All onboard!

5 Tips to get remote onboarding right

TIPSHEET

For some businesses, remote onboarding has moved from necessity to the norm. Despite this, many organisations fail to hit the mark with their employee onboarding. It is a crucial part of the employee experience. So, do you want to know how to put your best foot forward for your new talent and provide a first-class experience?

Just like the first day of school

There's a giddiness that comes with starting a new job. That first day at school sensation, remember? Nervous from the night before, what to wear for a remote-first day? Business at the top party on the bottom? Your new employee will be going through a wave of emotions. They'll be anxious, excited, and eager but nervous about making an impact in a new role in a new workplace.

Then it hits them like a ton of bricks, a poor onboarding experience. Leaving them rudderless and dreading their role.

Consequences of a poor onboarding experience:

Low motivation

Poor productivity

A sense of regret

Feelings of isolation

Overwhelmed & stressed

Increases in absenteeism & turnover
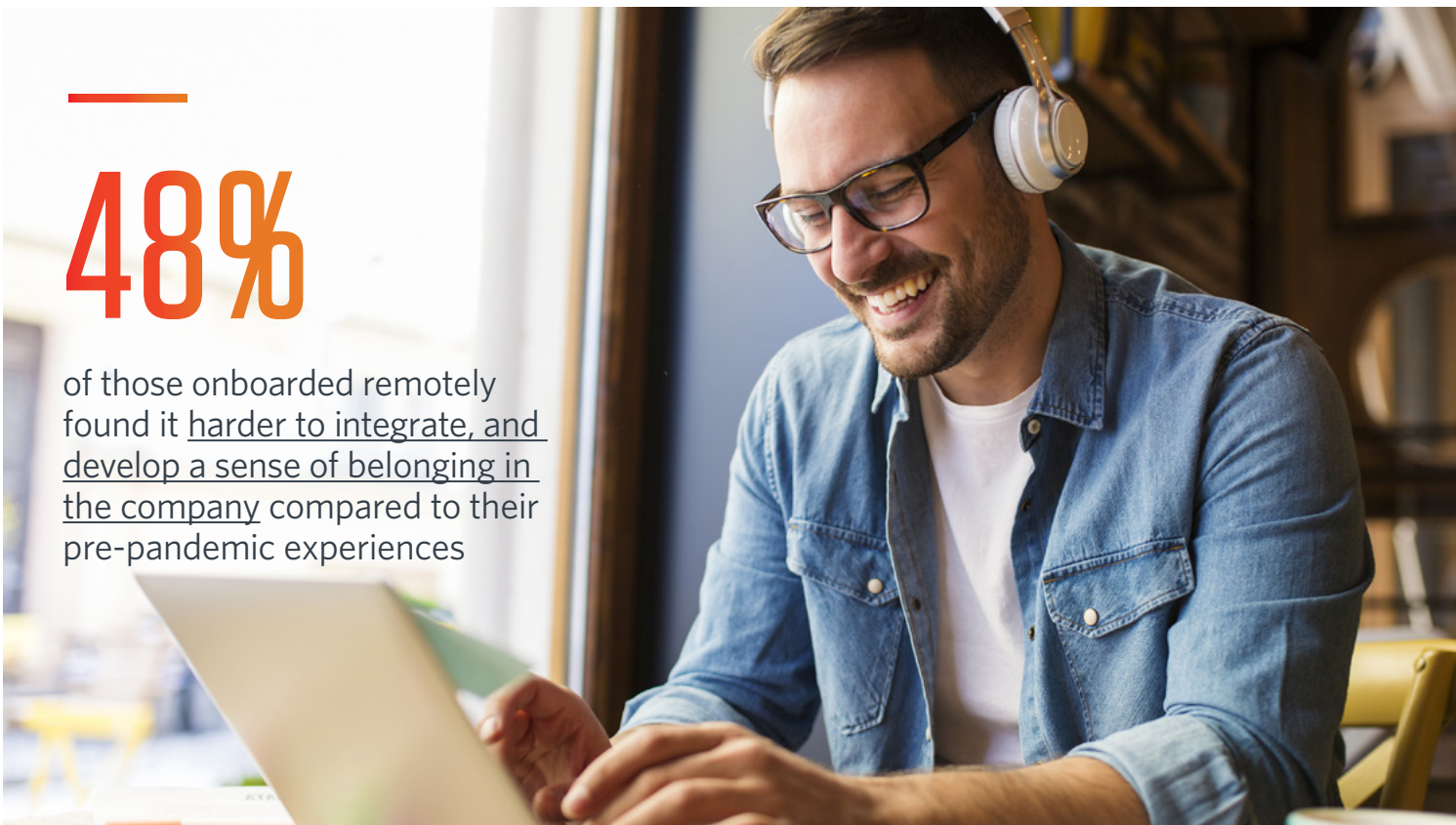
32%
want clearer goals when onboarded

82%
of staff are retained by great onboarding

72%
state 1-2-1 meetings with their manager is crucial for onboarding

48%
of those onboarded remotely found it harder to integrate, and develop a sense of belonging in the company compared to their pre-pandemic experiences

Get remote onboarding right with these 5 tips:

Start with a plan

If you fail to plan, you plan to fail. We're sure you've heard it before, and it's true. Planning your new employees' first day and the first few months is crucial. It indicates that you value them and that this organisation values its people. It also provides an immediate structure for them to ease into and work with. Set time for training. And establish goals and milestones to make sure they stay on track and are progressing.

No time to create a detailed agenda? Start with a simple checklist instead.

Avoid death by Powerpoint

New systems. New processes. New naming conventions. There's always a lot to take in when starting a new job. Spare your employees the long tedious hours of presentations with dense content. It'll only lead to long sighs and eye rolls – although if the mic is on mute and camera is off, you may not notice it! And remember that people learn by doing. So, opt for more practical hands-on training.

A welcome pack including an organisation chart can be extremely useful.

Help them hit the ground running

You can't expect your new employee to get swiftly to work if they've got multiple hurdles in the way. Ensure they're equipped with the right tools by having IT and system set up ready to go. Don't underestimate the optics on this one – it makes your company look professional, organised and says our people are important to us. It'll also help your employee become more self-independent and add value quicker.

Pair up the new employee with a buddy or mentor that they can turn to for support.

Have regular check-ins and chats

There's nothing wrong in firing up a video call and just having a natter about your team's weekend or finding out about the latest viral streaming programme that month! Figures show that there's an immense benefit in checking in with your employees. A report from EY has shown that 39% of people feel the greatest sense of belonging at work when colleagues check in with them both personally and professionally. By having a regular chat, employees can stay on track and focused on the goal at hand. Including feedback can help relieve insecurities and provide a much–needed boost of motivation.

Keep communication clear. Extensive waffling and use of acronyms only cause headaches.

Make them feel part of the team

The research is in – creating a sense of belonging drives employee performance.[2] And there's really no surprise there, that desire to belong is a fundamental human need after all. Get creative with this one! Have your team create video introductions welcoming their new team member. And make sure to send your new employee a welcome pack with your company–branded items. It'll be sure to surprise and delight.

Sign up for a fun team-based health challenge – an effective way to look after your employees' wellbeing while also helping them connect with their colleagues!

Checklist for onboarding remote employees

Help your new recruit feel welcome,
part of the team and set up for success

☐ **Organise IT setup**

Monitor, laptop, keyboard, mouse, ergonomic checks, software & systems.

☐ **Complete new-hire paperwork**

Job contract, tax forms, payee details, emergency contacts, security training.

☐ **Send welcome pack**

A welcome letter, company merchandise e.g., branded mug and pen, organisation chart, company values and mission statement.

☐ **Connect with colleagues**

Organise virtual coffee/tea catch ups with team members and key stakeholders.

☐ **Schedule training**

About the company, the industry & market and specific to the role through hands-on learning and shadowing.

☐ **Introduce company culture**

Present company values. How does flexible working arrangements work? Are cameras always on in meetings? Dress code for client meetings?

☐ **Meet HR**

How to request leave, company policies, any other employee requirements, how to best get in touch by phone, email, chat.

☐ **Explain employee benefits**

Mental health days, L&D allowances, childcare support, Virgin Pulse wellbeing platform.

☐ **Ask for feedback**

Send a quick survey or arrange a call to learn what you can do to improve your employee experience.

Get in touch to learn how Virgin Pulse can help you create a great remote employee experience and company culture.