals and offer career solutions.

SOURCES:

Kathy Barton, "Perfect Candidates and Other Mythical Creatures,"

www.adlerconcepts.com/resources/column/newsletter/perfect_candidates_and_other_m.php

Lou Adler, "10 Steps for Hiring the Best Every Time", http://www.adlerconcepts.com/resources/column/newsletter/10_steps_for_hiring_the_best_e.php

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We're on the Web!
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"Finding Talent" Series

Through the "Finding Talent" newsletters and events, the University of Illinois Alumni Association's Alumni Career Center aims to offer networking and professional development opportunities for people with hiring, interviewing or recruiting responsibilities. The series has covered a wide range of topics, including technology

tools, trends, marketing and behavior-based interviewing.

The series has something to offer both new professionals and those with a solid background in the field.

Events hosted in the spring and fall offer an opportunity for professionals to network, to share information and benchmark their programs.

NEXT "FINDING TALENT"

April 2009

Integrating Web 2.0

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200 S. Wacker Drive, Chicago

Back to Business

No matter how long it has been since school, the end of the summer always signifies a time for getting back to business. Many alumni do this by starting or restarting a job search.

Early fall is the Alumni Career Center's second busiest time of the year for new alumni registrations.

(The start of the year is our busiest time of the year because of New Year's resolutions.) Regardless of whether you are looking for a recent graduate or an experienced candidate, now is the perfect time to connect with a growing pool of talent.

To get started, e-mail a job

description today or log in to the **Hire UI Alumni** system.

E-mail: careers@uillinois.edu

Hire UI Alumni:

<http://www.uiaa.org/careers/employers.html>

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