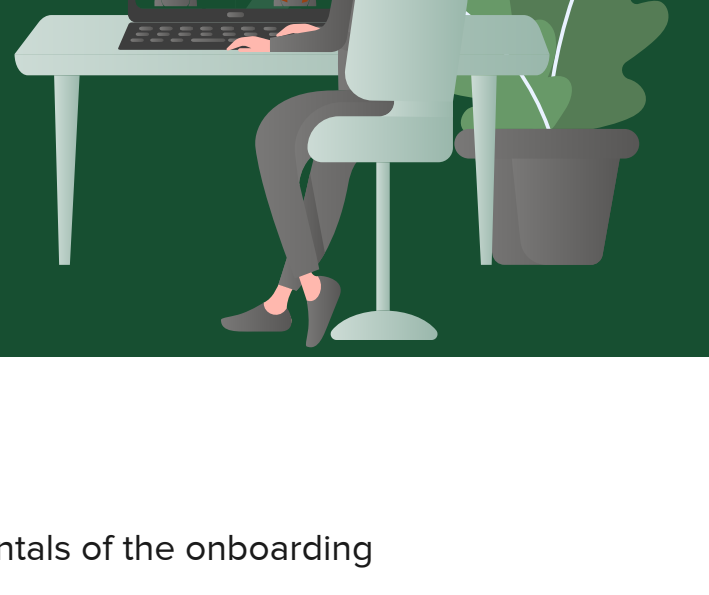


HOW TO ENSURE YOUR VIRTUAL ONBOARDING PROCESS GOES SMOOTHLY



From video interviews to virtual assessments, things that were once completed in person have had to move online. Virtual onboarding is the new way forward.

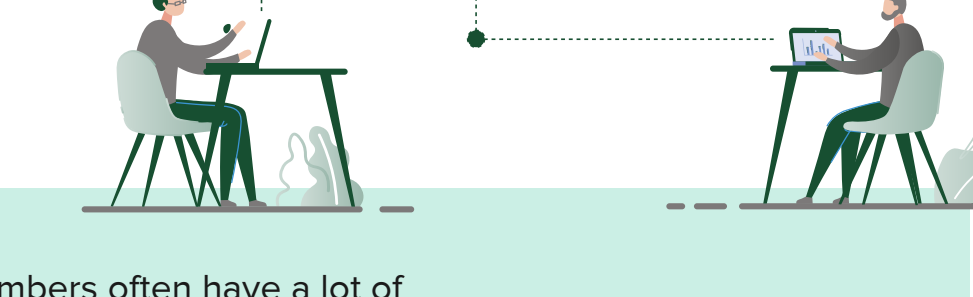
Getting a new employee up and running with their role virtually might seem like a difficult task, but we're sharing our top tips and advice for onboarding leaders remotely.



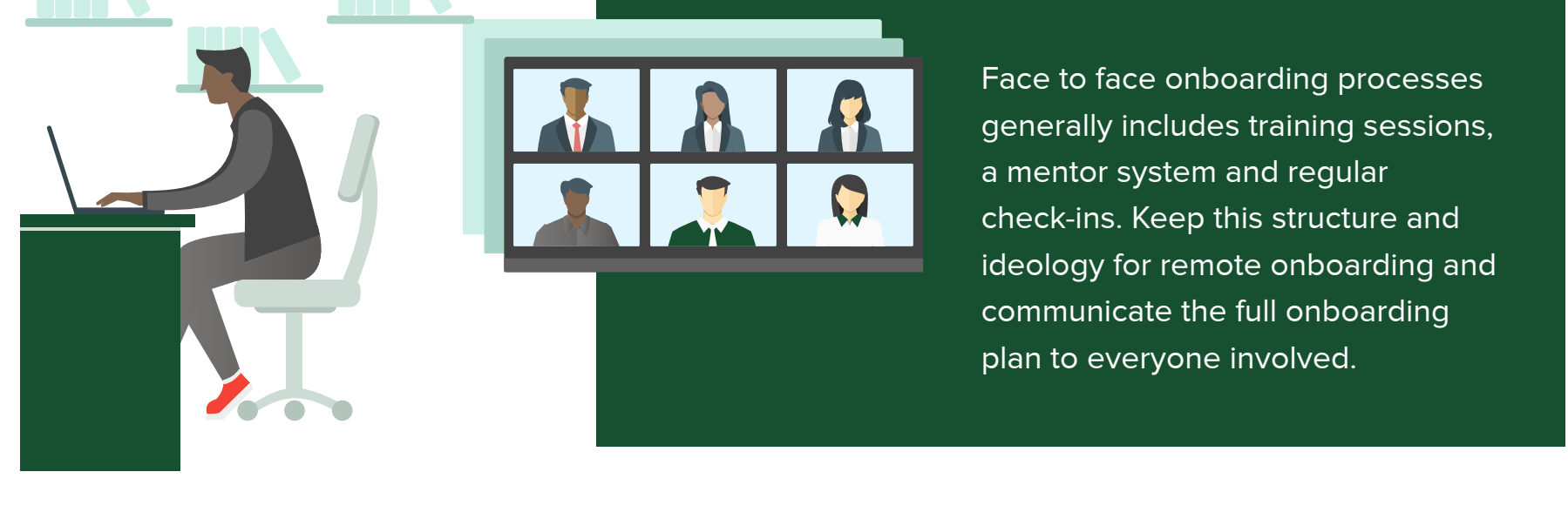
The Fundamentals Stay The Same

Management and HR teams should bear in mind that the fundamentals of the onboarding process should stay the same.

New employees must understand how their role fits into the company and the bigger picture. When they can't physically meet and get to know their team members, communication with new recruits is more crucial than ever.



Remember that new staff members often have a lot of questions and need support and guidance, and this shouldn't be forgotten because they are working remotely.



Face to face onboarding processes generally includes training sessions, a mentor system and regular check-ins. Keep this structure and ideology for remote onboarding and communicate the full onboarding plan to everyone involved.



For senior/executive level hires, I would ensure that there is daily structured communication ideally a videoconference with the reporting manager and, if possible, with a peer who knows how to navigate the organization well.

Joshua Hollander,
President and CEO Horton International USA



Focus on making sure they know the company culture, procedures, products and resources. The first two or three weeks of the process are critical for setting a new hire up for success, so make sure there is a detailed plan in place. Without the luxury of face to face meetings, schedule in plenty of video conferences and catch-ups so they feel well connected.

Be Properly Prepared

Get all the technology they need in place and tested, and deliver any hardware they need in advance. Consider what systems they will need access to and set up accounts and logins for them in advance.

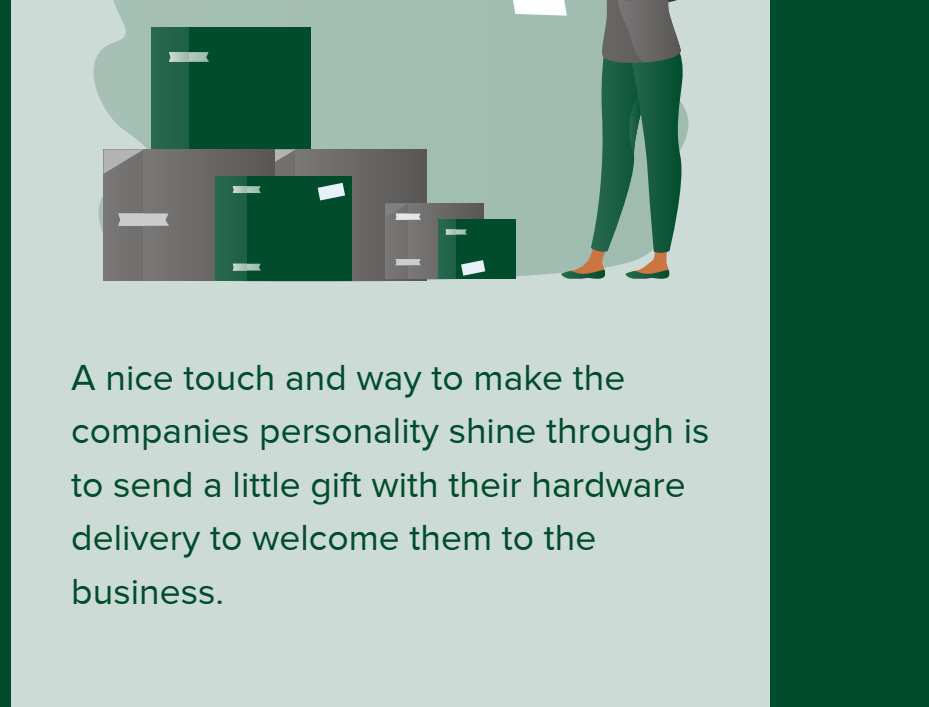


The onboarding process begins before the new hire actually starts working, and it is vital that everything is in place and ready for them. Make sure HR and IT departments work together to have everything set up and ready to go on their first day.

A new employee will get a bad impression if their first days are spent troubleshooting their new equipment with the IT team.



Legal and regulatory requirements also need to be considered carefully. Prepare employment contracts and legal documents with plenty of time, as it might be necessary for them to print, scan and post them.



A nice touch and way to make the companies personality shine through is to send a little gift with their hardware delivery to welcome them to the business.

Centralise all resources



Put yourself in the new hires' shoes for a moment: learning how things work in a new organisation takes time. With no 'work neighbour' to turn to, this adjustment can feel rather overwhelming for some remote workers.

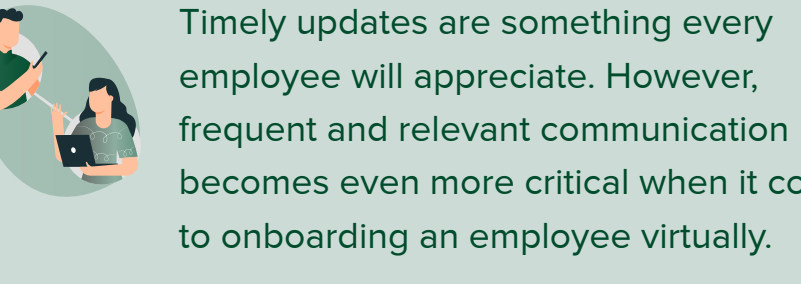


You can certainly reduce their stress and anxiety levels by bundling together all the essential resources and training documents required.



Think about what you want them to do on their first day of work, although we're just stressing on this again as a lack of proper onboarding materials is often one of the key causes of a premature communications breakdown!

Communication is key



Timely updates are something every employee will appreciate. However, frequent and relevant communication becomes even more critical when it comes to onboarding an employee virtually.



For instance, you can prevent any potential information gaps by providing your new hires with timely and tailored content which fits with their role and place of residence.



Leaders and hiring managers especially should strive to create compelling email updates and send targeted content to specific workforce segments to ensure that every piece of communication resonates as intended.



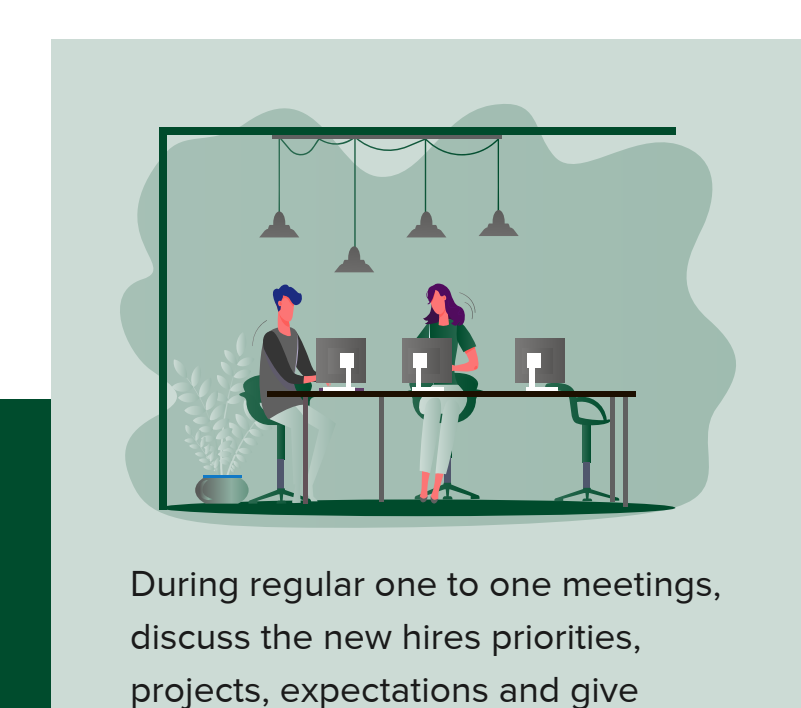
Keep engaging - communication breakdown is the quickest way to fail at a virtual onboarding process.



Communication is vital. In order to minimize the risks of failure due to non-standard onboarding, at Horton International we take a higher level of responsibility for our placed talents' integration into the new company. Regular intensive post-placement communication plays a much bigger role only during a new business & environment but basically to a new everything!

Artem Antipov, Partner
Horton International Russia

Set Clear Objectives And Progress Reviews



During regular one to one meetings, discuss the new hires priorities, projects, the expectations and give them the chance to give their feedback as well.

It is likely they will be doing a lot of training. Make sure to touch base after each training session to find out how it went and if they are happy with everything.



Immerse Them In Company Culture

When new recruits aren't spending time with current employees, immersing them in the company culture can be challenging. However, it is one of the most important aspects of joining a business. Particularly if the new recruit is in a position of leadership or management, understanding the existing company culture is vital for success.

Be very clear with the work processes and how culture influences the decision making and strategies of the business.



What often lacks during the virtual onboarding process is transferring the culture and the social life of the new company. It is much more difficult for the new employee to build up trust in the company and develop personal relationships.

Therefore companies should plan e-meetings with key colleagues as well as with the manager and potentially a mentor without agenda (e.g. virtual lunches) to allow personal talks.

Furthermore it is much more difficult to find out whether an onboarding does not run well when you only have virtual contact. So the manager, as well as HR, mentor have to ask more and listen extra carefully. Open, frequent and attentive (undisturbed) conversations are key.

Dr. Monika Becker, Business Unit Director
Horton International Germany

In Conclusion
At a time when businesses are relying heavily on employees to remotely stay productive, it's vital to ensure that your virtual onboarding programs are fully designed to accommodate newly hired remote workers from day one.

At Horton International, we know just how important it is to make the onboarding process go smoothly and be a success for both clients and candidates. At the point where many consultancies are already calling it a day, we're just getting started with our efforts to support you, ensuring your success and business prospects.