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EMPLOYER FEEDBACK CHANNEL

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Reducing Surprises to Prevent New-Hire Ghosting

When a new hire cuts off all communication and fails to show up on their first day of work without any warning, **the right response is not tighter screening alone. Consider better expectation-matching, streamlined onboarding practices, human connection, and early warning systems.**

Common Reasons for New-Hire Ghosting:

- The role or culture is not what they expected
- The pay or benefits are insufficient
- The onboarding process felt unprofessional
- Communication was slow or unclear
- Another offer was accepted
- Disappearing feels easier than honesty
- Logistics collapse after day one
- The new hire discovers a poor fit before they are invested

Misleading information, unwelcoming interactions, lack of role clarity, and uncomfortable conversations are frequent triggers. Focus on clear orientation, mentorship, intercultural competence, language support, and connection to community resources.

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Suggested Employer Practices to Build Early Warning Systems:

Establish and follow an onboarding process starting with an email, including what time to show up on the first day, parking information, and who will be meeting them.

Give new hires a confidential route to raise concerns, separate from their direct supervisor, and explicitly and honestly state that questions will not jeopardize their job.

For shift-based workplaces, help employees navigate transport by confirming actual commuting routes and options, first-day arrival points, and backup plans in case of delays.

Rather than waiting for a no-show, use predictable, short check-ins to encourage retention support without being intrusive. Focus on asking about the support they need.

Have a private check-in at the end of week one, asking, "What has been different from what you expected? And what is unclear or making it hard to continue?"

After week two, have another check-in to ask about workload, belonging, supervisor support, safety, learning, schedule, and whether they see a future at the workplace.

"We noticed you have not been able to continue. We hope you are okay. If you are comfortable sharing, was the main issue the job/shift, pay, commute, training, workplace experience, personal circumstances, or something else? A one-word reply is welcome."

Sources: *//fsc-ccf.ca/projects/sos-newcomer-integration/* | *www.canada.ca/content/dam/ircc/documents/pdf/english/work-canada/aip/aip-employer-guide-supporting-newcomer-employees-eng.pdf* | *www.clickboarding.com/hr-innovation-tech/new-hire-ghosting-and-how-to-stop-it/* | *www.worktango.com/resources/articles/employee-ghosting*

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