

VIRTUALLY ONBOARDING YOUR NEW HIRES

DP Connect Limited

THE SET-UP

The initial stages of onboarding a new hire is even more important when they will be working remotely. The "pre-boarding" will make all the difference to them and you on that first day. Preparation and organisation are key - make sure:

- They have all the right tools and equipment needed. You may need to arrange to courier them hardware - do not leave this until the last minute.
- Ensure everything is configured and shipped to them well-ahead of schedule.
- Send them the main contact details of who they should contact if they have any issues on day 1.



DON'T FORGET THE PAPERWORK



Your new employee will still need to get the HR bits signed off in advance of them commencing their first day. This may involve signing their contracts, providing proof of identity and right to work, as well as reference checks. Utilise EchoSign, DocuSign or other e-signature software. Everything can be sent remotely and signed online. You may have to prepare more time for references as other organisations may be working with skeleton staff - give yourself plenty of time.

THE INTRODUCTION

Starting a new role can be daunting, added to this the thought of not being able to meet your line manager or your colleagues, it is easy for your candidate to become overwhelmed. On their first day:

- Set up a video conference at the start of their day to talk them through who they will be working with and familiarise them with the company.
- Outline any initial workload and who they can contact with any queries.
- Also schedule a team call using Zoom or Teams - maybe even have a virtual end of the day drink!



SCHEDULE CHECK INS



Although most of your team will be able to carry on with business as usual whilst working remotely, your new hire may need reassurance that they are not working alone and that they have support. Schedule video calls at the end of every day to answer any questions they may have and, if necessary, set them up for the next day. Include other members of the team on this call to help your new team member to collaborate with others. Keep your communication consistent. Set out any goals and expectations together and arrange a schedule that works for everyone..

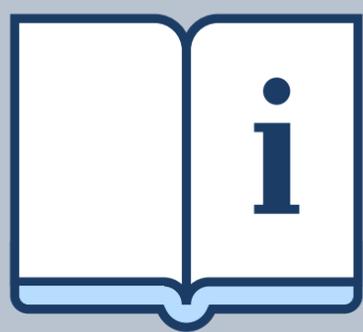
VIRTUAL ONBOARDING CONTINUED

WELCOME GIFTS

Usually you may take your new team member for lunch to welcome them on their first day, they would probably also have a welcome pack including important information about their onboarding process. Just because you are not physically able to hand your employee their welcome pack do not forget about it. Send any important company information along with some branded merchandise, a personalised note welcoming them to the business, and maybe a bottle of wine or box of chocolates. This small gesture will be greatly received.



HELP THEM ALONG THE WAY



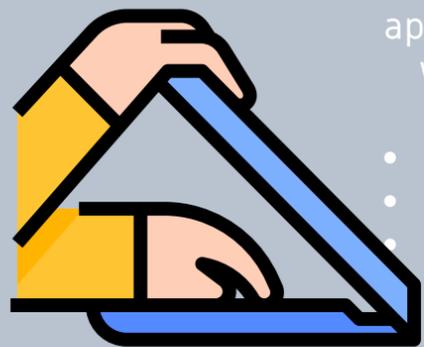
We have all been there; when you start a new job and you do not want to have to keep asking questions on how things are done! This will be even more apparent when you can't just lean over your desk to your peer. Make it as easy as possible for them to have essential guides to hand so they can feel as self sufficient as they can. Create a database they can access of key documents. Include company policies, how to guides, login details, software the company use for messaging, conference calls and anything else relevant to your organisation.

TRAINING PLAN

You should begin developing, if you do not already have one, an online training and learning schedule. You can configure this to include modules dependent on the role they are being onboarded for. This also is an easy way for the line manager to track how the new recruit is progressing. If you are currently hiring for multiple roles and a member of the team would be required to deliver training, why don't you have them record this and make available on your company portal so it can be watched by multiple new hires at different times without requiring too much time from other employees.



REMEMBER HEALTH AND SAFETY



Although some of your usual health and safety guides may not apply when working from home. It is still important you cover working from home health and safety. Create a checklist of important guidelines. Be sure to include:

- Seating position
- Posture
- Screen height
- Environment and surroundings
- Technology

Ask them to send their completed checklists back to you and follow up on any areas for concern.

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