

Digital Onboarding: 5 Best Practices In Preboarding Phase for 2021



Digital Onboarding

MyJoining
Reinvent Onboarding

5 Best Practices of Pre-onboarding phase for 2021



Introduction

What is Preboarding Phase?

Pre-Onboarding is the time between the date of offer acceptance and date of joining. Pre-Onboarding is a period of time that presents a unique opportunity for the employer to welcome new hires and introduce them to their future colleagues. It will help make their induction period easier and keep them motivated while they're working through their probation period. Studies have indicated that this interval is crucial to recruitment and further retention of employees. Yet, it remains an extremely overlooked aspect of Human Resource Management. If this aspect is implemented strategically, a company can reap huge benefits out of it and maximize the productivity of its new hires.

It's that last point often at the root of employee dissatisfaction – and a good communication between new hire and HR should start even before joining and beginning of work. Many times, the key of effective preboarding period leads to best of onboarding period.

Best Practices to be followed during Preboarding Phase in 2021

“In order to compete in the war for talent’, Companies can strengthen their company brand by Making a good first impression through Preonboarding & onboarding software”.

1. Reinforce your employee value proposition

Your new hire probably accepted your offer because they found your employee value proposition appealing. So use the pre-boarding period to reinforce this. Not only does this show you're an organization that fulfils its promises, but it also demonstrates that managers care about their employees: the phrase two birds, one stone springs to mind.

Simply asking the new hires for their feedback about the hiring process also goes a long way in strengthening their impression of what kind of company you are. Speaking of showing employees you care, you could include company-branded swag as part of your pre-boarding strategy (if you have the budget).

You could even take this a step further by including extra merchandise for their spouse and kids (if they mentioned them in their interview). This is a straightforward yet effective way of drumming up some excitement and making new hires feel a welcome part of your organization.

2. Help them with administration tasks

New hires have to endure a ton of bureaucracy. **They have loads of forms to sign, namely tax forms and direct deposit info.** That's in addition to accounts to set up and software to get familiar with. So, guide them through it. Trust us; your new hires will thank you for that!

One of the things you could do for them is to set up their new company email address. That way, it's ready for them from the get-go. All you need to do is confirm their preferred first and last name before going ahead and creating them an email account.

3. Treat them as part of the organization, even before they have joined.

When a new hire has accepted to join the organization, they have made a certain level of commitment to themselves and the organization. Often there is a period of radio silence where the new hire is expected to join on a date and the hiring manager is keeping his fingers crossed.

The best practice is to accept them and treat them as part of the organization. Some simple strategies like sharing the names and getting phone calls from their **hiring managers, mentors, and buddies goes a long way in making them feel welcome**. Provide them with an email id and social media account. Having a working e-mail and internal social media account shows them that they are part of the team, and it makes them easier to connect with.

4. Pre-Onboarding Gamification (Leaderboards)

Gamification is the most trending trend going on in HR Onboarding landscape nowadays. Gamification is nothing but a old video game concept introduced in various phase of new hire onboarding journey. Gamification may vary from each phase but the utmost reason behind using them is to attract talent force and make them feel part of organization from day1 or even before joining by various task and communication model.

5. Office/Facility Tour, VR Tour of Office

New Hires often want a chance to view their new office and how their workspace looks and feels like. You can provide Digital Tour of its offices across can provide Digital Tour of its offices across India using engaging content like videos, 360° office office tour, and pictures. You can also give an option to candidate to view all the facilities: Nearby Hotels PG Information Eatery Outlets Hospitals Metro Station Parking Space Cafeteria and much more. In the time of pandemic and even beyond that when everyone is working from home Virtual tour is something very specific and required.

Why Preboarding phase is Important?

- **To make more time for onboarding;** Generally most of the onboarding documentation, compliances etc is completed in preonboarding phase hence lot of time is already been saved up of both HR & New Hire hence during onboarding new hire and HR both can focus on new hire productive from day1.
- **Saves Administrative and Logistical Cost;** while hiring new employees, a lot of administrative as well as logistical expenses are incurred. These include workforce, sourcing cost, paperwork, printing and indirect cost including cost of open headcount, no show, etc. All these expenses can be avoided or reduced by going digital and implementing a Pre-Onboarding process.
- **Predict No-Shows in Your Organization:** Analytics on basis of engagement to predict new hires likelihood of joining. This features is very important for HR's so that they can create a backup plan ready for the candidate who are most likely would be no-show for organization.

- **Lower Retention Rate:** Lower employee retention/attrition is a challenge for every organisation. In a study of over 1000 employees, 31% quit their job within six months of joining. This was result of poor implementation of Pre-Onboarding and Onboarding practices. Lower retention rates increase inconsistency in overall performance of organisation and create a lot of uncertainty.



5 Best Things to adopt in 2021 in your Digital Preonboarding and Onboarding framework:

1. Balance your methods and frequency of communication

Most leaders are disproportionately segmenting their methods of communication. They're likely not spending enough time with their key leaders. For example, one-on-one meetings are great, but too many will spread you too thin. And community communication is handy, but it's not always the most appropriate method.

How do you find a balance? Figure out who needs to hear what. You'll know you've found it when your direct reports are saying what you say even when you're not around. I screenshot the text conversations I have with my boss so that I know we're aligned. This practice is beneficial to your company *and* employees because it helps them develop valuable managerial soft skills.

2. Codify digital working dos and don'ts

Every company needs a list of unbreakable digital workplace culture commandments. People left comments and suggestions, and the most valuable ones became law. Over time, our rule book has grown to 25 pages, providing a road map for new and existing workers. Topics covered include everything from remote work tool requirements to pay guidelines to manager-employee teleworking recommendations. When everyone knows what to do, you get high-quality work with less hand-holding.

3. Assign a Virtual Onboarding Buddy to Assist the New Hire in Transitioning Into the Workplace

It's common for large organizations with many employees to assign a company representative to assist a specific client. But this can work for any sized firm as well in terms of virtual onboarding new employees. Just like an assigned representative who is familiar with the client, an "onboarding buddy" direct-contact employee has a better understanding of what a new hire is going through. If there are repeat issues, they can hone in on the problem and lessen the frustration. For the new hire, they'll form a connection to your company faster, and this might make them feel less remote.

4. Feedbacks and survey to track new hire report

It's easy to neglect the effectiveness of the program once it's implemented. By regularly collecting feedback from remote new hires, you can improve and adjust to program to ensure that they have a good start at your company. Once virtual employees have been on the job for a while, get in touch with them and review any concerns they may have. With technology today, there is no reason for remote employees to feel unwelcomed by the organization. It's vital to make their first encounters with the company positive and memorable, even if they are miles away.

5. Clarity of Job description. Roles & Responsibilities

New hires having clarity of roles and the expectations perform better than those who are Unclear about their roles and responsibilities. Have they reconfirm their job description and share expectations so that they are ready to achieve it from the day go.

Some Important Checklist for 2021..

1. Preonboarding Engagements & Formalities

- ✓ Digitalized documentation
- ✓ Gamified Preonboarding tasks
- ✓ Complete an automated Background check
- ✓ Review and check Job description and other important documents digitally

2. Onboarding phase

- ✓ Buddy Program
- ✓ Microlearning
- ✓ Cultural tour
- ✓ Introduction to Management
- ✓ Asset Allocation
- ✓ E-orientation and Induction

- ✓ **30-60-90 days Onboarding plan**

3. HR perks –

- ✓ **Track new hires performance and tasks**
- ✓ **Complete visibility to candidate onboarding journey**
- ✓ **People Analytics to create better reports and analytics**

Conclusion:

For the majority of us, starting a new job is pretty stressful — a unique environment to get used to, wondering whether you've made the right decision, meeting new people, and so on, and so forth. In fact, studies show changing your line of work is even more stressful than a change in residence or a foreclosure of a mortgage or loan!

But, with the right pre-boarding process, you can make this period of change much easier for your new hires. And more importantly for you, you'll boost the engagement, loyalty, and productivity of the recruits from the get-go. In the long run, your pre-boarding process could even encourage recruits to stay with you for longer. So, suffice to say, this is certainly worth investing some time and energy into. Trust us; you'll be glad you did!

How MyJoining can help

MyJoining is an HR Automation platform that creates a comprehensive employee experience for the new hire, from the time of acceptance of offer letter to the end of the onboarding phase. It takes into account all different aspects of employee onboarding and focuses on the following KPIs to help HR Leaders get the best out of their time, efforts and personnel. The KPIs are:

- 1) Cost of Onboarding an employee
- 2) Employee Productivity
- 3) Employee Experience
- 4) No-show rate
- 5) Employee Retention
- 6) Employer Branding

You can download the [ROI Calculator](#) to check the return on investment your organization can achieve by digitizing HR Onboarding with MyJoining.

Already feel confident? [Request A Demo](#). No questions asked.

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