

# New Hire Onboarding Overview

## First Impressions – Make or Break

It's critically important you follow a well-defined, proactive, and professional approach to onboarding new advisory teams to ensure everyone starts off with a great first impression. Not only does this create an upbeat, positive, and inspired outlook right from the start, it ensures they can focus on the important thing at hand – transitioning their clients – which gives them great momentum right out of the gate! It also provides an environment with good balance, motivation, and a relaxed enjoyable atmosphere for everyone.

What you don't want is for a New Hire to start, and on Day One their office isn't ready. They don't have an operational phone or computer, or they can't find basic but essential office supplies like business cards and letterhead. This creates a bad impression of your firm - one that is disorganized, reactive, and chaotic – the kind of environment that results in unnecessary stress and frustration as well as demotivated people. This type of environment is incapable of attracting and retaining talented entrepreneurs. Make no mistake, the New Hire Onboarding Process is a powerful statement about the culture of your firm. Culture drives the attitudes, efforts, and beliefs of everyone in your organization. It is often the key differentiator between average firms and GREAT ones.

## Breaking it Down

In this section of the program, we will cover each of the key areas related to successfully Onboarding New Hires:

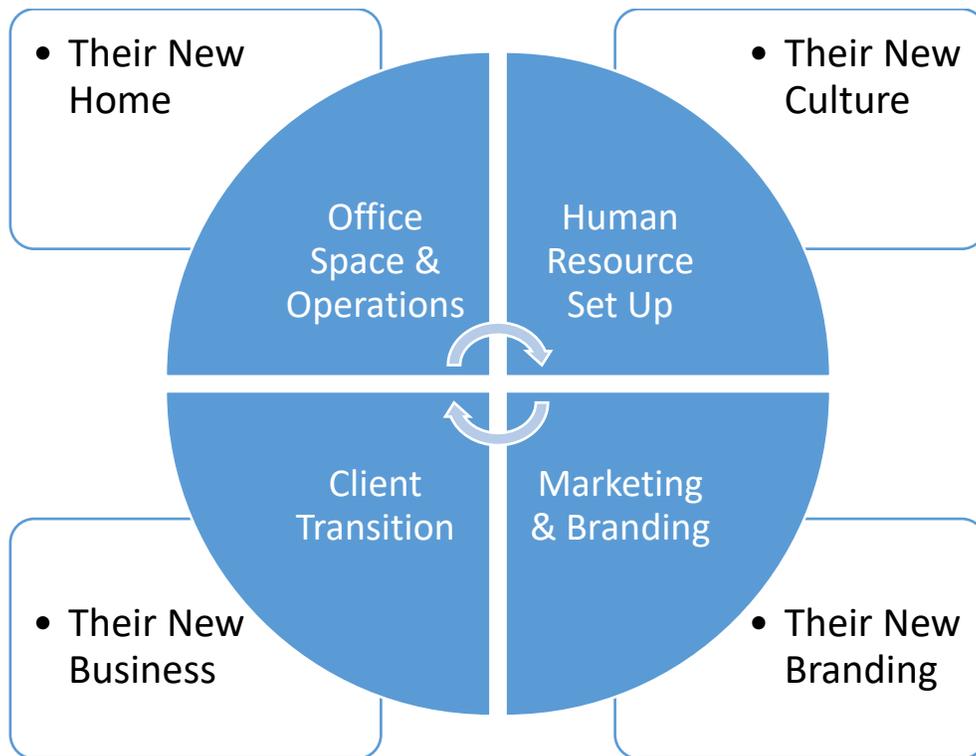
1. Office Space & Operations
2. Human Resources Set Up
3. Marketing & Branding (including Announcements)
4. Client Transition



Please note we are assuming these New Hires have already been through your New Hire Fit Process and there is a Letter of Offer or fully executed Agreement to proceed. It also implies all due diligence, licensing, and compliance requirements are met along with any permission required from others within the organization or firm.

## New Hire Onboarding Process

It's important you have specific individuals identified and dedicated to managing each of the key areas. It is also important to be aware some of these activities will happen concurrently and don't necessarily happen sequentially. You will be working with a specific checklist related to each of these areas to help ensure a smooth transition for your New Hire. We encourage you to integrate your CRM at every opportunity by using the checklists (once finalized) to create automated workflows to ensure nothing falls through the cracks.



## Time is Money

As we all know, moving from one firm to another is a significant endeavor for everyone involved – there is a lot happening in a short period of time. The first few months of an advisor transition is intense, and anything you can do to make that transition easier for them will not only be appreciated but will greatly assist in their efforts to get clients and investable assets fully transitioned to the firm. This relates directly to how quickly the revenue stream is initiated and clearly benefits everyone.