

# REMOTE ONBOARDING WEEK ONE WITH YOUR NEW EMPLOYEE

How to make your new starter 'feel at home'  
during week one of remote working

This guide will help you navigate the new territory many employers are finding themselves in by outlining best practice advice for onboarding new members of staff when you and your workforce are working from home.

This is a new challenge that we are all facing together, but don't let it become a problem because we have the technology and expertise to make it work. The key factor for success is to remain positive and supportive of your new hire, and to encourage your team to put every effort into welcoming them to your organisation.

Ask your consultant if you have any concerns at any time. They will be very happy to help.

So, you've made your offer for a crucial member of staff who is going to be making a real difference to your team during these unprecedented times. The plan is for them to get working right away within a unit that is of crucial importance to not only the maintenance of your business but the development of it now and in the future, too. Except that, without the right onboarding processes and welcoming, there is a danger your new employee could be left feeling demotivated, alienated and, ultimately, not as productive as they should be. We look at how to address these concerns in the seven tips below:

## 1 **Make sure that they have everything they need to be part of the team of day one**

By ensuring that your new starter has all the technical requirements (laptop, access to servers, stable internet connection, etc.) before their start date, you can trust that they will be able to do their job to the best of their ability. But, to really include your recruit in their new team, consider sending them some branded goodies like mugs, pens or notebooks and even a welcome card/gift prior to this first day so they can be set up as a fully-fledged, motivated team member already by the time day one starts.

## 2

### **Start their first day as if you were still in the office**

OK, so you won't be able to show them all your meeting rooms or how the dishwasher/canteen works, but you will be able to introduce yourself, the company and the team they will be working with through video calls and conferences. Organise a team lunch or team drinks over video conference so that they can meet their new team in a relaxed atmosphere as well – something that is easy to neglect when all working from home as individuals.

## 3

### **Keep your introductory meetings short**

It can be very tempting to unload a lot of new information on a new member of staff quickly when there is a critical business need for their position in the here and now. But you should consider breaking these training segments up into different one-hour blocks to allow for your new employee to learn, put into practice what they've learnt and then recharge between these 'modules'. Whilst there might be a lot to take onboard, it can often be counterproductive to hold long sessions and leave the new employee feeling overwhelmed.



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**4****Ensure all business processes are adhered to**

In the same way an employee will need to undertake company training schemes (i.e. health and safety, legal training) within the office, make sure that these are on their to-do list for their first week at the company. In addition to the familiarity it'll bring them with some of the company processes, it'll also ensure that they are not doing anything they shouldn't while still fresh to your company (cybersecurity when working from home being something topical at the moment). We're all familiar with how these training programmes can be a little tedious, so you could consider gamifying these into a quiz to keep your new employee motivated during these learnings.

**5****Find time for regular communication and feedback**

It's always a tough job balancing the onboarding of a new member of staff with your own responsibilities as a line manager. Ensure that you have daily catch ups with your new employee in the diary at set times each day, to go through goals for the upcoming day and then a feedback session on how it's gone at the end. These catch ups need to be daily at first but can then be relaxed to every other day or so once they are in week three or four of their new role. Ask your new recruit to list questions they have in an email for you prior to your end of day session and to record the answers you're giving so to avoid repetition.

**6****Create a list of acronyms to help them become more familiar with your business**

If your new employee is joining your industry/sector from another one, ensure that there is an up to date list of acronyms or keywords that they can refer to, specific to your company and its industry. If they had started their role in the office, these kinds of queries would have been resolved in a quick conversation with a colleague. But when working from home, something as simple as this can cause hours of delay and leave your new employee feeling like an outsider in their new company.

**7****Make all content easily available on a server/intranet system**

Give your new employee the chance to explore company presentations and folders through an intranet/shared server system. Smooth access to all content will mean a more motivated, more familiar and better informed new starter, who is better able to complete their work for the company.

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**Whatever you decide to do, rest assured that Hays consultants will be on hand to help recruit the people you need to make your business a success, even during tough times. If you have any further questions or concerns about hiring in the current climate, please email: [clientmiddleeast@hays.com](mailto:clientmiddleeast@hays.com).**