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TEMPLATE



6 Components of the **Ideal Post-Offer Journey**

Decrease reneges by cultivating personal connections and proactively answering candidate questions.



Open the Checklist

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Send a congratulatory letter and a short survey about their experience in your recruiting process.

Pro Tips:

1. Make sure that the congratulatory letter is personalized and comes from the recruiter or person who worked closely with the candidate.
2. Keep the survey short (1-3 questions). This should only take a couple of minutes to complete for the candidate but will give you an idea of general feedback.

Send company swag and gifts.

Pro Tips:

1. Invest in high quality gifts. A Hanes Beefy Tee doesn't send the best message to a new hire.
2. Make sure the gifts are actually useful and not the typical promotional giveaways.

Introduce candidates to their manager and other members of the team they are joining.

Pro Tips:

1. Have team members record videos introducing themselves and talk about how excited they are for the candidate to join.
2. Allow candidates to schedule quick meetings or virtual coffee chats with employees to get to know each of them on a personal level and ask questions.

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Introduce them to the other people in their cohort or create a community for them to communicate with each other.

Pro Tips:

1. Create a place for candidates to communicate with each other and start to form friendships. Slack and Facebook Groups are two good places to start.
2. Encourage them to start forming their own subgroups with people who share similar interests. This could be location, hobbies, the role they accepted, etc.
3. Utilize a checklist to learn the hobbies or interests of the cohort and announce the aggregate results to the group.

Get them ready for onboarding with any training or documents that need to be completed before their first day.

Pro Tips:

1. Prepare new hires to succeed in their new role by helping them get acclimated to the company/industry before they start.
2. Proactively answer their questions around logistical things like tax forms, direct deposit, etc.

Create an easy way for new hires to ask additional questions.

Pro Tips:

1. Create a comprehensive new hire FAQ for them to check before submitting questions.
2. When questions are sent to your team, make sure you respond quickly!

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Ready to launch your own post-offer journey?

Open the excel document below to track your progress.

[Post Offer Journey Checklist](#)

