IP BEST PRACTICES

Onboarding

A best practice shared by InspiringPeople.

Generated on 22 November 2026

Onboarding

Bringing customers into the onboarding programme instils a customer-first mindset from day one.

Key steps

A good onboarding programme makes people feel welcome, speeds up their effectiveness, and shapes the right behaviour early — newcomers can play an outsized role in transforming a culture when onboarded the right way.

Invite a couple of customers to present themselves during onboarding, illustrate customer-centricity with a real case, and discuss it with the new joiners directly — getting the mindset right from the very start.

CONTACT

InspiringPeople

ADDRESS

Maliebaan 45

3581 CD Utrecht

The Netherlands

PHONE

+31 84 00 38 999

EMAIL

contact@inspiringpeople.com



“Inspire to engage”