

ONBOARDERS

VIRTUAL CONFERENCE

Onboarding: moving the
dial on retention

June 14-15, 2022

DAY 1 JUNE 14, 2022

12:00 - 2:00 PM ET



EXPERIENCE, ATTRITION, PREPAREDNESS... OH MY!
BALANCING IT ALL IN YOUR ONBOARDING

DISCOVER

Erin Cole



ONBOARDING & LEADERSHIP DEVELOPMENT

Southwest

Colette Williamson

DAY 2 JUNE 15, 2022

12:00 - 2:00 PM ET



THE CRITICALITY OF COACHING
(IN THE ONBOARDING PROCESS)

Mo Love



BRINGING THE CUSTOMER EXPERIENCE TO LIFE DURING
THE NEW HIRE EXPERIENCE

 **TaskUs**

Elizabeth Pierce

Virtual Conference

Onboarding: moving the dial on retention

Onboarders talks next practices... LIVE

In light of the pandemic and a revised conversation on the nature of work organizations are struggling with acquisition and attrition of talent.

This creates a powerful opportunity for Onboarding to show itself as the strategic lever it can be for attraction, retention and the engagement of talent.

Join us for this virtual gathering of practitioners from companies examining the role of Onboarding in the modern landscape of work.



Experience, Attrition, Preparedness...Oh My! Balancing it all in your Onboarding

Do you have high volume onboarding and training needs in your organization or call center? Discover onboards and trains over 2,000 US-based front-line employees annually while focusing on employee experience, reducing attrition, and speed to proficiency. In this webinar, we'll discuss a case study in how we evolved our hiring strategies, modernized the onboarding and training experience, and provided our employees with the skills and knowledge to be job-ready, faster! We learned that enabling individuals to progress throughout their learning at their own pace and increasing their practice time increases our organizational agility and provides a distinctive positive experience for new hires.



Erin Cole

Onboarding Manager, Human Resources

Erin Cole brings almost 20 years of industry experience in financial services, L&D, and call centers and is currently the onboarding Manager for Discover. She's received back-to-back President's Award nominations for her innovative work in employee experience and process improvements in onboarding and role-based training. Erin paved the way for remote leadership becoming Discover's first remote Manager in 2014 when relocating to Austin, Texas.



Onboarding & Leadership Development

Let's take a 34,000 foot view at Southwest Airlines approach to the new hire experience. This highly engaging session includes the culture, tools and resources Southwest Airlines uses to welcome and inspire new hires to embrace their journey.



Colette Williamson

Manager, Leadership & Employee Training

Colette Williamson has been working for Southwest Airlines as a Training and Development Leader since 2010. She is an accomplished leader with over 25 years of experience as an effective Leader, Trainer, Facilitator, and Instructional Designer. She began her career in Canada in education as a teacher. She taught for several years in Canada and then moved to Texas where she decided to combine her passion for training with her love of travel. She serves as the Manager of Leadership and Employee Training for Southwest Airlines.

The Criticality of Coaching (In the Onboarding Process)

The Coaching Commitment

Why Coaching is critical in the Onboarding process

What is Coaching (really)?

Who Coaches?

How do we build and deliver effective coaching programs?

The significant benefits of Coaching

3 Takeaways

- I understand the potential benefits and lasting impacts that coaching can bring to my organization as part of the Onboarding process.
- I can talk about what coaching is and is not, though I may choose to use a different word for it.
- I know how to go about implementing a coaching component in my Onboarding program (that also reflects the language and values of my organization).



Maureen (McLaren) Love

Global Sales Strategy and Enablement

Mo Love has been leading diverse teams to achieve phenomenal results for over 30 years. With deep experience at the innovative intersection between education and technology, Mo brings her passion for lifelong learning and shared success to every organization she supports. Mo led teams across multiple disciplines including Sales, Enablement, Project and Product Management, and global regions in North America, Asia Pacific and Japan, and EMEA. She has also spent significant time in the Public Sector, specifically assisting Educational organizations and Nonprofits, and credits her start as a public high school teacher with her unwavering commitment to help all people achieve their highest potential.



Bringing the Customer Experience to Life During the New Hire Experience

This session will explore the importance of bringing the business Customer Experience into focus is crucial to an improved New Hire Onboarding and Orientation. This advanced practice can contribute to: engagement as the new hire learns where their individual performance can benefit that of the organization's. It brings to life culture, cross-functional hand-offs and areas of support as well as giving the new hire a sense of ownership and their place within the company.

Focus areas include:

- Customer and employee journey framework
- Aligning the employee lifecycle to the journey
- Impact to role training and long term cross-functional engagement



Elizabeth Pierce

Director, Learning Experience Consulting Leader

Elizabeth is an established talent industry professional dedicated to driving a progressive learning culture throughout organizations to meet company, customer, and employee goals for strategic growth. She has 20+ years of in-depth knowledge focusing on employee development, talent lifecycle design, and leadership evolution. Her experience ranges from large scale organizations such as Oracle and Walmart eCommerce to hyper-growth startups Uber, Eventbrite, Glassdoor and Zenefits. She was recently honored to be part of the Top 50 Leaders in Learning and Development, Americas by Corinium.