

Experience Driven Onboarding During Virtual Hiring



Introduction

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. Companies are increasingly depending on employee mobility, investing in remote teams that connect from their homes or anywhere outside the walls of traditional offices.

This paradigm shift brings new challenges in many business areas, and onboarding is certainly one of them. Hence, it is of critical importance to tightly couple onboarding process with social distancing for ensuring maximum productivity, work efficiency and safety of the workforce. Onboarding an employee for an organization is the initial step towards introducing them to the processes, policies and company guidelines. The unexpected global crisis has accelerated the need for virtual hiring and virtual onboarding. Although not new to a short list of companies that have been operating fully remote, the majority of companies have been pushed to accelerate adoption on a global scale.

Tips for Virtual Onboarding:

We've put together some tips for onboarding and welcoming new employees into a remote work environment to ensure they are set up for success and feel like part of the team.

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.

Inculcate Culture

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. 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.

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.

Gamify your onboarding programs to engage new hire

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.

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.

How to engage candidates virtually:

☐ Preboarding:

Preboarding is a stage between new hire acceptance of offer letter and their joining date. There is a strong uncertainty in this phase and a strong pre-onboarding processes engages them effectively. Pre-onboarding also reduces operational overhead by automating administrative and logistic task. Most importantly it provides opportunity for new hires to feel welcomed and valued and to begin ramping up for Day1.

What objectives can organization achieve through onboarding?

- Orient new employees to the organization vision
- Familiarize employees to the culture of an organization
- Foster the positive experience to new hires

☐ 30-60-90 days 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 analyze new hire productivity, success and interest.

What objectives can organization achieve through onboarding?

- Will help new hires to understand their roles & responsibilities.
- Will help to increase new hire productivity.
- Will help organization to set the right expectation.

☐ E- induction:

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 withing onboarding portal where one can upload video, policy check, compliance knowledge etc.

What objectives an 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.

☐ Cultural Assimilation:

Culture assimilation is the way people behave, talk to each other, and work in office. It is about how new hires get integrated into an organization culture like office culture, or even how colleagues address each other. Recent survey also shows that 61% of new hires do not get any training on organization culture.

What objectives can organization achieve through onboarding?

- Make them feel like insiders and ready to work automatically before joining.
- According to the recent survey, millennials rank "people & cultural fit" as the most important thing they look for in future employees.
- Get them to absorb the organization cultural and ethos by videos and interactive sessions with current employees as how they live the culture.

☐ Micro Learning:

Micro learning is among the latest onboarding trends, it's not just a trend rather a solution. It can be delivered through many different formats, but it has to be broken into small short parts. Whether it's a video, audio file or even article the maximum time for a listener should be 15minutes.

What Objectives can organization achieve through Onboarding?

- Generates 50% higher Employee Engagements
- 50% less cost than traditional learning
- Powerful tools for various compliance scenarios.

☐ Make it Fun:

New employees are often nervous on their first day, 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.

What Objectives can organization achieve through Onboarding?

- Gamification act as core engagement activity for Pre-onboarding Phase.
- Creates a healthy competition among new hires
- Creates stronger Employer Brand

☐ Asset Allocation:

Timely allocation of assets is important to both the new hire's and the HR's success. Asset allocation is limited not only to assigning the systems or work -space but it is often a wider term which includes system & desk allocation, Planning & ordering of new assets, repairing or unassigned assets, inventory management etc. A new hire should be comfortable in their workspace.

What Objectives can organization achieve through Onboarding?

- Save time of new hire and organization up to 50%
- Reflect Positive image of Employer Brand
- Increase Engagement since it frees HR Bandwidth

Why Digital Onboarding is required in 2020?

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.

Appetite to Digital Onboarding:

Even if you have digitized certain part of your hiring process, other process such as asset allocation, training and development, learning and surveys etc. still need manual intervention. Problem is every manual step in your process introduce you to delays and errors. Currently different organization have different need for automation. Some business would be seen easy to implement Digital Onboarding while some organization faces issue in compliance part but can also be structured by using right framework.

However, enforcement plans are on the horizon which means most of the entries have decided to opt for Digital Onboarding and time to transform their processes.

Conclusion:

We hope you use the virtual onboarding checklist to start the conversation. Successful onboarding ensures a clear path for employees as they join a new company. Even in these unprecedented times, the shift to remote working shouldn't prevent new employees from having a positive experience when starting a new role. Indeed, a good onboarding experience will eliminate many of the ambiguities and confusion surrounding virtual work, allowing new team members to settle into their roles quickly and begin to build the relationships and trust they need to deliver results.

HR · Onboarding · Exit Management · Analytics

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About us:

Established in 2009, Orane Consulting Pvt. Ltd is an IT Consulting Company. We are a team of 110+ dedicated professionals who are committed to meet and exceed customer expectations. Our unique technology capabilities coupled with domain understanding has enabled us to provide excellent value-driven solutions to customers across verticals.

HR Onboarding & People Analytics is one of our key focus areas and we have in-house expertise across HR Domain, various technology stacks and major mobile platforms like Android, iPhone etc. This expertise is evident from the fact that we have successfully delivered complex Onboarding and People Analytics and other applications for multiple customers across the Globe.

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