

SGI VIRTUAL ONBOARDING





Virtual Onboarding

We're in the midst of different working environments, our physical offices have temporarily closed, we've moved our workstations to kitchens and living rooms alike. Employees and employers are adapting to the new working environment.

But whilst it may be one thing to transition current employees from the physical to digital office, companies must turn attention to another hurdle.

How to train new employees for the remote office during COVID-19?



What Does the Research Say?

38% of companies have an online onboarding platform and larger companies are more likely to utilize technology solutions. (HCI)

Great Employee Onboarding can improve retention by **82%** Research by Glassdoor found that organizations with a strong onboarding process improve new hire retention by **82%** and productivity by over **70%**.

53% of HR professionals report that enhanced onboarding boosts employee engagement. (silkroad)

A negative onboarding experience means that new hires are 2x more likely to look for other opportunities. The average US employer spends **\$4000** and **24** days to hire a new worker. With a negative new hire onboarding experience, your new hire could walk out and effectively double your cost and time to hire. (sapling HR)



Creating a New Process

Before you commit to onboarding new employees, meet with all departments involved in the onboarding process and come up with a realistic plan of action. Items you'll have to agree upon include:

Communication with the new hire

There will be changes with the required communication with the new employee.

You'll have to decide who will be responsible for sharing information with them regarding their first day. This information should include:

- Links to join into any video conference taking place.
- What device they should be using?
- What time their onboarding sessions will begin and end?
- How they can prepare? Wifi? Camera working?

Top Tip: We need to remember that this may be the first time the new hire is working remotely, so be as explicit and instructional as possible. The more information you provide

Equipment setup and delivery

Since this new hire won't be in the office on their first day, you'll have to ship their equipment to their home and plan for the following:

- Who will be responsible for shipping their hardware?
- How long will it take to set up the hardware and ship it out?
- How will you share passwords and login credentials safely?

TOP TIP: You'll want to make sure that new employees are not sitting at home alone wondering how they are going to fill their first few weeks of work.

Adapting Your Content for Virtual

If you already have an onboarding process in place, you'll want to modify your content to be accessible for virtual learners. Some pieces of content you'll want to rework include:

Welcome Pack

If you typically hand new hires a welcome package or binder full of useful documents, these will now have to be amalgamated, organized into a PDF style document, and sent out digitally.

Onboarding Presentations

If you typically do an in-person presentation introducing the company, you'll have to modify that to suit virtual learning environments. Make sure to include visual aids on your screen if you're explaining anything out loud so the employee can follow along.

Instructional e-Learning

If you typically have the learner sit with someone to review tools and systems, consider replacing that with short eLearning instructional videos.





Planning their First Week

If your new hire is starting virtually, you'll have to work with your managers to hyper-plan their first 5 days as they won't have colleagues around to point them in the right direction. Consider scheduling the following events over video conference:

- Individual introductions to each of their teammates
- Team virtual lunch
- Introduction to leaders in their team/cross-functional teams
- Introductions to support teams
- Assigning them 2-3 tasks they can complete over their first week
- Team meeting to discuss the team culture and expectations

TOP TIP: As you deliver any content or presentations to new employees over video conference, do check in every minute or two to make sure they are still engaged and participating. The Onboarding Process sets the tone for the employee's experience, so ensure you are engaging them every step of the way.

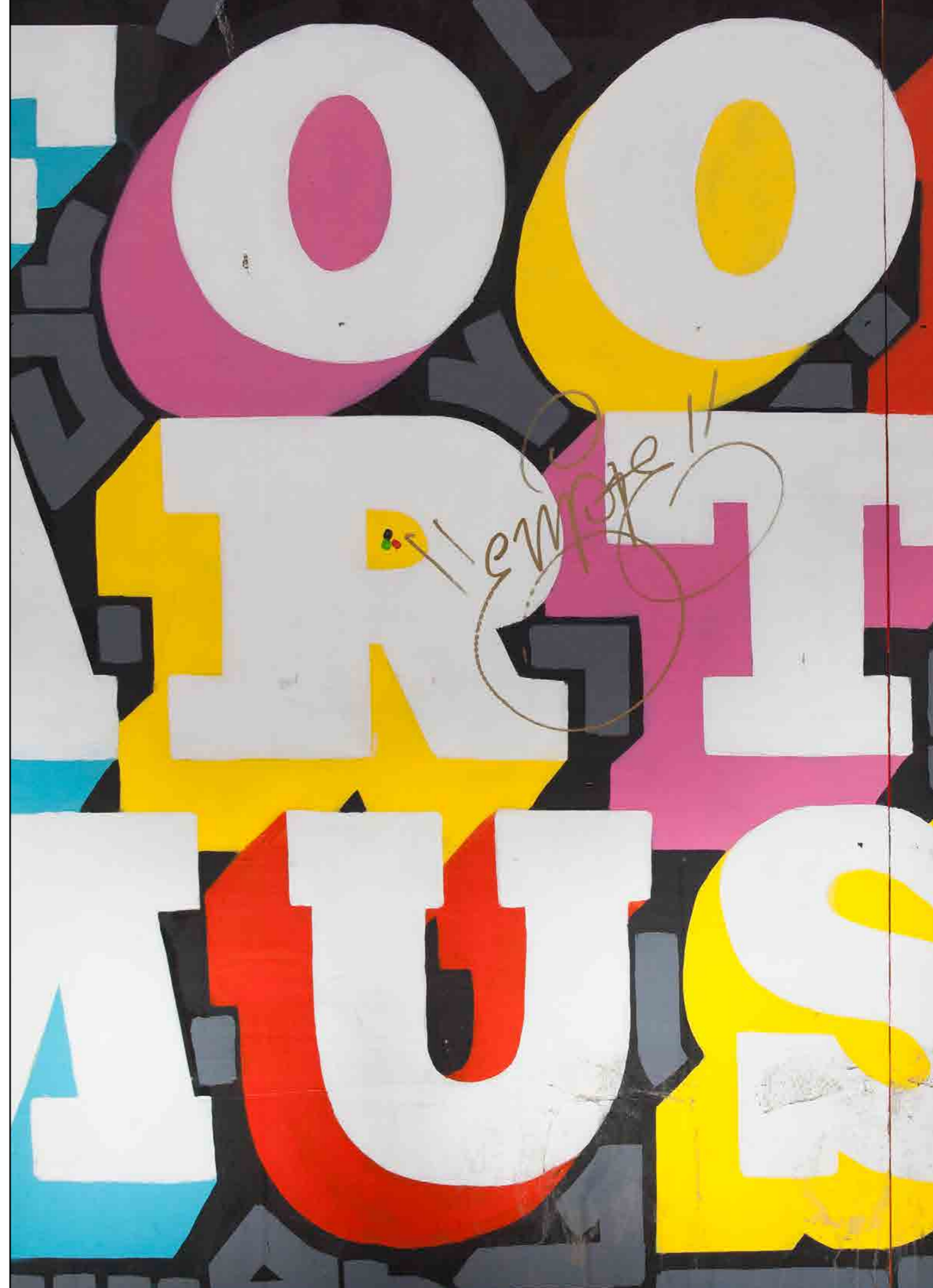
Don't Forget about Culture

Whilst onboarding remote employees generally focuses on work-related tasks and processes, it also serves as a way of introducing new employees to the company, its values, and its mission – its culture.

Employees working in a collocated office environment are completely immersed in the company's culture and are surrounded by reminders of the goals they're striving to achieve. Virtual employees, however, can often be quite detached from the organization. They may never set foot inside an office or have a meeting with leadership. Without this exposure, they may not have a good idea of what values the company holds or what it hopes to accomplish.

The onboarding process for virtual team members should do everything it can to promote the organization's culture and mission. Providing people with a sense of purpose is important for keeping them inspired and engaged, which is especially important for anyone working remotely.

TOP TIP: The use of video can be great and effective to highlight company culture – try including your company values, your social events, employees from across the business.



In Conclusion

We are adapting to different working situations, but we can adapt for positive results and change.

We've expressed throughout this document that onboarding is an experience—for the new hire, the hiring manager, and for the organization.

We are certain that this experience shapes outcomes, and it is in the best interest of all parties that it is managed with skill.

Should you need any advice or support please do reach out to us at info@sourcegroupinternational.com and we will do our best to answer your questions or seek out the answers you need.

