

Digital Onboarding: Do's & Don'ts Of Remote Onboarding Program

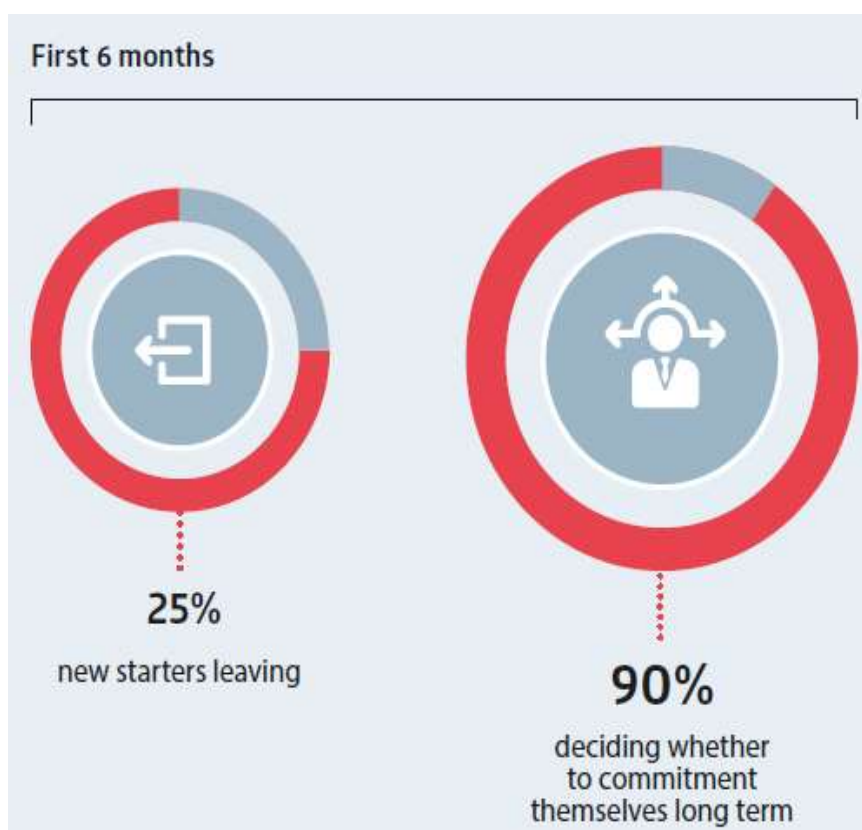


Introduction:

Onboarding a remote employee is different from onsite onboarding because to put it simply, remote employees are far away. It takes special processes to set up remote workers with technology and equipment, to collect all their **paperwork**, and to make sure they feel connected and valued by their new team. Today's digital era has brought about great changes in the culture of organizations, and it's especially visible in the way employees carry out their professional tasks.

It is important to engage new hire in **PREBOARDING PHASE** (stage between offer acceptance and date of joining.) so that new hire is fully assimilated into organization before joining and clear about his/her responsibilities. This is a phase that is often neglected and the consequences of ignoring the preonboarding phase can be detrimental for an organization. Onboarding on the other hand is a well-known but often neglected part of an organization's HR Processes.

In this white paper, we will take you through the problems in Onboarding and how it is hurting your organization's overall onboarding strategy. We will talk about the various dos and don'ts of onboarding that are often forgotten.



Avoid Preboarding at your own Risk

1. Increase No-Show
2. Increase Cost of Onboarding
3. Misalignment with Role & Organization
4. High Turnover Rate

Do's of Remote Employee Onboarding

1. Do Virtual Face-to-face introductions -

Welcoming a new employee is essential, and technology allows us to do so without having to coordinate agendas or travel. Thanks to videoconferencing platforms from hiring till nurturing by virtually walk them through the office, introducing various team members. Have co-workers welcome them to make them feel like they are also part of the family. This prevents new hires from feeling isolated and uninvolved. It is important to enable real time communication via chats and instant messages.

2. Help New Hire to easily assimilate into organization -

Virtual employees rarely step foot in the corporate office Culture is just as important in onboarding as day-to-day responsibilities. Pairing remote employees with an “on-site” team member is the best practice to opening the lines of communication. Expectations of answering phone calls or emails after working hours Team members can ensure that virtual employees are well aware of the workflow, organizational values, business goals and performance expectations. When employees feel connected to the culture, they are more willing to work harder and feel as though they are making an impact.

3. Do Assign a Virtual Onboarding Buddy –

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 For the new hire, they'll form a connection to your company faster, and this might make them feel less remote.

4. Gamify Onboarding Program –

Gamification is a process where engagement strategies incorporate game-based elements – for example, point-scoring, competitions or rewards – as a way of encouraging team members to be actively engaged in the workplace. It's designed to capitalize on human psychological factors that see them become competitive with one another and, in doing so, they will display drive and a willingness to learn and improve. *According to the 2019 Gamification at Work Survey by Talent LMS, 89% of employees said Gamification made them feel more productive, while 88% said it made them feel happier at work.*

5. Do have automated Feedbacks & Survey –

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.

Don't of Remote Employee Onboarding

1. Don't let your virtual onboarding be too Rigid -

Firstly in Virtual Onboarding, we are not able to interact with the employees, secondly all individual is differ. All new hires should have quality onboarding experiences, but that doesn't mean that every aspect of onboarding should be the same for everyone.

2. Don't Limit Induction to first week –

Virtual Onboarding should have no ending. Rather, it is the first phase of continuous learning. Learning reinforcement is the perfect partner for continuous Virtual onboarding. Delivered via a digital platform, knowledge is reinforced through repeated testing. Small chunks of learning are sent to employees every day. It's personalised and adaptive, using technology to identify and respond to each individual's knowledge gaps.

3. Don't forget to set performance milestones and expectations –

A new hire should understand the aspects that are mandatory for them to do in the short-term, like checking and responding to emails, attending routine meetings and whatever else they need to meet the KPIs in their job role. Ensure that this is the primary thing they are made aware of so as to avoid any dilemma and wasted time on both levels.

4. Don't pile up new hire with lot of Information –

The reason onboarding is considered a system and not a one-day event is because there is a lot of information to digest. Providing a soft or hard copy of information to new hires to read on their own is a great supplement.

Prioritizing the most crucial information on the first day and providing follow-up information over the following days is a good practice. For example, on the first day the employee might need to know who to go about getting on to the payroll, biometric enrolment etc. but not about an upcoming retreat.

5. Don't consider virtual onboarding as an HR event only –

Human resources should not be the only team liable to drive the onboarding system. The new hire should feel welcomed by all the members and departments of the company, even the one with which the new hire won't be associated directly. This will help the new hire know how each person fits into the whole team and how the team will accomplish the business's mission

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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