LXbD Presents, Shane Green with "How to Improve Your Orientation and Onboarding Program"

Shane Green is the Culture Hacker. World-renowned culture expert and consultant, Shane works with Fortune 500 leaders on customer experience and organizational culture. His book, *Culture Hacker*, is recognized as the guide, regardless of your company size, to elevating the employee experience.

With a foundation in hospitality and the Ritz Carlton Hotel Company, Shane has leveraged his expertise and experience to help iconic brands like the NBA, Westfield, Foot Locker, Net Jets Inc., W Hotels, MGM Resorts International, and BMW to reprogram their employees' experiences, mindsets, and service habits to create loyal customers and raving fans.

Shane works with thought leaders, research groups, and publications from around the world to bring awareness to how companies can elevate individual engagement, performance, and leadership. He is a featured contributor to *Forbes Magazine* and *Achievers*. Shane hosts workshops around the world on building customer experience and culture strategies and is a leading voice in understanding the employee experience and its impact on the customer experience. He has also developed a series of classroom and virtual learning experiences led by his team of certified trainers.

"Shane understands, at a deep level, what moves employees and cultures to greatness."
—*Linda Fisher Thornton, CEO of Leading in Context*

"Shane draws on hard-won experience to offer smart, subtle, and exact ways to make your organization a better place to work, and a place that works better."
—*Michael Bungay Stanier, author*

LX Overview

LX Name: "How to Improve Your Orientation and Onboarding Program"

Why This LX Is Important: Many organizations invest in hiring smart, talented people only to lose them physically and emotionally within the first 60 days. A poor orientation and onboarding process is the ultimate cause, which only creates a legitimate cost and burden to the business. Unfortunately, many times, a new employee is neither trained nor certified adequately in their new position, creating a legitimate possibility that the new employee will quickly become frustrated and disappointed with their new employer and their responsibilities. This frustration will ultimately be the catalyst for the new employee delivering poor customer experiences and numerous mistakes, which, in turn, will lead to a quick departure from the job. In this learning experience, you will learn about effective orientation and onboarding strategies that will increase employee loyalty and engagement.

LX Length: Two hours in-person; 90 minutes virtually

LX Participants: Each in-person session is designed for a maximum of 24 participants. Each virtual session is designed for a maximum of 90 participants.

LX Overview: Shane Green's orientation and onboarding module, "How to Improve Your Orientation and Onboarding Program," is specifically designed for participants to create an effective and memorable orientation and onboarding program for new hires—one that will ensure new hires are well-prepared for their new role and aligned with the organization's values. Participants will understand their role to ensure the new hire feels initially welcomed into the organization. They will also discover how to invest properly in their hires by providing them with the tools and resources they need. This module will discuss what it means to enable and empower new hires so that they are ultimately set up for success and will thrive in your organization, regardless of their position. Participants will understand how to give new staff—with the right attention, care, and detail—every chance to be successful and instill in them the mindset and the feeling that your organization is the place they want to be.

LX Takeaways: This interactive learning experience is designed with the following outcomes for each participant:
1. Participants will understand the difference between orientation and onboarding and why both are critical to a great employee experience and culture.
2. Participants will learn how to create a memorable onboarding experience for new hires.
3. Participants will discover the key elements of an effective orientation experience.

Price (for a Certified Trainer): $2,500 per session