

The Definitive Guide to **Remote Employee Onboarding**

Learn how to onboard distributed teams in a way that sets them up for success with your company — whether hybrid or remote.



allwhere

What we'll cover

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- 02 Ensure new team members are set up for success from day 1.
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Remember that onboarding starts before your new hire's first day.

Congratulations! Your candidate has accepted their offer, and is officially a new member of your team. You might be busying yourself preparing their paperwork, their schedule, and their hardware — but remember that onboarding really starts as soon as the offer is accepted. In the period before your new employee's first official day, keep them excited by reaching out with any updates or reminders, and by making them feel welcomed to their new, distributed team.



Keep a steady stream of communication between offer acceptance and start date

Ensure new team members are set up for success from day 1.

With teams more distributed than ever, and HR partners struggling to juggle procurement from a variety of vendors, remote onboarding can be difficult on both sides. According to a Morgan Stanley study, companies have seen a **49% increase in at-home work setups in just the last 12 months**, a sign that remote and hybrid work is clearly here to stay. But with hardware, software, swag, and benefits all flowing in separate workstreams, many IT and HR teams are struggling to stay in sync and support their distributed teams with efficiency and professionalism.

While the last two years have brought new and unique challenges for companies, one fact is unanimous for all: HR and IT teams have had to develop unique processes that support the new way we work. *"Having to turn an entire company remote pretty much overnight, we were forced to manually put together processes that really were just serving to Band Aid our issues,"* says Brenda Rodriguez, Director of People at Found, a weight care startup with 200 employees.

49% *increase in at-home work setups...*

"We quickly found that the procurement of equipment was our biggest pain point – without it, we weren't able to successfully onboard and offboard."

*-Brenda Rodriguez,
Director of People at Found*

Coordinating onboarding may be more difficult than ever, but it's also more crucial than ever — especially because it oftentimes can be just as frustrating for the employee. Retention and attrition are hot-button topics across a variety of industries, and companies are quickly realizing that employee satisfaction starts even before their start date. Jumping through hoops to order new equipment, tracking multiple packages, and dealing with slow ticketing systems can set off alarm bells in new employees' minds, and yet are commonplace.



Ensuring that your new employee has access to the right hardware, software, and equipment from their first day is essential, and making your new hires feel like they have everything they need to succeed will result in higher employee satisfaction and, consequently, higher retention.



Check, check, and check again to confirm that each new hire has the equipment, swag, and benefits they need for their first day



Get to know your new team member.

Ever been sent a swag box of items that you knew you wouldn't end up wearing? Prefer using a Mac, but received a PC instead? Being a part of a remote workplace shouldn't mean feeling lonely or isolated from your team members — and giving your new hire access to hardware and services that feel personalized to them is a great way to make them feel included. allwhere allows new joiners to choose the hardware, swag, and benefits that they want, at the touch of a button.



Use allwhere to allow employees to personalize their hardware, swag, and benefits, for a workplace that feels tailored to their needs and interests

Create a memorable first day and first week. M F

In a new hire's first week, companies should prioritize making them feel comfortable in their role, their team, and the organization at large. That includes having your new hires feel comfortable with their work setups, too, and giving them the freedom to pick and choose which equipment works best for them. Services like allwhere make it easy both for your team and for your new hires, allowing you to combine procurement of hardware, swag, and benefits, all in one place.

When planning your new hire's first week, build a schedule of activities that will keep them excited and informed, but avoid a back-to-back schedule that will leave your new hire feeling burnt out and overwhelmed. By the end of their first week, ensure that all new employees can answer the following three questions with a resounding **"yes!"**

- 1** Do I know, and feel good about, how I'll fit into my role?
- 2** Do I know, and feel good about, how I'll fit into my team?
- 3** Do I know, and feel good about, how I'll fit into my organization?



Strike the right balance between meetings and down time during a new hire's first days, for an onboarding experience that feels exciting but not overwhelming



Recreate “water cooler chat” digitally.

Part of the excitement of starting a new job is getting to know and build relationships with your new coworkers, something that’s minimized with remote work.

“While our employees are generally happier not needing to go into work and being able to take back their commute time, we still try to be extra intentional about creating moments for employees across teams to connect,” agrees Byron Edwards, co-founder of Spark Advisors. While it might be more difficult, it’s also an opportunity to get creative! Try a Slack app like Donut, which allows distributed team members to build relationships from all sides of your business, or try establishing a “remote buddy” system.



Pair new employees with a “remote buddy” to guide them through onboarding and make them feel welcomed

Help your new team member establish their routine.

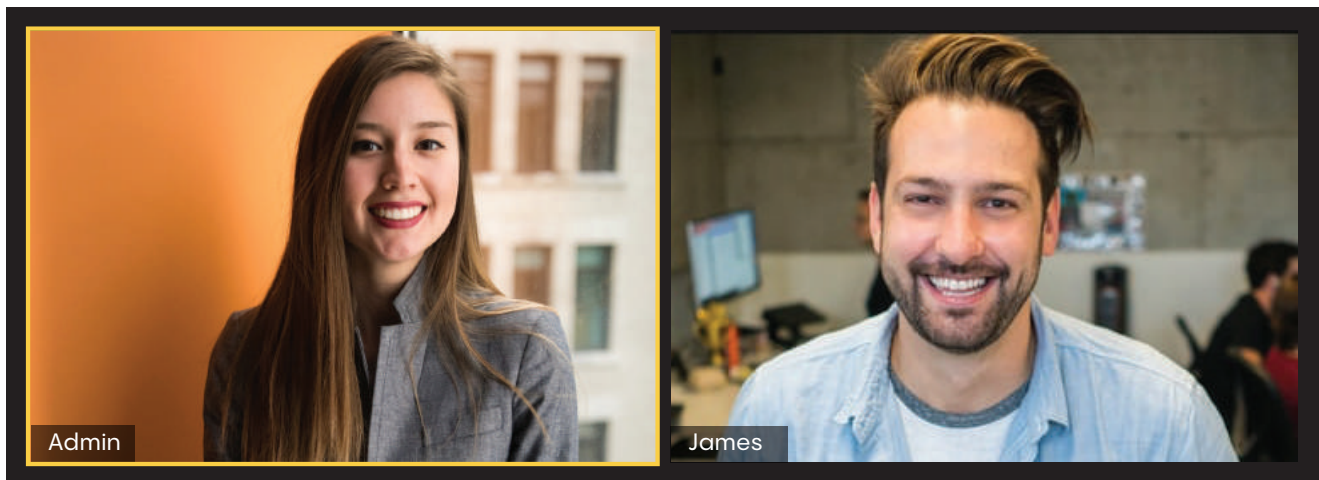
Are you an early riser who tends to be online by 7, but offline by 5? Do you prefer to keep your calendar clear of meetings on Wednesdays? Let your new hire know, and ask them their preferences, too; making each other feel heard is key to establishing a positive working relationship, and will ensure that you're able to stay productive while working remotely and asynchronously.



Set expectations early on so you and your new hire can find a schedule that aligns with both of your daily routines

Ask for feedback!

The rise of asynchronous and remote work can make it difficult to gauge employee satisfaction, especially from new hires. Setting up a system for collecting feedback from new hires will prove to be invaluable as your team continues to adapt to the future of work. As an added bonus: allowing new hires to give feedback anonymously, and at their own pace, will ensure that you receive their honest, genuine thoughts.



Establish a cadence and method – whether a brief Zoom meeting or an online survey – for collecting onboarding feedback from new hires

The Definitive Remote

Employee Onboarding Checklist

- ☐ Keep a steady stream of communication between offer acceptance and start date.
- ☐ Check, check, and check again to confirm that each new hire has the equipment, swag, and benefits they need for their first day.
- ☐ Use allwhere to allow employees to personalize their hardware, swag, and benefits, for a workplace that feels tailored to their needs and interests.
- ☐ Strike the right balance between meetings and down time during a new hire's first days, for an onboarding experience that feels exciting but not overwhelming.
- ☐ Pair new employees with a "remote buddy" to guide them through onboarding and make them feel welcomed.
- ☐ Set expectations early on so you and your new hire can find a schedule that aligns with both of your daily routines.
- ☐ Establish a cadence and method — whether a brief Zoom meeting or an online survey — for collecting onboarding feedback from new hires.



allwhere is the holistic solution for a more engaged and productive team — wherever they may be.

We help you create a workplace with world-class onboarding, engagement, and retention programs, so your team stays productive and connected.

To learn how you can empower your team

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