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Effective Onboarding



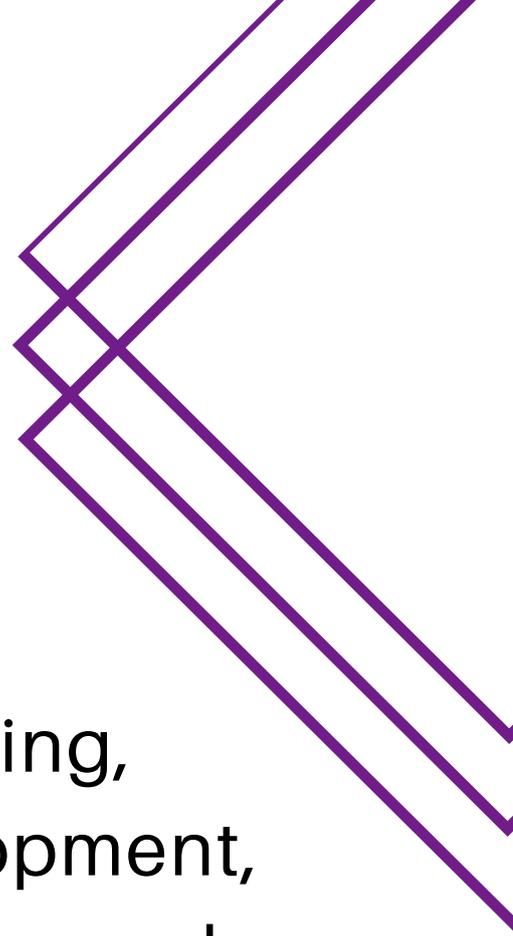
Anyone starting a new role is going to require help integrating into the workplace. A new employee will usually go through an induction, providing them with an objective view of the company, its culture and work ethic. Experiencing the office atmosphere will quickly form connections between new starts and their colleagues and understanding workplace dynamics.

But what about remote workers? How can you help them feel like they're part of team? How can you manage their perception of the business when they're working alone? Maintain job satisfaction when you can't speak to them face to face?

Onboarding is the opportunity for a business to welcome a new employee, help them settle in and acquire the necessary knowledge, skills and behaviours to become effective and efficient members of staff. The main challenge you will encounter when working and onboarding remotely, is the lack of face-to-face contact and interaction with other team members. Communication issues can negatively impact the efficacy of the onboarding process, which is why it is essential that you know what does and doesn't work for your business.

Whatever our clients' needs, Kingsley has a solution to help. We truly get to know your business to find the ideal model that will meet the needs of your business, project or team.





At Kingsley Consulting,
Relationship development,
customer satisfaction and
delivering a successful
experience to our Clients is
what drives us forward.



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Common Challenges



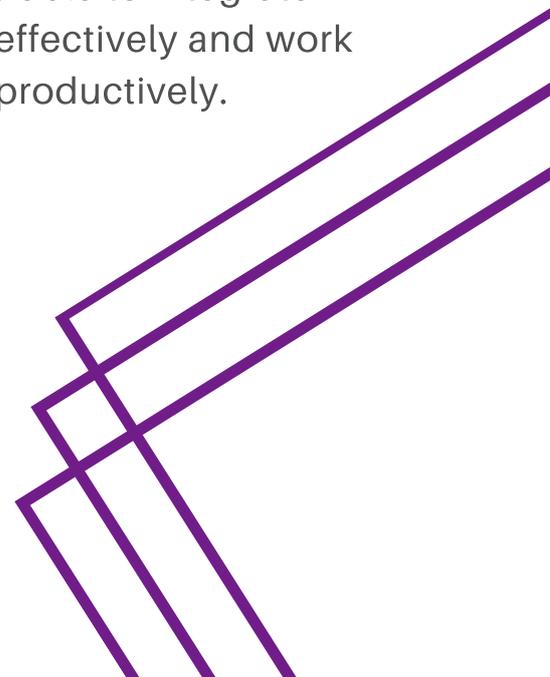
*The important question you need to ask is: **What common challenges do your employees face when they join your business?** In order to find the answer, all you need to do is utilise your current staff.*

Conduct surveys

- Survey your existing employees, both remote and on-site, in order to determine both general and remote-specific issues your new recruits face when trying to integrate into the business.

Identify Key Pain Points

- Use the information you've gathered to pinpoint the most significant points that need to be worked on and overcome.
- Get to the root cause of these challenges and put systems and processes in place to fix the issues; by doing this, your employees will be able to integrate more effectively and work more productively.



Pre-Onboarding First Steps



Ensure that you have the correct technology in place to make integration as seamless as possible for new remote workers. Send new employees the necessary IT hardware and manuals well ahead of their start date. Confirm that they have received it and ask whether they need any assistance in setting up their remote station.

Prepare a welcome pack – a gift such as a hamper, voucher etc that they'll appreciate, along with a card that has been personally signed by the team. Think of what would make you feel special and excited to join the business.

Create a document that provides your new remote worker with all the information they need to perform their role. This should include:

- Their main points of contact
- All required log-ins and passwords
- The software your company uses and what apps they may need to download.

Send out a schedule for their first day so they feel prepared.

- Include any regular scheduled meetings they'll be expected to attend.
- Include any legal and business documents you will need them to sign. *You may want to ask them to use an e-signature tool so that these contracts can be digitally signed and securely shared.*



First Day Remote Worker

The important thing is to set expectations and make your new member of staff feel welcome.

On their first day as a **Remote Worker**:

- **Go through** their role, tasks and the team they're now a part of.
- **Introduce** them to the rest of the team - you may also want to set up a buddy system so they know who to turn on for support during their first weeks in the business.
- **Agree** their goals for the first 30, 60 and 90 days. By doing this, your new employee will be able to ask relevant questions. It also creates accountability
- **Align** their social media profiles such as LinkedIn, and add them to your website. If you have an 'About Us' section - make them feel part of the team as soon as possible
- **Connect** your remote team by organising online social events. It could take the form of a chat and drink via the Houseparty app, a lunch break shared over Zoom, an online quiz - whatever appeals most to your team as a whole



Training Goals



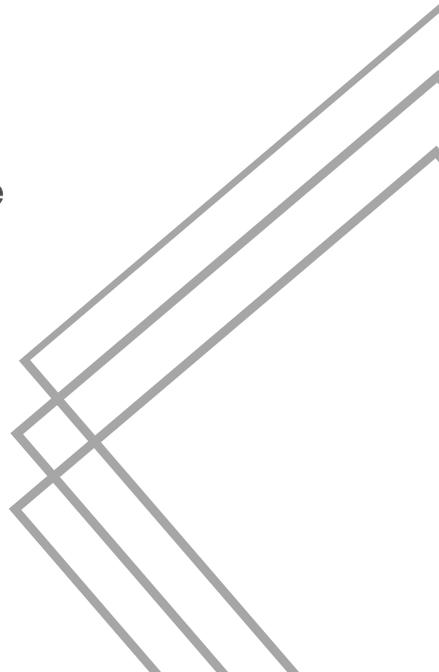
Remember** that any new member of staff is going to feel slightly overwhelmed in a new role, particularly if they are working remotely. They are expected to take in a lot of information, and can't simply ask questions as and when. Keep this in mind when setting tasks – **you might want to set smaller tasks to begin with and agree timescales, targets and goals upfront.

Be Available

Check in regularly to monitor progress; this is particularly important in the first 30 days, but should continue throughout the individual's employment. It is vital that you are proactive in terms of monitoring and training, and make sure that you discuss both professional and personal goals. Incentivise them by recognising achievements, appreciating new ideas and encouraging further learning.

Communication

Effective communication is key to any business, but when considering a remote team, it is imperative that they are able to relay information quickly, effectively and securely. Work out the best way for your team to communicate with each other. There is a wide variety of video conferencing apps and instant messaging options – explore these options with the team to determine which works best.





The onboarding process is not a complicated one but it is often overlooked.

However, by taking the necessary steps to **engage**, **educate**, **encourage** and **empower** your new employees, you will give them the best possible start in your business.

Get in touch

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