



# **The Virtual Onboarding Handbook**

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# WHY ONBOARDING MATTERS

Whether it's a first date or a first day on the job, first impressions matter. Onboarding is your opportunity to set the tone for what those impressions will be. An effective onboarding process boosts productivity, engagement, and retention. When it comes to virtual onboarding, communication and face-to-face interactions with your remote employees are more important than ever.

86%

*A study by analyst firm Aberdeen Group found that 86% of respondents felt that a new hire's decision to stay with a company long-term is made within the first six months of employment.*

The key to virtual onboarding success?

Having an organized, well-thought out plan ahead of time. The time you invest into strategically weaving onboarding activities among regular work duties as a new hire gets acclimated will pay off in creating engaged employees performing at their full potential as quickly as possible.

In this eBook, you'll learn the 4 pillars of onboarding and key topic areas to cover in your onboarding program, plus get a sample template of a virtual onboarding program, loosely based around a 30-60-90 day structure.

Of course, not all onboarding is created equal. The best onboarding programs are tailored to match company culture, individual roles and career paths.

Customize this sample template to deliver the onboarding that best fits your organization's needs.

Deliver Onboarding & Track It Free

**GET FREE LMS ACCOUNT**

# 4 PILLARS OF ONBOARDING

If your current onboarding process looks more like a one-day orientation, moving to an extended virtual program may feel daunting. In reality, you may already have resources available to start with today. Let's break down each essential component of an onboarding program.

A comprehensive onboarding program will encompass four pillars shown in the following table, with suggested program areas.

 <b>MY COMPANY</b>	 <b>MY CAREER</b>	 <b>MY TEAM</b>	 <b>MY SELF</b>
Benefits & Compliance Systems & Tools Products & Positioning	Role Specific Training Coaching Contributing Value	Team Building Culture	Worker Wellness Personal Feedback Soft Skills



# PILLAR 1: MY COMPANY



What are the mission and goals of your organization, and how will your new hire be expected to contribute and add value? Understanding how your company works is essential for any worker to be successful. Spelling out rules and expectations clearly from day one is especially important for remote workers, who don't have the benefit of watching and following coworkers. Likewise, scheduled checkpoints to make sure they can access and use required communication and productivity tools will help speed productivity and head off potential frustration.

## Benefits & Compliance

Of course you need to get essential paperwork completed as soon as possible. This includes benefits enrollment, company handbook review, and any other human resources topics that apply. Any items that can not be completed in advance of hire are typically scheduled for day one, or within the first week.

Some items you may even be able to complete via email ahead of time, in between the offer acceptance and your new hire's start date. If something can't be signed digitally, be sure to mail it in advance.

Getting the paperwork out of the way gives your new hires time to focus on making interpersonal connections. With virtual onboarding in particular, it's important to emphasize the human element from the very beginning.

Spread out your compliance training throughout the first month of onboarding. Compliance training is important, but trying to pack it all in the first week will slow down productivity.

Depending on your location, you may be required to provide anti-discrimination and harassment training to every new employee. Additional compliance training topics to consider are cybersecurity training—especially important with remote employees—and unconscious bias or diversity and inclusion training.

## Systems & Tools

Technology can connect co-workers around the world, but learning new systems and tools can be overwhelming, especially for a first time remote worker.

To get your new hire working productively, you'll need to ensure they're set up with accounts for all your interoffice

36%

*A 2017 Career Builder survey reports that 36 percent of employers lack a structured onboarding process, leading to lower productivity, higher employee turnover, lower morale and lower employee engagement.*

communication tools (email, video conferencing, instant messaging, etc.) and that they know how to use them.