

THE NEW WORLD OF

REMOTE ONBOARDING

**Welcome to
our company!**

We're glad you're here. Let's get you
onboarded and ready to rock.

GET STARTED

Introduction	3
What is onboarding and why is it important?	4
The challenge: How to successfully onboard remote employees	5
The solution: The new world of remote onboarding	6
Key elements of successful remote onboarding	7
Preboarding	8
Days 1-30	10
Days 31-60	13
Days 61-90	14
Making the most out of the remote employee's onboarding experience	15
Kick off your remote onboarding process with bob	16
Meet bob	18

Introduction

Until the COVID-19 epidemic, frequent job-hopping cost the U.S. economy **\$30.5 billion annually**. But the job-seeker's market has become tight and now favors employers as **26.5 million jobs were lost** and unemployment surged to 20% in just five weeks.

Working from home has become a new normal for millions of Americans—and it may not go away even when the economy recovers. **24% of people currently working from home** don't want to go back to the office and companies are finding that work-from-home employees are **more productive** and cost less.

While high levels of unemployment mean that employees working at home are more easily replaceable on paper, it still costs a lot of money to hire and train them. Companies need to make sure that new hires who work from home are successful and that we don't go back to the billions we were losing due to job hopping.

According to the leading human capital research analysts **The Brandon Group**, new hires who go through a standardized onboarding process are **82% less likely to leave** a company in the first year and are 70% more productive.

“Organizations with a strong onboarding process improve productivity by over 70%.”

Brandon Hall Group

What is onboarding and why is it important?

The [Society for Human Resources Management \(SHRM\)](#) defines onboarding as “integrating a new employee with a company and its culture, as well as getting a new hire the tools and information needed to become a productive member of the team.”

Onboarding is a comprehensive, strategic process that starts as soon as an offer is made to the job seeker and should continue throughout the first year of employment. A positive onboarding experience reassures them that they made the right decision in joining the company, and motivates them for future success.

In addition, having a structured onboarding process is good business. Research by the [Aberdeen Group](#) shows that structured onboarding accelerates employee productivity (65%), increases retention (50%), and better connects new hires with their teams (49%).

The challenge: How to successfully onboard remote employees

Although companies recognize that first impressions and positive onboarding experiences are important to retaining employees, companies still aren't doing it well. Only 12% of employees think their company did a great job with their onboarding in the real world.

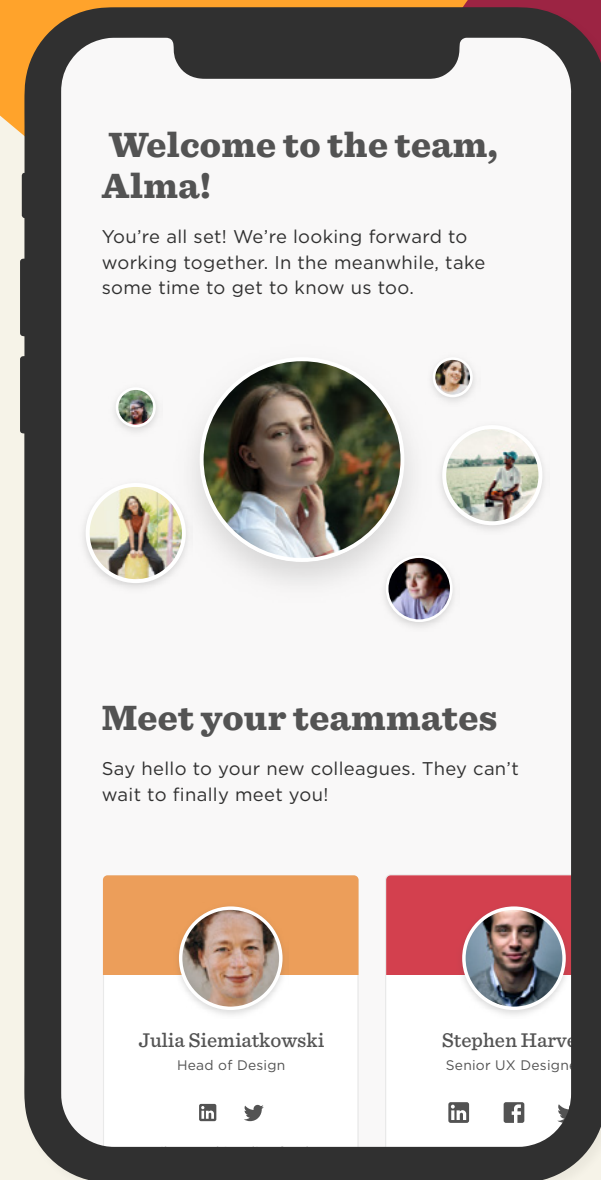
Imagine how much easier it is to disappoint or frustrate new hires in a remote office or home office when:

- Their computer doesn't arrive before their starting date
- Their new company t-shirt doesn't fit
- Their manager is late to your kickoff video conference
- They spend several hours on your first day filling out documents—retyping their contact information each time

In the office, a coworker or manager could see the employee sitting at their desk without their computer or see the frustration on their face meeting at a water cooler—but with remote employees little problems can snowball undetected—and make a formal, high-quality onboarding process all the more critical.

The solution: The new world of remote onboarding

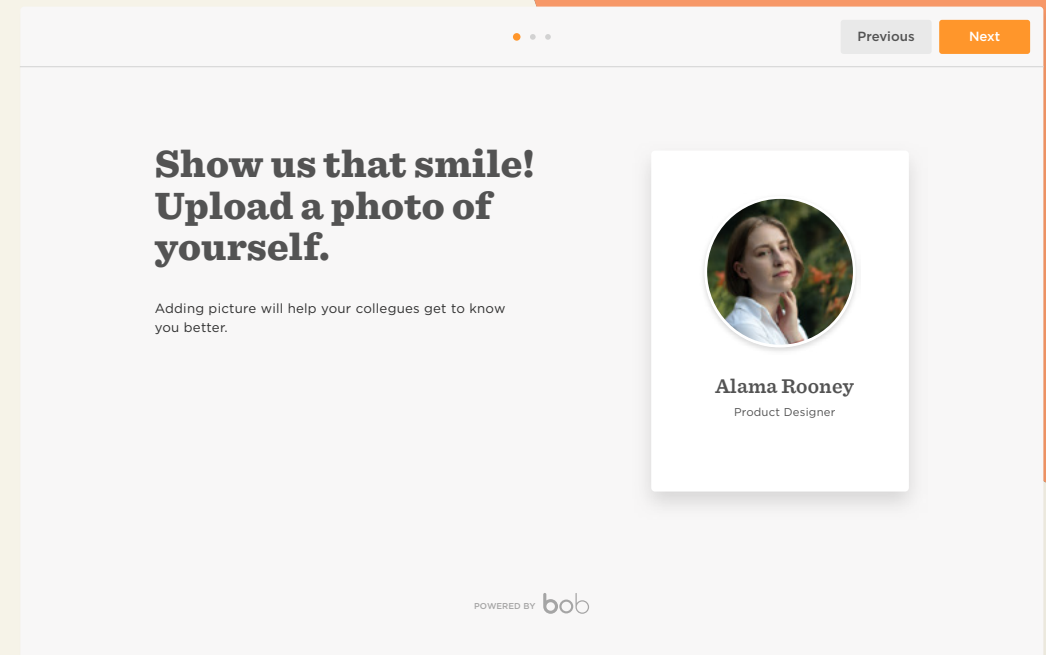
Remote onboarding must go to even greater lengths to be creative, transparent, and efficient to inspire new hires. It must connect them with the company culture and other employees—without the benefit of real-world company events or impromptu conversations at the water cooler. Additionally, it tackles the unique needs of remote employees. Employees will need equipment to be shipped to their homes, and possibly even a guided setup session with someone from your team. They also may need help setting up their office, or a 101 primer to WFH productivity.



Key elements of successful remote onboarding

Successful remote onboarding should include logistical preparations that enable the remote employee to begin work on the first day as well as communications that educate the new hire about the company's culture and create a sense of transparency and camaraderie.

The remote onboarding process can be separated into logical phases reflecting the changing needs of the new hire throughout their first year of employment. Each phase has its own goals supporting the development of the new hire and preparing them for the next phase of their onboarding process.



Preboarding

The preboarding period is used to reinforce the new hire's decision to join the company and reduce apprehension regarding their new job. This period will also be used to set up the remote office and minimize the logistical bureaucracy of the first day.

Day	Responsibility	Action
-14	HR	<ul style="list-style-type: none">• Prepare and send employment contract, NDA, and any other critical-to-start forms
-12	Employee	<ul style="list-style-type: none">• Sign and return any of the above forms
-12	HR	<ul style="list-style-type: none">• Confirm receipt of signed contract (if not using a digital signature application)• Send welcome email to new hire to personal email
-12	Manager	<ul style="list-style-type: none">• Request new hire's office hardware and software from IT department

Day	Responsibility	Action
-11	IT	<ul style="list-style-type: none"> • Order new hire's hardware and software
-9	IT	<ul style="list-style-type: none"> • Prepare and provision passwords on all systems for new hire, including bob or HRMS • Ship computer equipment to new hire • Send shipping info to new hire and ask them to contact IT within 24 hours of delivery to arrange conference call (and unboxing if needed)
-7	HR	<ul style="list-style-type: none"> • Send tax forms, health declarations, work permit confirmation, and insurance paperwork to employee
-5	HR	<ul style="list-style-type: none"> • Send preboarding questionnaire (meal preferences, allergies, shirt size etc.)
-5	Employee	<ul style="list-style-type: none"> • Fill out and submit preboarding questionnaire
-3 or -2	HR	<ul style="list-style-type: none"> • Send company swag (mug, t-shirt, notebook etc.) for first day delivery • Verify that new hire tax forms, health declarations, and insurance paperwork have been received
-3 or -2	Hiring manager	<ul style="list-style-type: none"> • Send new hire intro email to the department/company with start date • Arrange team/department conference call for day one • Order lunch, chocolates or a bottle of wine for day one delivery • Arrange video conference calls with direct team and other key coworkers for first week

Days 1-30

This period is designed to make the new hire's first day a positive, productive experience and to begin to connect the new hire to the company culture, set goals and to start becoming productive.

Day	Responsibility	Action
1	Manager	<ul style="list-style-type: none">• Welcome new hire with 1:1 video conference• Agree on mechanisms for bridging distance or time zones (such as check-in message or mid-morning coffee chat)• Discuss desired frequency of communication and management style• Hold team welcome call using videoconferencing software• Assign a “work buddy” to new hire
1	HR	<ul style="list-style-type: none">• Hand over tax forms, health declarations, and insurance paperwork

Day	Responsibility	Action
1	IT	<ul style="list-style-type: none"> • Hold conference call with new hire to set up and introduce company IT systems • Send additional usage instructions as needed
2-7	HR	<ul style="list-style-type: none"> • Send any additional legal forms, NDAs etc. that haven't been signed yet • Introduce new hire to learning processes, systems, and personal development policies • Have employee confirm bank details in employee record
2-7	Hiring manager or manager	<ul style="list-style-type: none"> • Introduction to company market and solutions • Explain company culture and values to the new hire • Set up meetings with key people (department heads, members of the management team)
4	HR or hiring manager	<ul style="list-style-type: none"> • Set up mentoring program for new employee
5	Direct manager	<ul style="list-style-type: none"> • Connect the new employee to other employees who share common interests on corporate social networks • Introduce new hire to Slack groups and Asana
5	HR	<ul style="list-style-type: none"> • Enroll employee in pension, insurance, and benefits plans • Arrange CEO conference call with all new hires during last 30-day period

Day	Responsibility	Action
7-30	Employee	<ul style="list-style-type: none"> • Meet additional coworkers as needed • Connect socially with other employees through Slack or other social mechanism • Work on meeting 30-day goals
30	Manager	<ul style="list-style-type: none"> • Review 30-day progress • Discuss how to overcome challenges (if any) • Identify areas for improvement or training • Identify project for new hire to lead • Discuss goals for next 30 days
30	HR	<ul style="list-style-type: none"> • Make quick social call to new hire • Send 30-day new employee survey
30	Employee	<ul style="list-style-type: none"> • Complete 30-day new employee survey

Days 31-60

This period is designed to further acclimate the employee to the work processes of the company, increase their social connections, and help them become successful.

Day	Responsibility	Action
60	Manager	<ul style="list-style-type: none">• Review 60-day progress• Discuss how to overcome challenges (if any)• Identify areas for improvement or training• Identify project for new hire to lead• Discuss goals for next 30 days
60	HR	<ul style="list-style-type: none">• Make quick social call to new hire• Send 60-day new employee survey
60	Employee	<ul style="list-style-type: none">• Complete 60-day new employee survey

Days 61-90

This period is designed to keep the employee excited as they achieve greater independence and increase their productivity as they build social connections and find their place within the company and its culture.

Day	Responsibility	Action
90	Manager	<ul style="list-style-type: none">• Review 90-day progress• Discuss how to overcome challenges (if any)• Identify areas for improvement or training• Discuss goals for next 90 days or until company-wide review cycle
90	HR	<ul style="list-style-type: none">• Make quick social call to new hire• Send 90-day new employee survey
90	Employee	<ul style="list-style-type: none">• Complete 90-day new employee survey

Making the most out of the remote employee's onboarding experience

Successful remote onboarding should include detailed preparation for the remote employee, as well as communication to align expectations and instill the confidence that they are already actively part of the company's plans—even though they're not sitting at the company headquarters.

Kick off your remote onboarding process with bob

The bob platform includes a number of tools and workflows that will help you smoothly onboard both remote and in-house employees.

Onboarding workflows

Set up remote onboarding flows to easily request and collect the right information from each employee without being tedious or overtaxing.

- Automate the details of the onboarding process so you can set it and forget it
- Personalize onboarding for remote and in-house talent with just a few clicks
- Create a consistent, high quality remote onboarding experience
- Ensure excellence by never forgetting the little details

Jumpstart engagement during preboarding

Excite your talent before day one by giving new hires a feel for your company and culture.

- Showcase your company culture
- Share custom images or videos
- Personalize preboarding and onboarding communications with fonts, formatting, and autofill fields

Reduce first-day bureaucracy

Let new joiners complete their details online and upload copies of documents during preboarding so they can spend more of their first day on getting to know their teammates and their new company.

- Distribute key handbooks and policies for perusal and reading in advance
- Collect only the details you need, no more and no less
- Finish most new-hire processes before day 1

Build social connections

Introduce new hires to your company, culture, and team before they join to set them up for success. Let them discover coworkers who share interests and hobbies with the option to connect with them socially.

- Reduce first-day jitters
- Kickstart working relationships
- Build social relationships without the water cooler or company cafeteria

Set tasks

Help new starters get quickly oriented with bob's automation for new hire tasks.

- Set up customized workflows broken down by tasks
- Empower stakeholders to easily collaborate

Set goals

Motivate productivity by putting meaning behind what your people do with vision and company alignment.

- Easy to track KPIs
- Spot top talent as individuals or teams
- Assign objectives

Surveys

Use surveys to periodically get feedback from new joiners to ensure their success.

- Enable anonymous feedback
- Measure new employee health and culture acclamation
- Personalize surveys with a form editor

Meet bob

In today's rapidly-changing employment landscape, HR leaders need to build a company culture that engages and retains both in-house and remote employees, from onboarding until forever. and fosters comradery and commitment. That's why we built bob, an employee experience platform that was designed to put people first. The main tools that bob uses to onboard remote employees can be found in our onboarding and preboarding workflows, social connectivity, goal and task setting, and more.

Next Steps

To learn more about hibob and our data-driven tools, get in touch with us at contact@hibob.com

In 2020, it's time to make smarter decisions
when it comes to your people and organization.

To learn more about hibob and our data-driven tools,
get in touch with us at

contact@hibob.com

SCHEDULE A DEMO



NEW YORK

205 Hudson St.
New York, NY 10013

T: (+1) 855 426 6627

LONDON

Boundary House
91-93 Charterhouse St.
London EC1M 6HR, UK

T: (+44) 0203 006 2303

TEL AVIV

28 Ben Avigdor St.
Tel Aviv 6721848

T: (+972) 73 265 2595