

## Questionnaire: Your Onboarding Process from Carla Cross

Use this questionnaire to find out what your agents think about your onboarding process. You'll probably get some surprises! Make the adjustments to retain many more agents this year.

Name \_\_\_\_\_

When you joined \_\_\_\_\_

New or from another company? \_\_\_\_\_

1. Who helped you with Onboarding?
2. What did you expect from Onboarding?
3. What worked well?
4. Who checked back with you to see how you were doing? How often:
5. Were you held accountable to get things done? If yes, how?
6. What didn't happen that you believe should have happened to make your Onboarding experience better?
7. What do you still need to accomplish:
8. What do you need help with?
9. Did you have a support system of some kind? A coach/manager/mentor? \_\_\_\_\_

Comments:

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Carla Cross, CRB, MA, helps companies recruit winners and launch them for exceptional retention. She helps companies create integrated systems for onboarding, training, and coaching to create a seamless, successful agent production and retention system. Contact her at 425-392-6914 or [carla@carlacross.com](mailto:carla@carlacross.com).

