



The Employer's Guide to Onboarding Remotely

You found the greatest student/employee and now they are required to work remotely. You didn't even get the opportunity to show them around the office! Take this opportunity to enhance and develop your skills and learn some new (to you) technology to help you thrive with this new way of onboarding.

Setting Up for Success

- Order and ship all hardware, prepare all access (usernames/accounts), set up required applications and communication channels.
- Disseminate all required information, documents, resources ahead of time.
- Ensure employment documentation is returned including direct deposit information

Orientation

- Send your remote student/employee an organizational chart so they have context when you are talking about how employees work together.
- Ensure your student/employee is following company protocol from the start. Set expectations around deliverables (daily, weekly, monthly etc.) on the first day both verbally and in written form
- Does your organization have documents or processes that you use when onboarding in person? Look to see how you can use and/or modify for onboarding remotely. Keep it as consistent as possible.
- Start with realistic expectations regarding training. What may be easily comprehended in a face to face situation, may not translate as easily through technology.

Leveraging Technology

- Have virtual meetings that use video. Teams, WebEx and Zoom (among others) are easy to learn and effective options. These allow for important body language cues and the ability to determine who is speaking in group conversations.
- Set up virtual meetings with other team members so your student/employee has a chance to meet them, ask questions and gain a better understanding of how their own work impacts the larger team.

Communication, Connection and Culture

- Say 'good morning' when you sign in so your student/employee knows that you are available, and when you leave for the day. This lets them know when they can ask questions and it provides a good example.
- Regular meetings are really important and even more so in this remote onboarding process. You will find you need to provide extra support without physically having the student/employee close by to ask questions or check-in.
- Have an "open door" policy. Encourage your student/employee to ask questions as they arise and not wait for scheduled meeting times.
- Consider organizing something through your virtual meeting platform that allows the team to get together socially. Maybe a virtual coffee break or lunch club. Your remote student/employee will feel like part of a bigger team.

Remind yourself that this is a very new situation for you and your remote student/employee. No one can be 100% on their A-game all the time. Take time to look at ways to improve the process. Ask for feedback, write down what works (and what didn't) so you have a protocol for the next time you need to onboard a student or employee remotely.