



REMOTE ONBOARDING GUIDE

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PRE-ONBOARDING

To ensure a seamless process, you should implement a number of things prior to your new hires first day, to guarantee a well executed, properly integrated and fully onboarded employee in the first month!

- Provide point of contact details for HR, IT and Management ahead of starting
- Circulate organisational documents that outline the company mission statements and strategy
- Share an organisational chart of employees and their roles and teams to ensure understanding of the company structure
- Create and share a checklist outlining new starter tasks
- Populate and share a training and onboarding calendar to provide your new hire with a clear understanding of what their first few weeks will involve
- Pre-arrange Day 1 calls in advance
 - Set up virtual meetings for team members and other key employees

CLARITY

Ask these key questions prior to your new hires first day to minimise the potential for any hiccups or miscommunication further down the line.

DISTRACTIONS

- What potential distractions does your new hire envision?
Do they have children, will they be working around a partners hours, do they have carer responsibilities?

WORKSPACE

- Do they have a dedicated workspace?
What do they have currently and what do they need to ensure they can deliver their job to the best of their ability?

TECHNOLOGY

- What technology do they have?
Beyond the basics, what else do you need to provide them?
Is their WiFi fit for purpose?
What timescales will your IT team need to work towards to get your new hire suitably set up?

INTEGRATION

The successful onboarding of an employee, be it physical or remotely, often hinges on how integrated they feel within both the business and their immediate team.

CRITICAL CONVERSATIONS

- Arrange calls to with key people they'll likely need to contact should they be faced with an issue and to answer common questions ahead of time
HR and IT

GET THEM BOUGHT IN TO THE BUSINESS

- A robust onboarding process relies on a transfer of knowledge across teams
Arrange calls with the Hiring Manager, Product Manager, Marketing Manager and Sales Manager to provide a detailed insight into the business

TEAM MEMBER INTRODUCTIONS

- It can take longer to build relationships when joining a team remotely than physically
Have your new hire and their team create bios about themselves detailing their home location, hobbies, interests, movies, music, career history and field of expertise to build familiarity

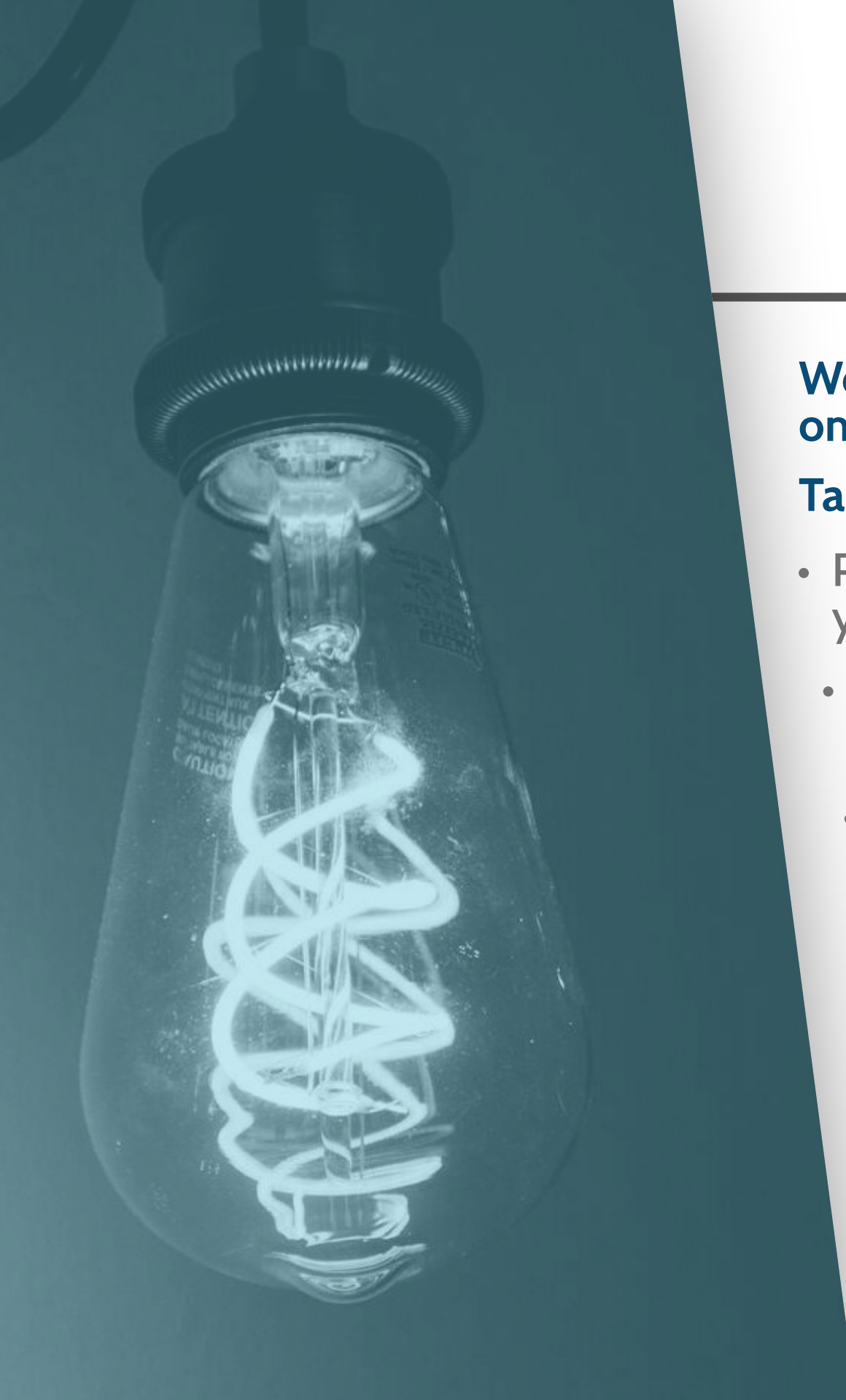
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EXPECTATIONS

It's essential to set expectations for remote working from the outset to provide managers with visibility of what employees are doing whilst simultaneously ensuring team members, particularly your new hire who might not feel comfortable voicing their opinion yet, aren't feeling overworked or stressed.

- SET CLEAR EXPECTATIONS OF AN EMPLOYEES ROLE, HOURS, PARAMETERS AROUND ROUTINE AND HOW YOU'D LIKE TO BE UPDATED
- DEFINE SHORT-TERM AND LONG-TERM GOALS TO ENSURE THERE IS NO MISINTERPRETATION
- ENSURE THEY ARE AWARE OF HOW OBJECTIVES ARE SET AND HOW YOU MONITOR OUTPUT
- ESTABLISH AND ARRANGE CLEAR TIMEFRAMES FOR TRAINING, REVIEWS AND MILESTONES
- CONSISTENTLY VERIFY THEIR UNDERSTANDING OF TASKS AND KNOWLEDGE OF SYSTEMS



TOP TIPS

We understand that given the current circumstances, nailing your remote onboarding process is more important now, than ever!

Take a look at our final tips to guarantee virtual hiring and onboarding success.

- Prioritise an in-depth, planned and detailed introduction between your new hire and their line manager
- Provide access to platforms and tools such as Slack, Microsoft Teams, Trello, Google Docs etc. as soon as possible
- Ensure your existing employees prioritise the responsibilities they're required to deliver (e.g demos, intro calls etc.) during the onboarding process
- Arrange a team bonding session via Zoom such as a Pub Quiz to help your new hire feel integrated socially as well as professionally
- Create a social or 'breakout' area in your virtual platforms to encourage 'out of hours' socialising



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