HOBAN ONBOARDING

Once you've completed the pre-boarding checklist, it's time to start the all-important onboarding experience. This detailed infographic will not only take you through the steps in the process, our Executive Leadership Group, who average 23 years' industry experience, share their personal insights and wisdom.

BEFORE YOU BEGIN

First impressions count

Your onboarding process is crucial to the success of a new team member. With this in mind, we have developed a guide to help your remote onboarding achieve these key objectives:
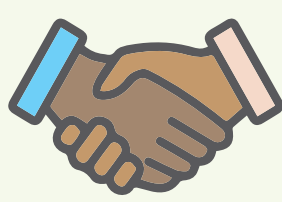
Create inclusivity amongst team members.

You want new starters to be effectively integrated and socialised. They need to fit in and get to know everyone sooner, rather than later. You want them to know that you're there for them in more ways than welcoming them on their first day.

Use technology as an enabler and collaborative tool.

You want to build your team member's confidence, understand their strengths, identify their training opportunities, and provide them with all the tools they need to be the best that they can be.

Ensure team members understand what is expected of them.

Through purpose and story-telling, the onboarding experience should be rich with a mix of subject matter expert, on the job, and experiential learnings that give a well-rounded picture of what success looks like for your new starter, for their team, and for your organisation.
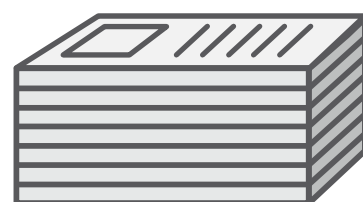
PRE-BOARDING
The devil is in the detail

Refer to HOBAN's pre-start control list for a simple checklist to ensure you are ready to onboard.

Confirm that your new starter's technology, access and logins are set up and working. It is crucial that equipment is properly pre-configured. This includes online collaboration and communication tools.

Send any relevant documents and files to the new starter, eg bank details, tax file number declaration, choice of superannuation fund, emergency contact details.

Schedule a welcome email to be sent to your new starter an hour before they start. Include a clearly laid out itinerary for the first few days.

Send an email to the team members and other key stakeholders announcing your new starter. Include content about the role they will be taking on, a bit about their previous work history and why that makes them such a great fit, and ideally something about their personal life. Be sure to include your new starter in the email so they can see the nice things that you have said about them!

THE FIRST DAY
Create a welcome

Organise a team meeting utilising your communications tool of choice (Microsoft Teams, Zoom, GoToMeeting, Skype). Make sure the entire team is present. Have everyone introduce themselves and talk about their role and responsibilities in the team.
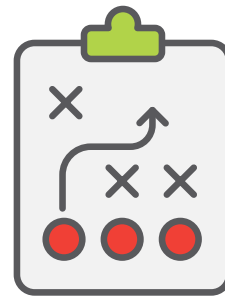
In a one on one setting, take your new team member through your playbook. Think about: how and why we do things around here, what's our workflow, what's our value proposition. Providing your new team member with relevant technical and project information is important. But it is most important to understand and adopt your culture, values and workflow.

Office Tour (if you still have any office-based operations): even though your new team member will be working remotely, they still want to see what your offices look like. Your physical space still offers great insight to your culture and personality as an organisation. So flip that camera on your phone and take them for a stroll…

THE FIRST WEEK
Get ready to be productive

Set clear expectations on your new team member's responsibilities, most important what they should focus on to start with. Once you have clearly defined what needs to be done, you can be a lot less prescriptive as to how it gets done – nobody likes being micro-managed. You can do this effectively by using shared documents, SalesForce or other BI tools.

Provide your new team member with a buddy. This should be someone other than you, who has been with the business for a while and is keen to help. The buddy will provide support on a regular basis, and help with inclusivity and trust. Note: we advise against assigning a buddy who isn't enthusiastic about the opportunity.
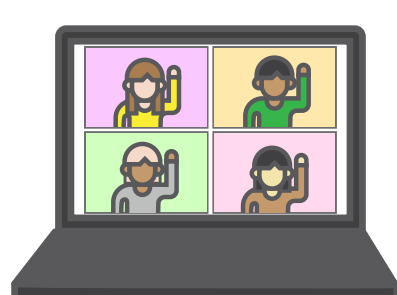
Arrange follow-up face to face meetings with team members who will work closely together.

Create clear tasks and due dates – you probably already use Trello or something similar, so just make sure your new team member has been added.
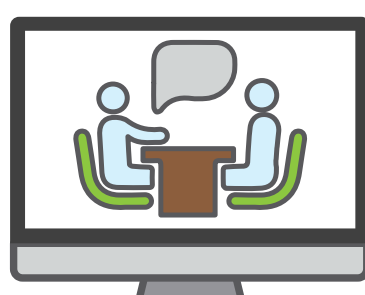
Conduct all meetings in a face to face (video) capacity for at least the first week, using available collaboration tools.

THE NEXT WEEK AND BEYOND
Come to me early and come to me often

Schedule a regular one on one. Initially though, communicate more often than it may feel necessary. Only that way you can make sure your new starter isn't struggling, feeling left out or doesn't understand what is needed of them.
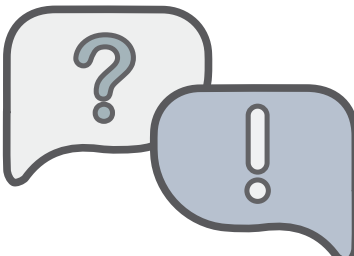
Ask for feedback to continuously improve your remote induction. Review its effectiveness on results and how employees react to your approach. Ask them the hard questions, or the ones you'd rather not hear the answer to.
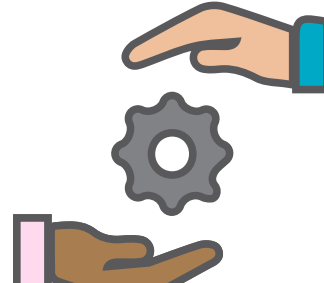
Do it again. Practice makes perfect.

If you have additional ideas and experiences in remote onboarding to share, please let us know. We want to share information with our entire client community to navigate this 'new normal' together.

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