

Digital Onboarding:

5 Best Practices of Virtual Onboarding Program



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Introduction:

Even before the Global pandemic organization was moving towards digitization in their onboarding processes but now automated and digital onboarding has become need of an hour for every organization. As we are in 2020 now it's time to reinvent onboarding with focus on **candidate experience and long-term retention and paperless onboarding**. An intelligent onboarding experience informed by a key set of best practices will help you to maximize new resource that becomes part of your workforce.

Gone are the days when welcoming new hires meant handing over a folder with the company goals, a job performance checklist, and orientation paperwork. Today employee orientation has been redefined as "Employee Onboarding." It is no longer a single one-day event, but an ongoing process that continues at some level for the entire length of employment.

From that lens, there are four "C's" of onboarding:



Need for Onboarding

The onboarding process your new hires go through can determine how long they will stay with your organization. Companies lose on average 23% of new hires before the one-year anniversary and 33% of employees fail to meet company expectations in terms of productivity.

But there is also some good news: A thoughtful approach to onboarding new employees can dramatically improve these statistics for your organization. Effective onboarding can help your organization reduce costs associated with staff turnover and ensure that new employees are set up for success.

According to a 2010 Society for Human Resource Management study, “**Employees in a well-structured onboarding program are 69 percent more likely to remain at the company after three years.**” The effects of onboarding last for years, so it is worthwhile to spend time considering the best approach for your organization.

While lack of face to face communication makes difficult to onboard and train employees, it is not much difficult – a little planning and that’s all an organization need to onboard a new hire easily.

According to the Harvard Business Review, up to

- **20% of staff turnover occurs within the first 45 days of employment. Why? The major reason for this is Poor Onboarding Process.**
- **Reports show that 54% of organization see greater new hire productivity and 50% higher retention rates for new hire when they have standardized onboarding in place.**

Below are the 5 best practices that when designed and implemented thoroughly delivered optimal results.

5 Best Practices of virtual Onboarding:

1. **Paperless Onboarding Program (POP) –**

Paperless onboarding is the process of using employee onboarding framework or a unified HR management solution to speed up and streamline the process. These personalized onboarding framework take a fresh approach to onboarding and making it flexible, automatic, and personal by automating each and **every new hire documents such as New Joining form, EPF, ESI, Aadhar validation, all compliance check with easy e-signature functionality.** As a result, it improves employee engagement, reduces no-show rate and drop out ratio, and ensures process

2. **Microlearning & Trainings –**

Microlearning is the digital and virtual way to transferring KT or learnings to new hire in the form of video, programs, clips etc. You can easily assign or schedule training, new hire learning, videos, assign courses or instructor within preonboarding or onboarding program directly or even provide your LMS link with one single framework. These systems learning are so easy to use and even are mobile friendly.

It has been observed that **microlearning technique can generates 50% higher Employee Engagements and cost 50% less than traditional learning.** It is also considered as a powerful tools for various compliance scenarios.

3. E-Induction or orientation –

Induction is an event where you introduce yourself to the organization and vice-versa. It is an important process while bringing new employees into organization. An induction program is often part of HR knowledge management system as all the compliance and safety check knowledge is shared with new hire. E-induction is as similar to traditional induction where you introduce new hire to organization. All the induction videos and knowledge content can be within onboarding portal where one can upload video, policy check, compliance knowledge etc.

What objectives and organization achieve through E-induction:

- Time and cost saving process.
- Engages new hire effectively as it contains video, article etc.
- One can easily integrate induction recordings.

4. 30-60-90 days Onboarding Plan –

Mentors & stakeholder should create an onboarding plan for new hire to measure their productivity, capabilities and interests. Without an agenda or plan new hire must feel lost or scary which leads to a negative employer branding which any organization don't want. With the help of plan stakeholders can easily analyse new hire productivity, success and interest. 30-60-9-days onboarding plan will help new hires to understand their roles & responsibilities and also help them to increase and track their productivity. Onboarding plans also helps organization and HR to set the right expectation for new hire from day 1.

5. Gamification –

New employees are often nervous on their first day, whether is first day in office or even when working remotely and why not? Instead of day full of training and learning we should make first day of new hire GAMIFY. Gamifying the initial task of onboarding helps new hire to reduce their first day anxiety and stress.

Do you know? Gamification act as core engagement activity for Preonboarding Phase. As it creates a healthy competition among new hires and also Creates stronger Employer Brand

Note: Digital Employee Experience in the modern time can leverage data insights for personalization's and automation. This improves the flow of work and continues to contribute to cultural and physical part of employee experience. Connecting and automating whole onboarding workflow as a one system help HR and new hire to have better user experience and better first impression for organizations.

6. Set Expectation/ Feedbacks & surveys & Follow ups –

Don't be ambiguous about the level of quality you expect and how quickly you might want the project completed. Give specifics about what the final product might look like and also provide a concrete due date.

It's very important to understand the pulse of **new hires thus frequent follow ups and feedbacks/review are really important to address**. It can be with a questionnaire or routine and it can be totally automate or digitised by setting certain triggers and alarms. Feedbacks act as an important role for both HR and new hire as for new hires their voice is being heard and for HR's it's time to revamp and improve themselves and their onboarding program depending upon need and requirement of their new hires.

Here are 5 basic principles of a successful Virtual Onboarding program:

- **Don't delay:** Communicate with and engage the new hire before Day 1.
- **Don't cluster:** Do not delegate all responsibility to an HR. Enable onboarding self-service to enable new hire to learn and interact at their own pace while constantly encouraging them to do so.
- **Clarify and Communicate:** Deliver an equitable and personalized onboarding program. Allow manager interaction before joining. Set milestones and track them to measure the success of onboarding.
- **Make Onboarding Fun:** Gamify task completion and learning outcomes, utilize the L&D Trend of Micro Learning to provide information as snippets to the new hire instead of bombarding them with it. Personalize and say hello with a video (45% of mobile traffic is driven from video).
- **Be the ideal match-maker, in office:** Allow communication with shadow mentors and peers. Set up calendared meetings, review meetings on a digital calendar and enable them to be efficient in their role quicker and to a larger extent.



How MyJoining can help:

We at MyJoining have experts of HR consultants who continuously researched at HR Landscape to create more innovations to make an easy world. We have years in sorting HR Insights and compile it into one single platform that can help HR leaders to achieve their goals. We have helped world leading organization to reinvent their onboarding journey.

Don't let the format of **remote and virtual onboarding** immediate you. Many companies are facing and experiencing the same growing pains and discomfort as you are. But by adopting a world class structured onboarding framework can serve your company in all these difficult times and for many more virtual years to come. When you're starting off remotely, you can feel disconnected from the team, even if you're using the proper communication tools.

There are major business benefits that onboarding can achieve.

1. Lower the cost of Onboarding
2. Stronger Employer Brand
3. Less time to be productive
4. Less Turnover rate.
5. Paperless & Virtual Onboarding Program

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

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