



# The 2025 Onboarding Playbook

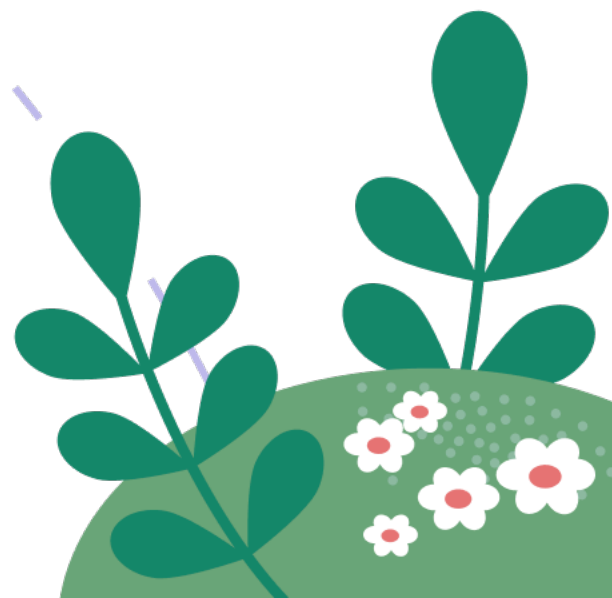
Based on Global HR Expert Insights





A healthy organization with strong teams is impossible to build and maintain without effective employee onboarding. Yet, many companies, no matter the industry, still struggle to build an onboarding process that really works.

The iSpring team conducted in-depth interviews with 11 HR and L&D experts from various industries, including manufacturing, healthcare, and retail, to identify common onboarding challenges, from disengaged managers to logistical headaches and inappropriate tools. In this guide, you'll discover practical ways to overcome these hurdles and find out how the iSpring Learn LMS can make onboarding cost-effective, efficient, and impactful.



# Employee onboarding in 2025:

## Cross-industry insights on key success factors

Onboarding is more than a formal requirement or a traditional organizational practice. Effective new employee onboarding leads to [50%](#) higher employee retention and a 62% productivity increase. HR professionals also agree that an effective onboarding process directly contributes to employee engagement, faster role acclimation, and overall organizational success.

Every organization does its best to provide a great onboarding experience to new hires and reap these benefits. But why is this process so tricky to build and maintain? Here are the key factors that influence how companies approach the onboarding process, based on expert insights:

### Seeking consistency: The “wild west” of onboarding practices

One of the key aspects of an effective onboarding process is **consistency**. A clear, standardized approach to welcoming new team members is not just a question of efficiency. Andy Storch, trainer specializing in Career Development, highlights other factors that play in:



*“A standardized onboarding process is essential for creating a more cohesive and efficient experience for employees.”*

It ensures that new hires not only get familiar with the tools and company policies but also feel welcomed, engaged, and aligned with the organization's culture and goals from day one.

Andy Storch

However, onboarding practices differ greatly depending on industry standards, organizational size, departmental structure, and available resources. One theme kept surfacing in our conversations with HR professionals: onboarding often feels unstructured and uneven.

Cecilia Gorman, Manager Development Specialist and owner of Creative Talent Partners, has experienced the lack of clear-cut onboarding strategies firsthand:



***“I feel like onboarding is the wild west if you think about it.”***

Every company has a different structure to its HR team. There is no universal standard. In some companies, one person handles all HR functions (recruiting, payroll, benefits, strategy), while in others, there are specialized roles. This affects their capacity to deliver strong onboarding.

Cecilia Gorman

With no universally applicable formula, **HR teams face challenges in developing and executing onboarding processes that meet their unique business needs.**

Some factors that affect the organizational approach include:

- 01 Manager involvement
- 02 Logistical coordination
- 03 Industry-based compliance standards
- 04 Knowledge transfer practices
- 05 Resource allocation

Keeping so many aspects of onboarding in check is not a simple task. That’s why **no two companies are the same when it comes to welcoming new hires** – each organization comes up with its own recipe for success.



## Bigger company = better onboarding? Size does not always matter

It's easy to assume that larger organizations automatically offer higher-quality onboarding thanks to greater resources. However, **bigger doesn't always mean better.**



*“Company size doesn’t guarantee onboarding quality.”*

A small company with 10 employees might have excellent onboarding, while a large company with 3,000 hires might perform poorly.

Cecilia Gorman

Indeed, while large companies may have dedicated onboarding teams, structured programs, and extensive resources, they also frequently struggle with rigid processes and communication gaps.

Smaller organizations, on the other hand, often provide more personalized onboarding experiences. They take advantage of structural flexibility, closer interactions, and quicker adjustments to individual employee needs.

The bottom line is: the quality of onboarding doesn’t always depend on how big your company is. What matters more is **how intentionally the process is designed, executed, and continuously improved.**

## Public vs. private sector: Hurdles of bureaucracy

If company size doesn’t guarantee onboarding success, neither does the type of organization. Public and private sector onboarding can look radically different – and not always in the way you’d expect.

In theory, public sector organizations have access to robust infrastructure and long-standing procedures. But in practice, these often translate into *lengthy, complex, and highly* regulated onboarding experiences.

Tom Martin Hughes, People & Culture Business Partner at People Flow, recalls a public agency with an astonishingly complex onboarding process:



*“I remember one organization had something like 82 steps in the recruitment process.”*

Onboarding could take up to six months after the interview, which was largely due to bureaucracy. By the time the new hire started, it often felt like the role had been vacant for far too long, and the gap was filled with temporary workers or agencies, especially in healthcare, where a 24/7 service is required.

Tom Martin Hughes

What’s interesting is how this factor ties back to **consistency** and **scale**. While public sector processes are usually well-documented, the actual delivery of onboarding can vary across departments, locations, or even managers. This potentially leads to experiences that feel disjointed and disconnected. And though these organizations may be large and well-funded, their sheer size can make adapting onboarding protocols slow and bureaucratic.

Meanwhile, private companies – especially smaller or mid-sized ones – may have more room to experiment, personalize, and speed up onboarding cycles. Fewer procedural layers mean they can respond faster to feedback and iterate more easily.

Once again, it becomes clear that the quality of onboarding isn’t determined by size or structure alone. Sector-specific realities, internal red tape, and organizational agility all play a role. The challenge for public sector HR teams is finding ways to uphold compliance *without* losing momentum, clarity, or the human touch.

Ultimately, what we're seeing across industries and sectors is that onboarding success hinges on far more than checklists or headcount. Whether public or private, large or small, organizations face their own unique constraints, be it policy-driven bureaucracy, scattered HR responsibilities, or inconsistent delivery across teams.

The most effective onboarding strategies aren't the most complex or well-funded – they're the ones built with intention, flexibility, and a clear understanding of the employee experience.



# Why onboarding falls flat: Key HR and L&D challenges in 2025

So what exactly is holding organizations back from delivering great onboarding experiences in 2025? Based on our expert interviews, several recurring pain points stood out:

- 01 Onboarding neglect due to manager disengagement
- 02 Lack of dedicated resources
- 03 Logistical constraints
- 04 Communication and engagement gaps
- 05 Lack of clear onboarding structure
- 06 Insufficient IT infrastructure (lack of onboarding tools)

Let's break down each of these challenges and explore why they matter.

## Challenge 1:

### Onboarding neglect due to manager disengagement

Almost every HR rep or L&D expert has faced this challenge at least once in their career. Manager disengagement is one of the most persistent – and often underestimated – reasons onboarding doesn't deliver consistent results. Even the most well-designed onboarding flow can't succeed if the managers are absent, distracted, or unclear about their role in the process.

Yet, manager involvement is nothing short of essential during onboarding. In fact, new hires rate their onboarding experience about 3.5 times better if their manager takes an active part in the process.

There are a few reasons why this lack of buy-in happens in companies of all sizes and industries:

- **Lack of clarity**

Managers often don't fully understand what's expected of them during onboarding or assume HR will "handle it all".

- **Competing priorities**

Managers may feel too swamped with day-to-day responsibilities to dedicate time to onboarding.

- **No immediate incentive**

Since the consequences of poor onboarding are often delayed (e.g., disengagement, turnover), some decision-makers don't see it as urgent or high impact.

- **Lack of tools and visibility**

Without structured support like onboarding dashboards or clear progress tracking, managers might not even realize when onboarding is off-track.

## Challenge 2:

### Lack of dedicated resources

This challenge ties directly to manager disengagement – and often feeds into it. When no one owns onboarding from start to finish, it quickly becomes a side task.

In many organizations, especially smaller ones or those with lean HR teams, there simply aren't enough hands to give onboarding the attention it deserves. HR might be juggling recruitment, payroll, performance reviews, and more. This leaves little time to create a thoughtful, consistent onboarding experience. At the same time, managers may assume HR has it covered, or they may not be equipped with the right tools and guidance to take ownership themselves.

As a result, new hires are passed between people, given piecemeal knowledge, and left to “figure it out” more than they should. This leads to frustration and increases the risk of early turnover – something that comes at a high cost. Michael Keller, Senior eLearning Officer at iSpring, shares the numbers:



***“Invest in onboarding early to avoid a financial strain on your organization.”***

On average, it costs between \$1,400 and \$3,000 to onboard a new hire. Yes, this is a significant expense, especially for larger companies that employ dozens or even hundreds of new employees at once. Usually, it takes 6 months for a company to break even on a new team member.

However, if you don’t invest in a structured and well-supported onboarding experience, you risk losing that new hire – and even more money. It can cost up to twice an employee’s annual salary to find and onboard a replacement.

*Michael Keller*

However, it’s not just about the money. Other resources HR professionals often scramble for include **time, bandwidth, and internal support**.

### Challenge 3:

## Logistical constraints

Logistical constraints are one of the most common onboarding pain points, especially in organizations that operate across multiple offices, time zones, or countries. Different departments and locations may be equipped with different technologies and resources. These disparities can directly affect how onboarding is experienced. Training modules that work flawlessly at HQ might lag, glitch, or fail to engage when delivered elsewhere, especially in remote or hybrid settings.

Khushboo Singh, Strategic HR Professional at Komax, explains:

***“Onboarding training modules might not be successfully implemented in certain locations.”***

Headquarters typically have the infrastructure and manpower to deliver onboarding effectively. But smaller or remote locations often face challenges, whether it's outdated equipment, weak internet connectivity, or simply a lack of people to guide new hires.

Khushboo Singh

Then there's the cost factor, too. In-person onboarding comes with travel expenses, accommodations, team meals, and more. For distributed teams or global workforces, these costs add up quickly. Gautam Duggal, Senior Vice President of Human Resources, highlights that this is another frequent issue in larger organizations:



***“There's a geographic disconnect we often see.”***

The learning teams are usually based at HQ or in a central city. That creates a disconnect – managers at other locations don't always get the support they need to onboard new hires effectively, especially on day one. Getting this support leads to extra costs, especially for instructor-led onboarding training.

Gautam Duggal



## Industries especially affected by logistical onboarding challenges include:

### 01 Healthcare

It requires 24/7 staffing, frequent onboarding, and compliance-heavy training across various locations.

### 02 Retail

High turnover and geographically dispersed stores make consistent onboarding difficult to manage.

### 03 Manufacturing

Onboarding often involves safety and technical training that depends on location-specific equipment and procedures.

### 04 Logistics & transportation

Field-based roles, varying schedules, and remote depots make coordination and consistency a major hurdle.

### 05 Construction

Remote job sites and constantly shifting teams require onboarding that's fast, mobile, and easily repeatable.

## Challenge 4:

## Communication and engagement gaps

Along with logistical issues, clear and timely communication is the backbone of a smooth onboarding experience – but it's also one of the most common things to go wrong. Natalie Taylor, Senior L&D Manager at iSpring, has seen this issue unravel many times in various corporate settings:



***“Onboarding is about building trust, momentum, and connection from day one.”***

And when communication is scattered or inconsistent, that foundation starts to crack early. One of the most damaging effects of poor communication is uncertainty. When new hires don't know what to expect, when to expect it, or who to turn to, their confidence takes a hit. They start second-guessing: Did I miss something? Am I already behind? Is this what working here is going to feel like?

Natalie Taylor

This uncertainty can start before their first day, especially in industries with long pre-boarding timelines due to background checks or regulatory requirements. **If there's no contact during this stretch, candidates can go from excited to indifferent.**

Once onboarding starts, the gaps often widen. In remote or hybrid teams, engagement depends on more than a well-designed intro presentation – it requires intention. Yet many organizations overlook this, assuming a few scheduled calls and file shares are enough. What's missing is emotional connection: the small moments of recognition, encouragement, or interaction that make new hires feel seen and supported.

**Another common issue is silence.** When no one checks in, questions go unanswered, the new hire may feel like they've been left to sink or swim. That feeling stays with them far beyond their first week. Michelle Kay, Founder of Side Door and Strategic Advisor, shares her experience with this onboarding shortcoming:



***“New hires often find themselves isolated in a back room with a computer, without interaction or support.”***

This environment leads to a lack of inclusion and makes the employee feel disconnected. If someone is spending the entire day by themselves, by default, they're not going to feel included. They're not going to feel like they matter.

Michelle Kay

In short, communication gaps create both confusion and distance. It's not surprising, then, that employees leave early, contributing to high turnover rates.

### Challenge 5:

## Lack of a clear onboarding structure

If communication is the vehicle that drives onboarding forward, then structure is the roadmap. When that roadmap doesn't exist (or is incomplete), new hires are left navigating blind. Even with the best intentions and regular check-ins, a lack of structure leads to confusion, duplicated efforts, and an inconsistent experience across departments or locations.

**The lack of structure often shows up in the form of:**

#### 01 Unclear timelines

New hires don't know what's expected of them on their first day, week, or month.

#### 02 Inconsistent experiences

Some departments offer hands-on onboarding, while others leave new hires to self-navigate.

#### 03 Missing milestones

Key checkpoints like early feedback sessions, culture orientation, or training reviews are skipped entirely.

#### 04 Scattered or outdated onboarding materials

PDFs, links, and resources are spread across platforms, with no central hub.

The problem of knowledge management is especially pressing for many businesses. Companies continue to rely on Google Docs, isolated folders, or individual team members' personal files, making it difficult for new hires to find the information they need, when they need it.



***“New hires need to know where information lives.”***

Is it on the SharePoint site? Is it somewhere else? Does it live within the platform that they use? Is it in somebody's head? So, that's really kind of a missing piece that I've seen in a lot of onboarding programs.

Michelle Kay

Unclear roles are also a big problem. Without this clarity, critical tasks either get duplicated or even forgotten. **For example:**

**IT might not be notified in time** to set up accounts or equipment because no one flagged it as their responsibility.

**Managers may not know** they're expected to schedule one-on-ones, introduce the new hire to key stakeholders, or walk them through team goals.

**HR may skip follow-ups,** assuming the manager is checking in regularly.

As a result, a company spends extra resources and time on clarifying the process and closing structural gaps on the go.

### Challenge 6:

## Insufficient IT infrastructure for onboarding

Last but not least, the choice of online tools for onboarding can make or break the entire process. In many companies, especially those scaling quickly or operating across multiple locations, onboarding is delivered using a patchwork of tools like:

Email chains

Google Docs

File shares and  
spreadsheets

Teams/Zoom  
meetings

This fragmented approach makes it hard to scale, track, or improve onboarding, leaving stakeholders in the dark on whether it really works.

While many companies are introducing learning management systems (LMS) to their onboarding protocols to solve the issue, **they still struggle to find effective tools in an oversaturated eLearning market.** Some common problems businesses face when picking an LMS are:

- Overcomplicated interfaces
- Lack of customization
- Poor integration capabilities
- Limited tracking and analytics
- Mobile unfriendliness
- Hidden costs

- **Overcomplicated interfaces**

Many platforms are too technical or clunky, making it difficult for HR teams and new hires to use without extensive training.

- **Lack of customization**

Limited flexibility to tailor onboarding flows, branding, or role-specific paths leads to a generic and disengaging experience.



*“There is a need for structured yet customizable onboarding software.”*

It should adapt to the different ways in which various branches of the company operate.

Gautam Duggal

- **Poor integration capabilities**

The LMS doesn't connect smoothly with existing HRIS, communication tools, or performance platforms.

- **Limited tracking and analytics**

Inadequate reporting makes it hard to monitor progress, identify drop-off points, or prove ROI to leadership.

- **Mobile unfriendliness**

Some LMS platforms don't work well on mobile devices, which is a dealbreaker for field-based or remote-first teams

- **Hidden costs**

Licensing models may appear affordable upfront but quickly become expensive when adding users, features, or storage.

Abigail Wilmore, Chief People Officer, adds that for luxury brands in particular, it's crucial that the platform immediately conveys their brand message.

It becomes clear that choosing the wrong eLearning platform for onboarding can be costly. In fact, it can do more harm than not having one:



***“Consequences are sometimes damaging.”***

Think wasted time on manual workarounds, low course completion rates, higher early turnover, and increased support demands from both HR and IT. Instead of saving time and money, the organization ends up investing more just to keep the process afloat.

*Michael Keller*

In other words, the success of onboarding initiatives hinges on the IT environment in more ways than most companies realize – from the tools you use to deliver training, to how easily new hires can access information and complete key tasks without friction.

All these challenges are deeply interconnected. When left unaddressed, they create a ripple effect that impacts everything from employee engagement to retention and productivity.

To overcome these onboarding hurdles, organizations need systems and protocols that actually support the complexity of real-world onboarding: multiple stakeholders, shifting timelines, different locations, and new hires with very different needs.

This is where your tools start to matter. In fact, a single platform can bring the clarity, structure, and scalability that fragmented onboarding processes have been missing all along.





# Effective LMS-based onboarding: Building a solid protocol with iSpring Learn

Once the core challenges of onboarding are mapped out, the next logical step is designing a process that's easy to maintain and scale without breaking.

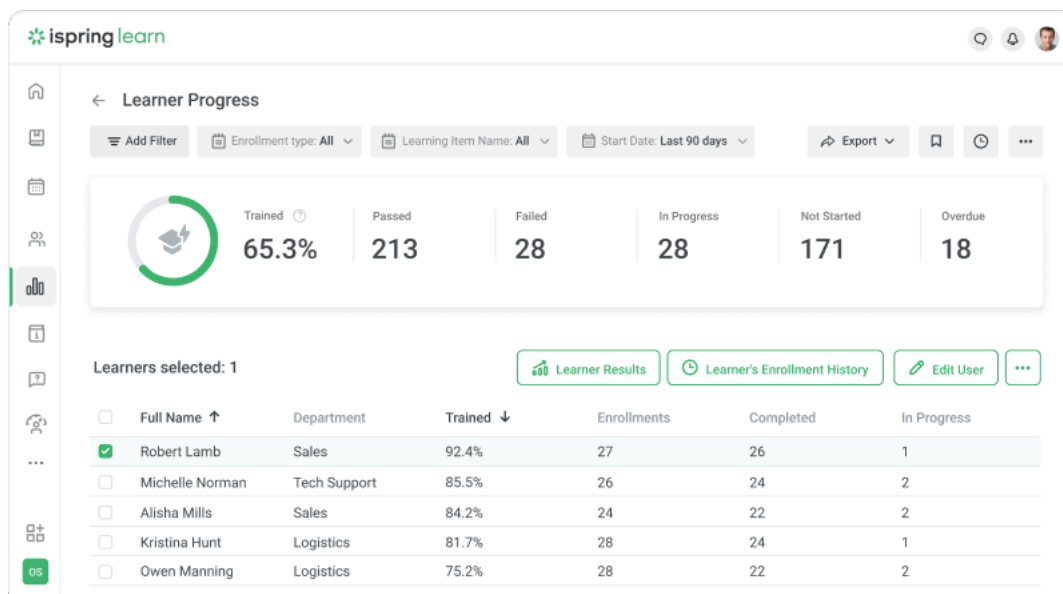
An intuitive, results-driven LMS like [iSpring Learn](#) does just that – it provides the structure, automation, and flexibility needed to support consistent onboarding across roles, teams, and locations, without adding complexity or overhead for HR. And with a dedicated **Development Plans** module, you can effectively combine employee onboarding with continuous learning opportunities that nurture loyalty and retention over the long term.

Let's take a closer look at how **iSpring Learn** can help HR teams address each of the challenges we've discussed and build a more cohesive, reliable onboarding experience for every new hire.

## Engage decision-makers: Prove onboarding ROI and provide clear oversight tools

To engage management in the onboarding process and get their buy-in, you need more than good intentions. You need data – and that's exactly what the iSpring Learn LMS offers.

It helps HR teams move beyond anecdotal feedback and into measurable results.



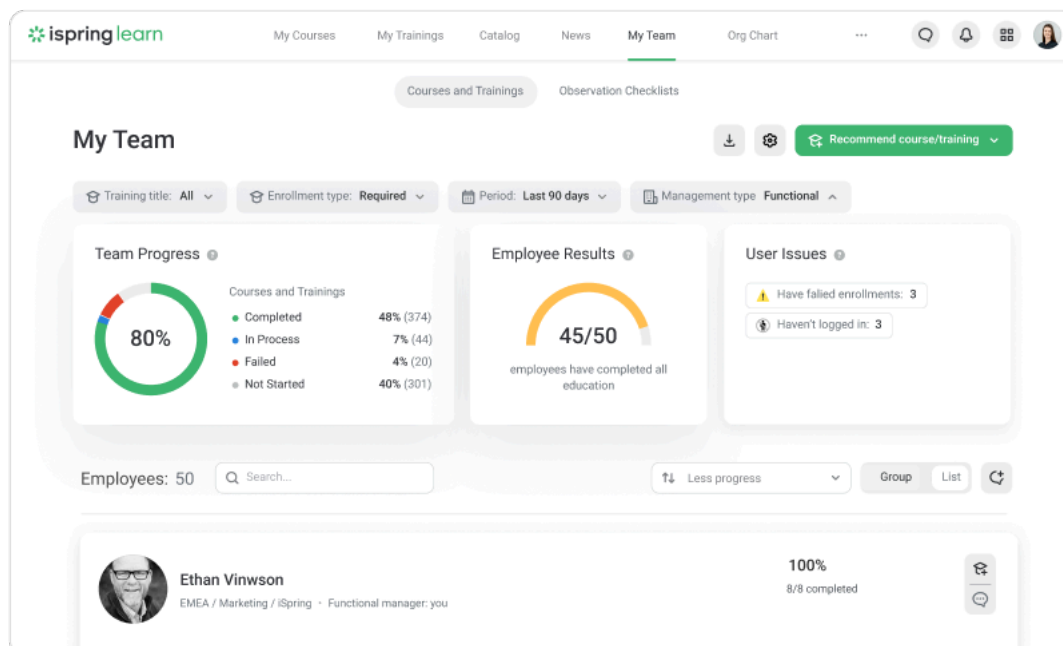
Reports in iSpring Learn.

With built-in analytics and intuitive reporting features, you can track onboarding completion rates, knowledge retention, and time to productivity across individuals, teams, and departments. These insights make it easier to spot bottlenecks, fine-tune your process, and **show leadership where onboarding is making an impact.**

**For example, you can:**

- Demonstrate how a structured onboarding flow reduces ramp-up time for new sales reps
- Show how consistent onboarding across locations helps improve retention in frontline roles
- Highlight how early engagement improves long-term performance in technical or specialist positions

**Pro-tip:** There's no need to send endless reports to upper management to keep them in the loop. iSpring Learn features a [Supervisor Dashboard](#) – a place where stakeholders can easily monitor training performance, stay up-to-date with employee progress, and make decisions on promoting new hires.



*Supervisor Dashboard in iSpring Learn.*



*“Data is power, and LMS reports help you make the most of every onboarding moment by turning activity into insight, and insight into action.”*

Analytics are crucial not just for managerial oversight of the process. HRs can use it to prove onboarding ROI to upper management and finally lock down this buy-in. Nothing works like hard numbers tied directly to business outcomes.

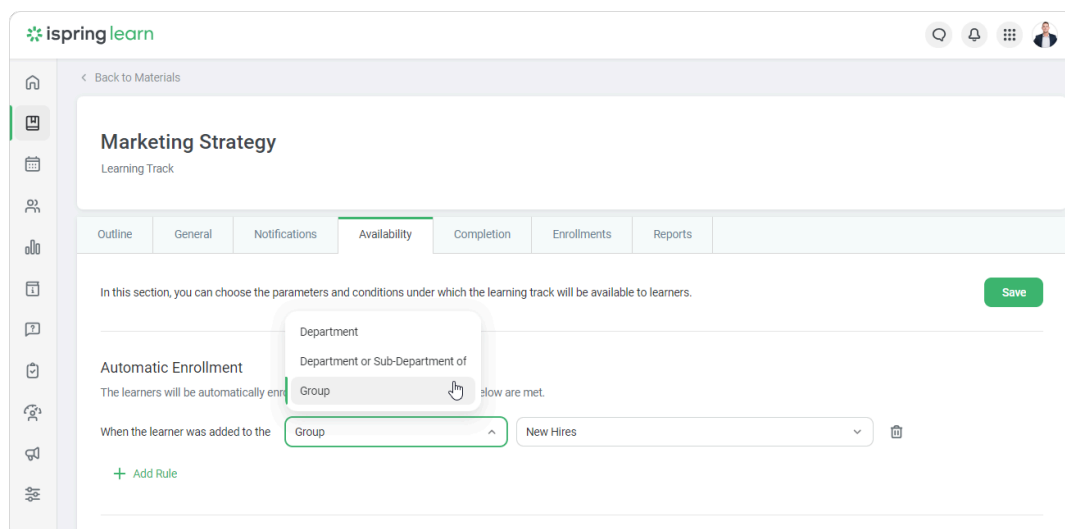
*Michael Keller*

## Optimize resources: Automate manual processes and leverage onboarding templates

Smart automation is simply a lifesaver for HR teams scrambling for resources. When you're managing multiple new hires and juggling other responsibilities, manually updating checklists, sending reminders, or tracking progress just isn't sustainable.

[iSpring Learn](#) takes the pressure off by automating repetitive onboarding tasks like:

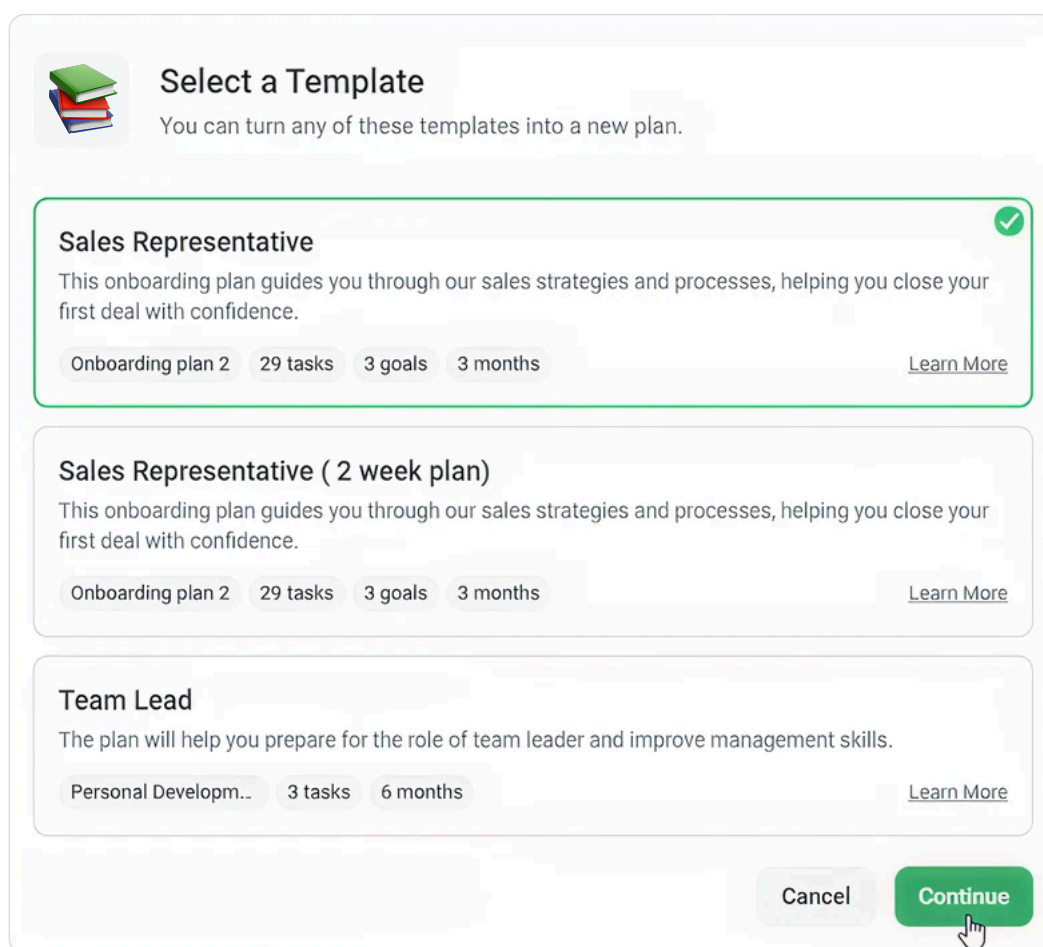
- Assigning onboarding courses
- Sending deadline reminders
- Enrolling new employees into learning paths
- Tracking completions, and more





*Automatic enrollments in iSpring Learn.*

Instead of spending time following up, HR can focus on improving the onboarding content and experience. You can save hundreds of hours each year on more high-value tasks and processes.

With the new Development Plans module in the LMS, you can take it a step further and create **customizable onboarding templates**. This means you can build a solid, repeatable structure once and then tweak it quickly depending on who's joining your organization. Whether it's an intern in marketing or a senior engineer in a remote hub, everyone gets a clear, tailored experience without reinventing the wheel.



 **Select a Template**  
You can turn any of these templates into a new plan.

**Sales Representative** 

This onboarding plan guides you through our sales strategies and processes, helping you close your first deal with confidence.

Onboarding plan 2 29 tasks 3 goals 3 months [Learn More](#)

**Sales Representative ( 2 week plan)**

This onboarding plan guides you through our sales strategies and processes, helping you close your first deal with confidence.

Onboarding plan 2 29 tasks 3 goals 3 months [Learn More](#)

**Team Lead**

The plan will help you prepare for the role of team leader and improve management skills.

Personal Developm... 3 tasks 6 months [Learn More](#)

[Cancel](#) [Continue](#)

*Choose from ready-made onboarding plans and customize them based on role, location, and other criteria.*

## Forget about logistical constraints with robust hybrid training

iSpring Learn enables a truly **hybrid approach to onboarding** that combines self-paced training with live, instructor-led sessions that don't depend on location or office infrastructure. By moving your onboarding training to a reliable LMS, you'll kill two birds with one stone:

- Drastically reduce costs associated with in-person training.
- Ensure that every new hire receives a consistent, high-quality onboarding experience, no matter where they're located or who's delivering it.

This is made possible thanks to the smart combination of online courses and expert-led sessions you can deliver to your new hires right on the platform. **Integrations with video conferencing tools like Zoom and Microsoft Teams** enable you to embed live meetings with managers and subject matter experts (SMEs) directly into the onboarding flow.

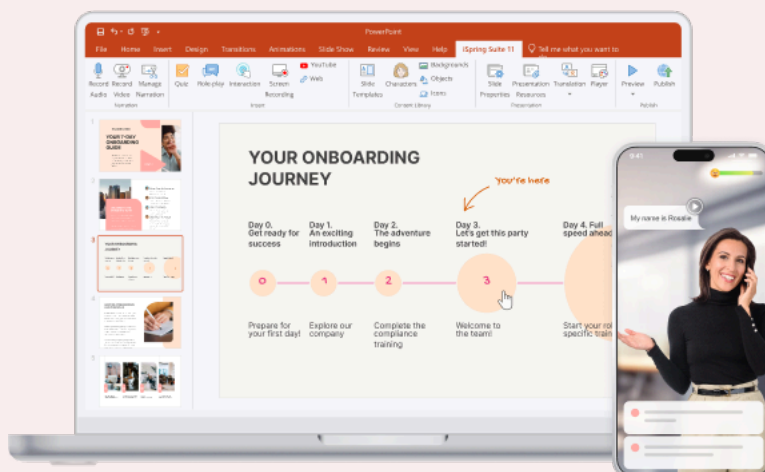
Anna Poli, Senior Instructional Designer at iSpring, also points out how course creation becomes quicker and easier with iSpring's eLearning ecosystem:



***“Course creation and delivery have never been easier with iSpring.”***

If you have onboarding slide decks or other text-based resources, you can easily turn them into interactive online courses with [\*\*iSpring Suite\*\*](#), a PowerPoint-based authoring tool that's also enriched with AI capabilities. You can instantly publish the courses to the LMS and deliver them to new hires right away, both on desktops and smartphones.

And if your team is short on time or budget, you can take advantage of [\*\*ready-made onboarding courses\*\*](#) created by experts at iSpring Academy. Simply add them to your course catalog and assign them to employees!

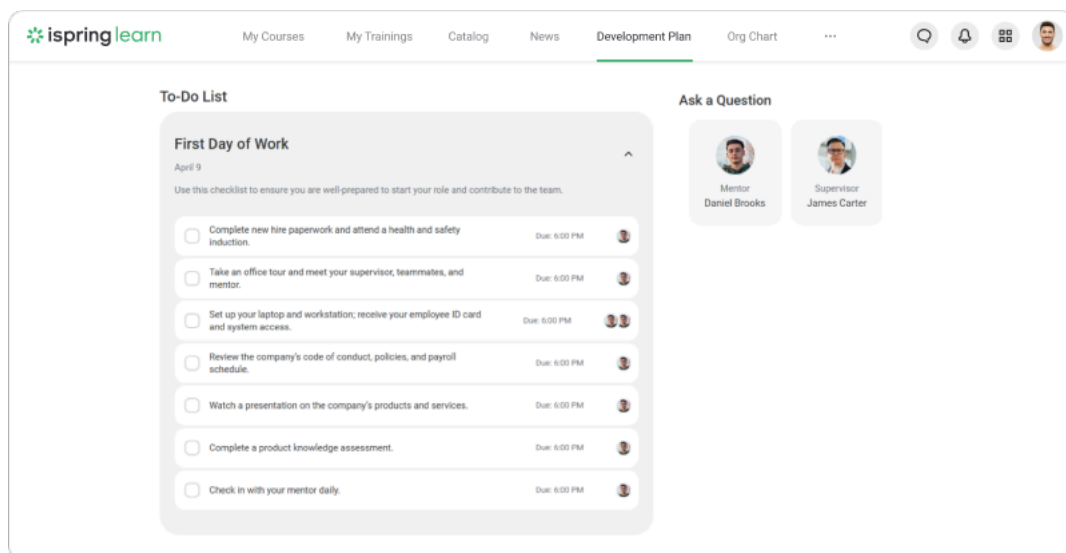


**Anna Poli**

With the Development Plans module, you can also create tailored onboarding checklists for your new hires based on their location and work settings, whether they join you in the office or from home. This allows for quick standardization of the onboarding process while still leaving room for flexibility.

**For example:**

- Onboarding checklists for remote employees might include steps like virtual IT setup, intro calls via Zoom, and training on remote collaboration tools.
- In-office employees may have items like workspace orientation, badge pickup, and in-person team introductions.





*Tailor your onboarding checklists to meet employees' needs and technical settings.*


## Ensure engagement from day one: Support and motivate new hires with mentorship and gamification

To avoid communication gaps and foster a positive work environment for new hires, engagement and support are key. This is where mentorship comes in: it's a reliable way to build trust, encourage knowledge sharing, and ease the transition into a new role.

With [iSpring Learn](#), you can **integrate mentorship into your onboarding process** through the Development Plans module. Managers or mentors can be assigned directly within the system, with clear oversight of what new hires are learning and where they may need additional support. This creates a sense of accountability and continuity, so new employees never feel like they're navigating alone.

### Mentor

 daniel 



**Daniel Brooks**  
Sales Manager • Sales Department

Cancel

Select

*Assign mentors from your most experienced and senior employees.*



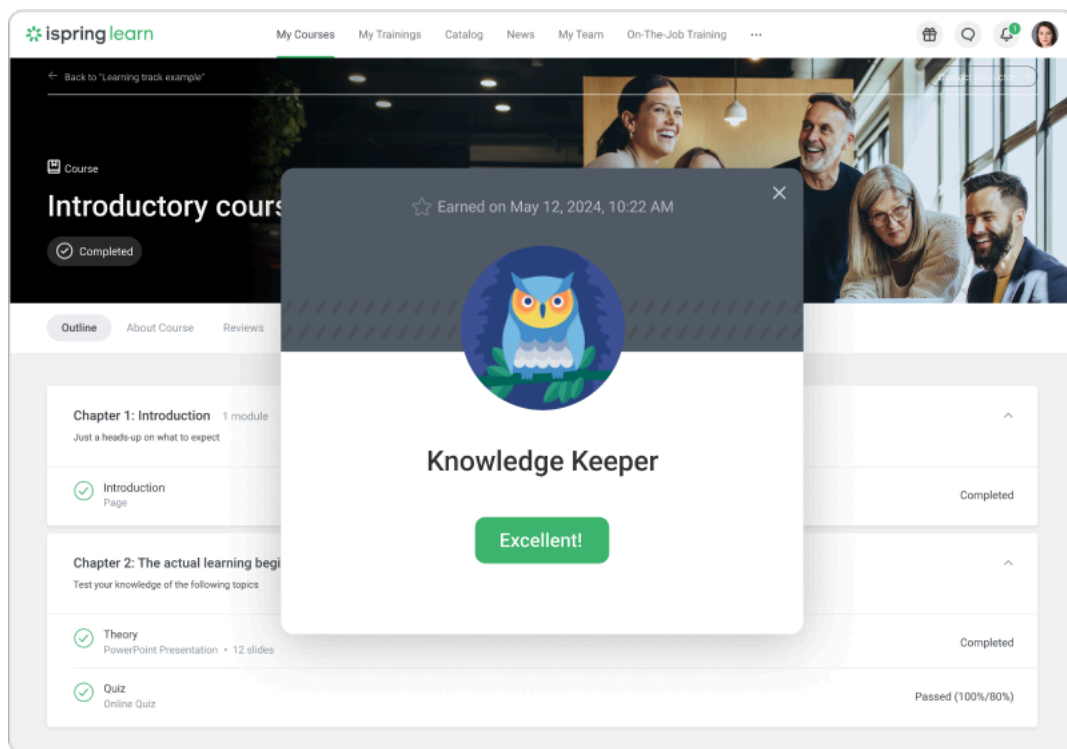
***“With Development Plans, you can organically go from onboarding to continuous skill growth.”***

What I love about iSpring Learn’s Development Plans feature is that it does more than ensure effective onboarding. You can also use it to build individual skill development plans to help both new and experienced team members continue growing. This does wonders for employee satisfaction and long-term retention.

*Michael Keller*

To help you further increase new employee motivation, iSpring Learn includes gamification features like points, badges, and leaderboards. These elements help make onboarding more interactive and rewarding, encouraging new hires to complete training modules, engage with content, and feel a sense of progress. It’s also a subtle way to drive participation, especially in remote settings where informal recognition is harder to deliver.





*Award new hires with badges to encourage their onboarding journey.*

**Pro-tip:** It's a good idea to embed gamification mechanics into your safety and compliance training for new hires. These modules are often the most tedious and least engaging parts of onboarding. They're essential, yes, but they tend to be text-heavy, rules-based, and hard to connect with.

Abigail Wilmore, Founder and CEO People Flow, ex CPO at Tom Ford, highlights:



***"It's important to make these elements engaging rather than just ticking boxes."***

Some employees may be genuinely interested in compliance topics such as health and safety or code of ethics, but for the majority, it's often seen as a mundane exercise.

To make it effective, companies should invest in making compliance training both interesting and relevant to employees' specific roles. This way, employees can see the value and understand why these regulations are important, leading to a more engaging and effective onboarding experience.

Abigail Wilmore

Gamification helps break up the monotony by turning passive consumption into active participation. Add to that practical exercises like role-specific quizzes, and you'll get higher completion rates and better knowledge retention.

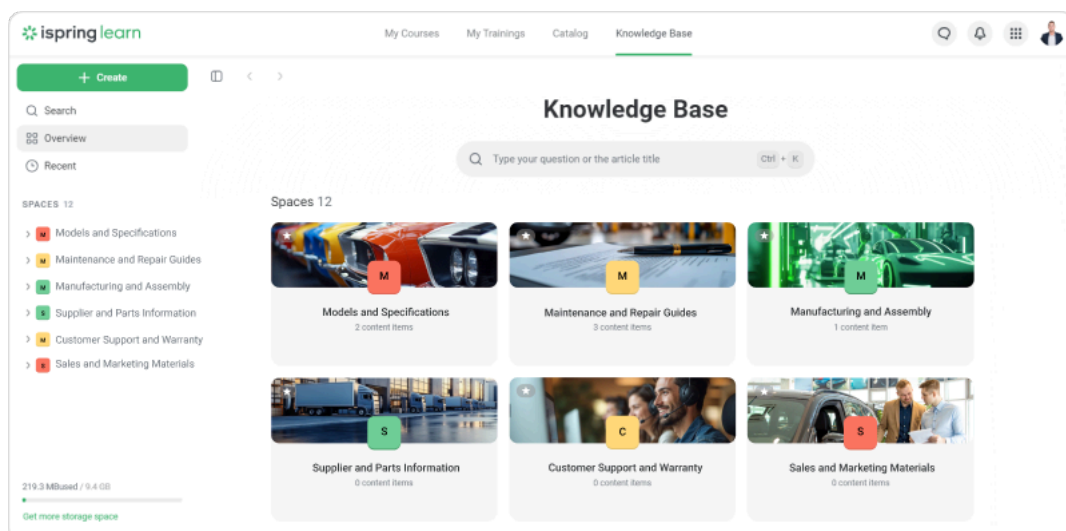
## Follow a transparent, effective onboarding structure that's already built with your needs in mind

With [iSpring Learn](#), you don't need to create an onboarding protocol from scratch. The LMS provides a structured environment where every element of the onboarding process – from training modules to progress tracking – is organized, repeatable, and easy to manage.

You can create role-specific learning paths, assign onboarding checklists, and use Development Plans to **maintain and improve your onboarding templates** based on new hires' needs.

It also brings **much-needed transparency** to the process. HR, team leads, and new hires can all see what's been completed, what's coming next, and who's responsible for each task. This helps reduce confusion and keep everyone aligned. On top of that, onboarding and training analytics give managers real-time insights into how effective the entire process is.

**Pro-tip:** to optimize onboarding even further, you can take advantage of the Knowledge Base built into the LMS. This digital repository simplifies access to internal information and company resources and enhances knowledge sharing. New employees can instantly find answers to common questions, check compliance documents, and find the resources they need without having to ping their manager for every small detail or dig through scattered files.



*Knowledge Base has a clean, intuitive interface and is easy to navigate.*



*“iSpring Learn is also perfect for onboarding a global, multilingual workforce with ease.”*

New hires can access the LMS in their native language, which reduces confusion, improves comprehension, and helps them feel more confident and included. It’s a small detail that makes a big difference, especially in roles where safety, compliance, or process accuracy are critical.

Add to that [white labeling capabilities](#) and you’ll get an onboarding experience that looks and feels like your company – familiar, consistent, and fully branded from the start.

Natalie Taylor

## Do it all easily: enjoy an intuitive LMS interface that features zero learning curve

No matter how you approach your onboarding initiatives and what LMS capabilities will come in handy in the process, you can be sure that **iSpring Learn won’t slow you down**. Its intuitive interface is easy to navigate for HR teams, managers, and employees alike – no technical training required.

From day one, everyone knows where to go, what to do, and how to track progress. That means less time troubleshooting and more time spent actually onboarding. And if you do need any assistance, our stellar **tech support team is available 24/7** via chat, phone, or email.

“iSpring Learn has been so easy to learn how to use, and it was quick to implement!”

Leah M.

“iSpring is really easy to figure out, and I'm impressed by all the tutorial videos for anything I can't get a handle on. Their customer support team is always available and friendly.”

Charis M.

“iSpring Learn is super easy to use and provides a nice user experience of all user types – from an Admin to Instructor, to Learner.”

Angela J.

“The implementation is very fast, in a few minutes you already have a platform ready to use with the colors and logo of our organization.”

Javier F.

## 4 expert tips to maximize LMS-based onboarding

Once your onboarding process is up and running, don’t stop at “set it and forget it.” The real value comes from using your platform to learn from it, evolve it, and turn onboarding into a competitive advantage. Below are four strategic moves that can help you do just that.

- Build effective feedback loops
- Empower managers as 'Chief Onboarding Officers'
- Introduce pre-boarding content
- Use onboarding data for talent forecasting

### 01 Build effective feedback loops



Onboarding shouldn't be a one-way street. Use your LMS to schedule regular check-ins and pulse surveys to gather feedback in real time. How are new hires feeling after week one? What’s unclear? What’s working?

The more employee feedback you receive, process, and act on, the better your onboarding experience will become over time. And it’s not just about catching issues early. This approach shows new employees that their input matters – a great first step in building trust.

*Michael Keller*

## 02 Empower managers as 'Chief Onboarding Officers'



Titles matter – and sometimes giving a responsibility a name is what finally gives it the attention it deserves. Framing managers as *Chief Onboarding Officers* is not simply a catchy label. What it does is **reframe onboarding as a strategic function** rather than an HR task or a checklist to get through.

When you assign that title (formally or informally), it signals that onboarding is a leadership priority. It gives managers a reason to step up, take ownership, and treat the process as part of how they build high-performing teams. It also helps HR position onboarding as a shared business function, not a background process.

So yes, a seemingly small shift in language can do a lot: create accountability, spark curiosity, and give onboarding the visibility it needs across the organization.

Natalie Taylor

## 03 Introduce pre-boarding content



Don't wait until day one to start onboarding. Use your LMS to offer engaging, low-pressure content before a new hire even walks through the (virtual) door.

### You can deliver:

- Welcome videos
- A short guide to company values
- A “meet the team” intro
- Basic compliance training

It helps reduce anxiety, builds anticipation, and keeps momentum going for the new hire post-offer.

Anna Poli

## 04 Use onboarding data for talent forecasting



Your LMS is a goldmine of early talent data you can analyze and put to good use. Completion rates, engagement scores, feedback trends, even how quickly someone ramps up – all these insights are valuable for your future employee mobility decisions. Use the data to spot patterns, predict skill gaps, and identify where your next high performers might emerge.

This is a great way for HR teams and department managers to turn onboarding into a future-proofing team development strategy.

John Seagal



## Onboarding is your first promise to a new employee – make it count

Onboarding is the first impression that truly matters. It sets the tone for trust, clarity, and connection – or, if poorly executed, for confusion, inconsistency, and missed opportunities. Those early days shape how quickly someone gets up to speed, how connected they feel, and whether they see a future with your team.

As we've seen throughout this guide, the challenges are real: there are inconsistent processes, disengaged managers, logistical hurdles, and outdated tools. But each of these issues also presents an opportunity to lead with strategy and turn onboarding into a competitive advantage.

With the right tools, you can make this transition easy, efficient, and truly results-driven. This is what the iSpring Learn LMS is designed to support. It helps you bring structure to complexity, scale what works, and create an onboarding experience that moves the needle for your business.

## Make iSpring Learn your go-to onboarding LMS

Book a free demo with an iSpring expert. We'll discuss your onboarding challenges, map out an effective strategy, and tailor the platform's capabilities to your organizational needs.

[Book a free demo](#)

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