VIRTUAL ONBOARDING REFERENCE GUIDE

LANNICK
A VACO COMPANY

Virtual Onboarding Tips:

1. Creating an Effective Virtual Hiring Process

▶ Be sure to disseminate all required information, documents and resources ahead of time

▶ Provide internal go-to contacts' information to address any concerns or gaps

▶ Give employees an opportunity to review information individually and set firm expectations of what lies ahead - schedule follows-ups to review in detail

▶ Conduct all discussions via **video** conferencing whenever possible

▶ Order and ship all hardware (laptop, phone, etc), prepare all access (usernames/accounts/passwords) and all set up required applications, drives, documents, group chats etc.

▶ Create FAQs to address repeated inquiries

2. New Hire Orientation

▶ Create a learning path and structured schedule to reflect how you will cover your learning objectives

▶ Set expectations for your new hires to create accountability

▶ Mirror all content as best as possible - both theoretical and interactive

▶ Conduct all training via **video** conferencing as a group

▶ Ask for feedback on an ongoing basis - everyone learns differently and it is important to have multiple touchpoints throughout this process

▶ Keep everyone attentive and engaged by introducing ice breaker games. It's a great way of opening up discussions.

▶ Welcome aboard lunch - use online app (UberEats, Skip the dishes, etc) to send a meal on the first day of work

▶ Set up a buddy/mentor other than their boss to help them feel connected to the organization

▶ Get familiar with the team - video chat with team members to find out some basic things about them (country of birth, favourite food, etc.)

3. Leveraging Technology for Success

▶ Ensure you maximize existing technologies to ensure learning is smooth

▶ Technology can be incredibly useful and powerful in creating efficiencies and information sharing

▶ There are many different virtual programs that can enhance learning - pick one to suit your needs

▶ Zoom, Google Hangouts, virtual drives

▶ Use video conferencing where possible

▶ Over-Communicate - Create chat groups by function/project/task to ensure timely communication

▶ Create periodic daily touchpoints to keep tension on assigned tasks

▶ "Face to face" connection will have a much bigger impact and create a sense of community and accountability

4. Communication, Connection & Culture

▶ Create and mimic the "feel" of the in person workplace and workspace

▶ It is crucial that staff feel connected and engaged in a virtual setting

▶ *Communication* via different means is encouraged (chat groups, video conferencing, emails, shared docs)

▶ *Connection* is important in ensuring engagement and motivation - frequent and scheduled touchpoints daily are recommended

▶ *Culture* is especially important - new hires need to feel included and part of the family

▶ Conversations do not necessarily need to always be work related; ensure you are connecting on a personal level as well.

5. Best Practices -Video Teleconferencing

▶ Leverage and utilize video conferencing effectively

▶ Appoint someone to lead sessions and create agenda ahead of time

▶ Encourage everyone's videos to be displayed

▶ Ensure that participants are on mute while others are talking

▶ Allow participants to speak up

- "Read" the room - ensure that participants are engaged and asking questions - encourage them to do so when you observe changes in mood/body language

- Continuously ask for feedback - virtual sessions can take different forms and it is important to tailor to your audience

▶ Celebrate the conclusion of the onboarding process by hosting a virtual social party with tenured staff to integrate new employees with the team

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Create an effective virtual hiring process!

Conduct a thorough orientation session!

Maximize existing technologies to ensure learning is smooth!

Create and mimic the "feel" of the in-person workplace!

Leverage and utilize video conferencing effectively!

Create FAQs to address repeated inquiries!