Your Ultimate Guide to
New Hires Onboarding

They say first impressions make a big difference and this applies to the onboarding process as well! Your employee onboarding process is your chance to make a great first impression on your new hires. This guide will help you understand every aspect of the employee onboarding process, including:

- **What does "Employee Onboarding" mean?**
- **What are the main benefits of an effective onboarding process?**
- **The right stages of the employee onboarding process**
- **Do's and don'ts of onboarding**
- **Tips for a remote onboarding process**
- **Onboarding Vs. orientation**
- **The role of automation in onboarding**

What does "Employee Onboarding" Mean?

Employee onboarding is the process of welcoming new hires, familiarizing them with the company culture, and helping them acquire the necessary skills, knowledge, and behaviors to succeed in the company. The onboarding process starts when an offer is made until the candidate becomes an effective company member.

What are the Main Benefits of an Effective Onboarding Process?

1. Better Talent Acquisition

We now live in a time when new hires will publicly share their experience with the company via social media or review sites like Glassdoor as soon as they start working in it. Therefore, an adequate onboarding experience helps you gain positive word of mouth as an employer.

2. Shorter Learning Curve

Another key benefit of an effective onboarding process is that it equips candidates with all the tools, knowledge, and support they need to succeed in their jobs. In other words, onboarding new hires properly decreases the time to productivity.

3. Ensuring Compliance with Company Procedures

Explaining all the important company procedures and rules to new hires at the beginning of the hiring process ensures better commitment in the long run.

4. Better Employee Engagement

An effective onboarding process helps new hires understand how their roles fit into the company goals, mission, and vision; which makes them feel more connected to the company overall.

5. Reduced Stress on New Hires and Their Managers

When new employees have all the information, tools, and resources they need to do their jobs from the very beginning, this will make them feel more comfortable and less of a burden on their direct managers.

6. Higher Retention Rates

Turnover is too expensive, not to mention its negative impact on the company culture. Providing a successful onboarding plan for new hires increases the likelihood of retaining them as employees.

The Right Stages of the Employee Onboarding Process

Your main goal as a hiring manager is to have productive employees who add value to your company. Attracting and retaining the right people starts with the right onboarding process. This process can last up to a whole year! Here's a checklist of all the necessary stages while onboarding new hires:

Before the First Day

1. Ask the new hire to provide you with all the necessary documents and save them to the HR database.

2. Set a plan for the first week, you don't want your new hire to feel ignored during their first week.

3. Prepare the new hire's desk, laptop, work email, and any other necessary resources.

4. Set a training plan and schedule.

5.Inform the team about the new hire and his/her start date.

During the First Day

1. Send an announcement email to the team that includes the new hire's name, job title, department, and contact information.

2. Introduce the new hire to the team, and encourage a quick conversation between the new hire and the team.

3. Take the new hire for a tour around the office, showing them all the meeting rooms and facilities.

4. Assign a mentor or a buddy to the new hire who can help them become more familiar with the company and the work. Learn more about the benefits of having a Buddy Program with this *whitepaper.*

During the First Week

1. Initiate the training plan and set clear expectations for the training outcomes.

2. Make sure the new hire views and signs all the important papers and contracts.

3. Plan for a lunch or a coffee outing with the new hire's team, so they can get to know each other better.

4. Have a one-on-one meeting with the new hire by the end of the first week to seeknow if they have any questions, comments, or concerns.

After 1 Month

Have another one-on-one with the new hire to get and receive feedback on the first month.

After 3 Months

Plan for a one-on-one meeting for the new hire and his/her direct manager to discuss performance, expectations for the upcoming year, and the employee's KPIs or OKRs.

After 6 Months

1. One-on-one with an HR team member, to discuss the first 6 months and provide any needed feedback.

2. One-on-one with the direct manager to discuss the new hire's performance and achievements based on the previously set OKRs or KPIs.

Do's and Don'ts of Onboarding

Do's

- Have a clear and standardized process
- Make sure new hires understand the company culture
- Familiarize new hires with your products/services
- Offer a mentor or a buddy
- Automate the process

Don'ts

- DON'T confuse onboarding with orientation
- DON'T make it a one-day event only
- DON'T make it an only HR event
- DON'T stop getting and giving feedback
- DON'T drown new hires with paperwork

Tips for a Remote Onboarding Process

When new hires start working remotely rather than from the office the remote onboarding process begins which is the same as normal onboarding. Onboarding new hires is already challenging at the best of times, and when it comes to remote employees, it's even more challenging and overwhelming. Here are some tips to better onboard new hires remotely:

1 Organize your onboarding process

The first and most important step in building a strong onboarding process is having an organized, consistent, and documented process. Divide your onboarding into 3 main sections:
- Tasks that should be done before the new hire starts his/her job such as sending a welcome email, preparing all the necessary documents, tools, and paperwork.
- Things that should be covered during the new hire's first week/month such as welcoming the new hire, introducing him/her to other coworkers, introducing any necessary tools, providing training material, and the work schedule.
- Ongoing follow-ups.

It's also important to prepare the training manuals, employee handbooks, written company policies, and all the needed material and have them easily accessible for remote employees.

2 Welcome the new hire the right way

Welcoming the new hire and introducing him/her to the entire team through a video meeting is highly important when we're talking about remote hires, as it allows for real-time communication between the new employee and his/her colleagues. You should also consider taking your new hire on a virtual tour inside your office through a video, as this makes them feel involved and familiar with the office.

3 Instill your company's culture

The most challenging part of onboarding new hires is adopting them into your company's culture. As remote hires won't be able to spend their day at the office interacting with their colleagues and learning with time everything they need to know about the culture of the company, it would be difficult for both you and them to get them familiarized with the company culture. The best advice that we could give you here, is to create a mentorship or buddy program, where one of your existing team members interacts with the new remote hire daily to make sure he/she is in line with the company's culture, policies, mission, and vision.

4 Invest in trusted technology and equipment

When it comes to remote onboarding, communication is key. Make sure your new remote hires have access to reliable and trusted communication tools including video conferencing, instant messaging, and chatting tools. Keep in mind that these tools could be the only way remote employees get face-to-face connections, so make sure you invest in the best tools.

5 Seek regular feedback

Ongoing improvements and tweaks are important to keep your remote onboarding process up to date and successful. Solicit constructive feedback from your new hires about the whole onboarding process, as this helps you identify any pitfalls in your process.

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## Onboarding VS. Orientation .... You Need Both!

Both onboarding and orientation processes aim to welcome and prepare the new hire for his/her new job.

Orientation is a one-day event that focuses on giving new hires a general introduction about the company's mission, vision, culture, office facilities, policies, etc.

Onboarding is a long process that can take from 1 month to 12 months, with an individualized plan for each new hire to help them become effective contributors to the company.

The Role of Automation

You can streamline your onboarding process and reduce its overall costs by opting for an HR software that can automate the onboarding process. ZenHR's cloud-based onboarding module helps you welcome your new hires with a comprehensive onboarding pack that allows them to get familiar with the team and the company culture from day one.
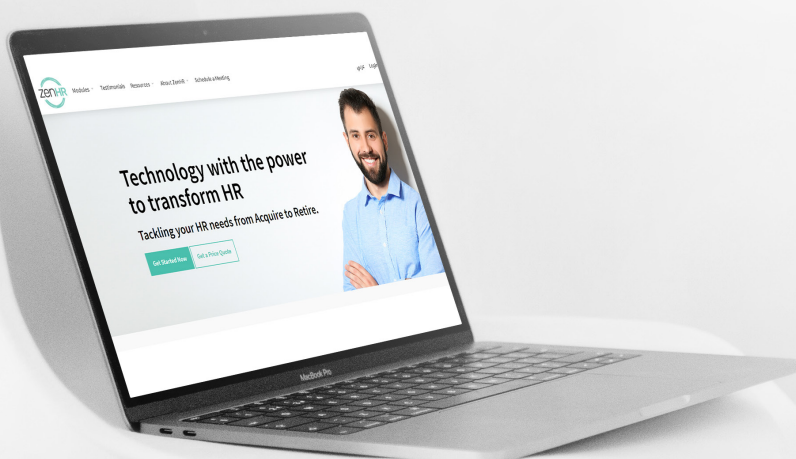
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