HUMAN RESOURCES

DEPARTMENT ONBOARDING LIAISON CERTIFICATION

Presented By: Human Resources | JANUARY 2026

WELCOME TO THE CERTIFICATION

CERTIFICATION GOALS

This certification will:

- ✓ Certify you as your department's Onboarding Liaison
- ✓ Equip you with tools, resources, and best practices
- ✓ Strengthen the onboarding experience for every new team member
- ✓ Create consistency across all departments

WHO'S IN THE ROOM

- ✓ One representative per department
- ✓ Future certified Onboarding Liaisons
- ✓ Subject Matter Experts for your department's onboarding journey
- ✓ Champions of a consistent, welcoming experience for every new hire

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TODAY'S AGENDA

SESSION 1

- Purpose of the Onboarding Liaison Role
- Our Onboarding Philosophy & Structure
- The HR–Department Partnership
- The New Hire Journey (Day 1 through 90 Days)
- Liaison Responsibilities & Key Focus Areas

SESSION 2

- Your Onboarding Toolkit
- Best Practices & First Impressions
- Support Contacts & Resources
- Certification & Next Steps

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WHY THIS CERTIFICATION MATTERS

The onboarding experience shapes everything.

69%

of employees with strong onboarding are more likely to stay 3+ years

50%

boost in new hire productivity with structured onboarding

First impressions matter — onboarding begins before Day One

> "Every new team member deserves a consistent, mission-aligned onboarding experience."
>
> — Human Resources

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OUR ONBOARDING PHILOSOPHY

PEOPLE

Make every new hire feel welcomed & valued

PROCESS

Follow a consistent, structured onboarding timeline

PURPOSE

Connect every new hire to our mission from Day One

SHARED RESPONSIBILITY

Human Resources
Sets the structure & standards

Department Liaisons
That's YOU! Bridge the new hire to their team

Hiring Managers
Support integration & performance

New Hire
Engaged participant in their own journey

Your Role:
The Onboarding Liaison

As the Department Onboarding Liaison, you are:



The CERTIFIED point of contact for onboarding in your department

The Subject Matter Expert (SME) for onboarding processes

the keeper of onboarding standards and consistency

the bridge between HR and your

the first culture ambassador your new hire meets

I will ensure every new hire in my department experiences a welcoming, structured, and mission-aligned onboarding journey.

THE HR-DEPARTMENT PARTNERSHIP

HR

- HR is responsible for new hire paperwork & ADP
- 1-9 verification
- benefits orientation
- New Hire Orientation (Day 1-2)
- system & tech access setup
- welcome email & New Hire Guide
- payroll & direct deposit
- compliance & policy training



DEPARTMENT LIAISON

- You are responsible for coordinating team introductions
- preparing the workspace/tech
- scheduling department meetings
- setting role expectations
- facilitating early engagement
- 30/60/90-day check-ins
- being the go-to contact
- connecting the hire to team culture

SHARED

- We work together on communication before Day One
- onboarding timeline coordination
- resolving new hire questions & concerns

The New Hire Journey



Pre-Boarding
Prepare & Communicate

Day One
Welcome, Orient, I-9, Tech

Week One
Team Intro, Role Clarity

30-60 Days
Integration, Check-ins

90 Days+
Full Engagement & Growth

Every milestone is an opportunity to reinforce Welcome, Clarity, Connection, Growth.

PHASE 1:
PRE-BOARDING - BEFORE DAY ONE

- [x] Confirm new hire's start date with HR
- [x] Ensure workspace, laptop, and tech access are ready
- [x] Coordinate with IT for system setup
- [x] Send a personal welcome message from the team
- [x] Share the department overview or org chart
- [x] Schedule Week One meetings in advance
- [x] Brief your team – let them know a new hire is coming
- [x] Review the new hire's role and responsibilities
- [x] Prepare a 30/60/90-day plan outline

PRO TIP

A new hire's first impression of your department begins before they walk through the door.



Day One - Welcome & Orientation

DAY 1 | DAY 2 | WEEK 1 | BEYOND

HR Actions

(11:00 AM-1:00 PM ET)
with the agenda of

Day One Overview.

HR leads: I-9 Verification
(1:00-2:00 PM ET via Teams)

New Hire Orientation

- Organization Overview
- Program Schedule
- Direct Deposit Setup
- Tech Access

Liaison Actions

You support by greeting the new hire warmly

giving a department tour

introducing them to team members

reviewing team norms and culture

sharing the department calendar

confirming the workspace is set up

checking in after orientation

New Hire Brings -

Laptop
I-9 Documents

PHASE 3:

DAY TWO - BENEFITS ORIENTATION

DAY TWO OVERVIEW:

HR leads - Benefits Orientation.

Time: 11:00 AM - 1:00 PM ET.

TOPICS COVERED:

- Health & Dental Plans
- Retirement Plans
- PTO Policy
- Wellness Resources

LIAISON ACTIONS:

- [ ] Remind new hire of Day Two meeting details
- [ ] Confirm new hire received calendar invite
- [ ] Be available for questions after Benefits Orientation
- [ ] Schedule a brief check-in for end of Day Two
- [ ] Share any department-specific perks or resources

REMINDER:

Provide new hire with meeting details:

Meeting ID:

Passcode: [passcode]

PHASE 4:

WEEK ONE - BUILDING CONNECTION

PEOPLE & CONNECTION:

- Schedule 1:1 introductions with key team members
- Introduce new hire to cross-departmental contacts
- Invite new hire to team meetings and calls
- Share team communication norms (email, Teams, etc.).

ROLE & CLARITY:

- Review job responsibilities and priorities
- Share current projects and team goals
- Provide access to key documents and shared drives
- Clarify reporting structure and key stakeholders

CULTURE & ENGAGEMENT:

- Share our mission, values, and strategic priorities
- Introduce new hire to our culture and traditions
- Encourage participation in team activities



Phase 5:

30-60 Days – Integration & Growth

30 Days

- 30-Day Check-In: Schedule formal 1:1
- Ask: 'How are you settling in?'
- Confirm role clarity
- Review 30-day goals
- Identify any support needs
- Connect with HR if needed

60 Days

- 60-Day Check-In: Review progress on goals
- Address any challenges
- Celebrate early wins
- Adjust 90-day plan if needed
- Strengthen team connections
- Encourage peer relationships

Key questions to ask at check-ins:

- 'Do you have everything you need to do your job?'
- 'Is there anything unclear about your role or priorities?'
- 'How are you feeling about your connection to the team?'
- 'What can I do to better support you?'

PHASE 6:

90 DAYS & BEYOND - FULL ENGAGEMENT



RECOGNIZE

- Celebrate the new hire's contributions
- Acknowledge growth & adaptation
- Share wins with

PLAN FORWARD

- Set long-term development goals
- Discuss career growth
- Transition from

BY 90 DAYS, YOUR NEW HIRE SHOULD:

- Feel fully integrated into the team
- Understand their role and priorities
- Be contributing meaningfully to department goals
- Feel connected to our mission and culture
- Know where to go for support

Your responsibilities as a Liaison



Coordinate:

- Tech & workspace setup
- Team introductions
- Meeting scheduling
- HR partnership



Support:

- 30/60/90-day check-ins
- Answer questions
- Connect to resources
- Escalate to HR when needed



Communicate

- Welcome messages
- Schedule sharing
- Expectation setting
- Progress updates



Certify & Sustain:

- Maintain onboarding records
- Update department resources
- Share best practices
- Train future liaisons
- Continuously improve

KEY FOCUS AREAS:

The 3 C's of Onboarding

Culture

Help new hires understand our mission, values, and team norms

How:

- Share our story
- Team traditions
- Mission moments
- Values in action

Clarity

Ensure new hires know their role, goals, and what success looks like.

How:

- Provide job roadmap
- Set expectations
- 30/60/90 plan

Connection

Build meaningful relationships between new hire, team, and organization.

How:

- Schedule 1:1s
- Team lunches
- Cross-dept intros
- Mentorship



YOUR ONBOARDING TOOLKIT

As a Certified Liaison, You Have Access To:

New Hire Onboarding Manager Checklist

Step-by-step guide for every onboarding phase

Welcome Email Template

Ready-to-customize template for your department's new hire communications

New Hire Welcome Guide

Comprehensive resource shared with all new hires

30/60/90-Day Plan Template

Customizable milestone tracker for new hire goals and check-in conversations

HR Support Contacts

Direct contacts for Finance, Benefits, IT, and HR escalations

This Certification

Your official training and reference guide for onboarding excellence

All resources available via Box and Canva.

BEST PRACTICES: FIRST IMPRESSIONS MATTER

DO

- Send a warm welcome message before Day One
- Have workspace & tech ready on arrival
- Introduce new hire to the team within the first week
- Schedule regular check-ins
- Be accessible & approachable
- Connect new hire to our mission early
- Celebrate milestones
- Partner closely with HR

AVOID

- Waiting until Day One to prepare
- Leaving new hire without a point of contact
- Overloading new hire with information on Day One
- Assuming the new hire knows what to do
- Skipping the 30/60/90-day check-ins
- Treating onboarding as a one-time event



SETTING THE TONE: THE WELCOME EMAIL

WELCOME EMAIL BEST PRACTICES.

The official HR Welcome Email includes:

- Personalized greeting (Name & Position Title)
- Start date confirmation
- New Hire Welcome Guide attachment
- Day One logistics (time, meeting link, what to bring)
- Day Two logistics (Benefits Orientation details)
- Warm, mission-aligned closing



YOUR DEPARTMENT WELCOME MESSAGE SHOULD ADD:

- Personal note from you (the liaison) or the manager
- Brief introduction to the team
- What to expect in Week One
- Your direct contact information
- Any department-specific prep needed

We're thrilled to welcome you to the team and look forward to supporting your success!

Support Contacts & Resources

Your Support Network.

Human Resources

- General HR inquiries
- Benefits questions
- Policy guidance

IT / System Access

- Tech setup, system access, software troubleshooting
- Laptop and equipment issues

Finance Resources

- Payroll questions
- Expense reimbursement
- Direct deposit issues

Enrollment / Benefits Forms

- Health, dental, retirement enrollment and changes
- Open enrollment support

Performance & Conflict Resolution

- HR escalation support
- Workplace concerns

Onboarding Liaison Network

- Your fellow certified liaisons
- Peer support and best practice sharing across departments

All contacts and resources available in your Onboarding Toolkit.

CERTIFICATION REQUIREMENTS

To Earn Your Department Onboarding Liaison Certification:

1. Complete this full training session;
2. Review the New Hire Onboarding Manager Checklist;
3. Review the New Hire Welcome Guide;
4. Complete the Liaison Certification Assessment (short knowledge check – provided after training);
5. Sign the Liaison Commitment Form (acknowledging your role and responsibilities);
6. Attend the Liaison Q&A / Office Hours session (scheduled within 2 weeks of this training).



Upon Completion, You Will Receive:

- Official Certification from Human Resources
- Your Department Onboarding Toolkit
- Access to all onboarding resources via Box
- Invitation to the Ongoing Liaison Network

Let’s Practice: What Would You Do?

Scenario-Based Discussion:



Scenario 1:

Your new hire's laptop is not ready on Day One. IT says it will take 2 more days. What do you do?



Scenario 3:

A new hire asks you about a benefits question that you are not sure how to answer. What is your next step?



Scenario 2:

It's the new hire's 30-day check-in. They mention feeling disconnected



Scenario 4:

Your department manager has not scheduled any 1:1 time with the new hire in the first two weeks. What do you do as the liaison?

Frequently Asked Questions

FAQs for Onboarding Liaisons

What if my department does not have a new hire soon?

Your certification is ongoing. Use the time to review resources, refine your department's onboarding plan, and connect with the Liaison Network.

What if I need to be out when a new hire starts?

Notify HR as soon as possible and designate a backup contact within your department.

Can I customize the onboarding experience for my department?

Yes! You can add department-specific elements while maintaining the core HR onboarding framework.

How do I handle a new hire who seems disengaged?

Have a direct, supportive conversation first. If concerns persist, partner with HR.

Will I receive ongoing support after certification?

Yes – through the Liaison Network, HR Office Hours, and updated resources as policies evolve.

Key Takeaways

Remember These 5 Key Takeaways.

1. You are the bridge between HR and your department. Your role is critical to the new hire experience.

2. Onboarding begins before Day One. Preparation and communication are everything.

3. Follow the New Hire Journey framework: Pre-Board → Day 1 → Week 1 → 30/60/90 Days.

4. Use the 3 C's: Culture, Clarity, Connection. These are your guiding principles as a liaison.

5. You are not alone. HR, the Liaison Network, and your toolkit are always available to support you.



Your Certification Commitment

Department Onboarding Liaison Certification

I, _____, commit to:

- Serving as the certified Onboarding Liaison for the _____ Department;
- Following our onboarding framework and best practices for every new team member;
- Partnering with HR to deliver a consistent, welcoming, and mission-aligned onboarding experience;
- Continuously improving the onboarding experience in my department;
- Representing our values of excellence, equity, and community in everything I do.

_____

Certified by: Human Resources.

Date: _____

Next Steps

1



COMPLETE THE ASSESSMENT –

Short knowledge check; link provided via email; complete within 5 business days.

2



SIGN YOUR COMMITMENT FORM –

Digital form sent by HR after this session; sign and return within 5 business days.

3



ACCESS YOUR TOOLKIT –

Box link shared via email; review all resources and save them to your drive.

4



ATTEND OFFICE HOURS / Q&A –

Scheduled within 2 weeks; bring questions, scenarios, and feedback.

5



JOIN THE LIAISON NETWORK –

Calendar invite and Teams channel info shared; connect with liaisons across all departments.

6



ONBOARD YOUR NEXT NEW HIRE!

You are now certified and ready to go! 🎉

Thank You & Congratulations!

Congratulations, Certified Onboarding Liaisons!

A great onboarding experience is too important to leave to chance.



Thank you for your commitment to:

- Our Mission
- Your Department's New Hires
- Excellence in Onboarding

Questions? Contact Human Resources.

Resources: [Box Link]

Templates: [Canva Link]

We are thrilled to have you as a certified partner in our onboarding experience!