

## Action plan



### Onboarding new employees remotely

Onboarding is critical to getting an employee up and running as quickly as possible, and making sure they're happy in their work. This process is doubly important for remote employees. It's harder to embed culture and ways of working when you're not in the office together – developing a robust process for remote workers increases productivity and should help to improve retention.

- **Effort:** High
- **Impact:** High

#### Actions:

#### **Make sure employees have access to the tools they need to carry out their role and work remotely.**

- **Impact:** Medium
- **Suggested duration:** 30 days
- **Why this will help:** It feels stressful when you don't have the tools you need to do your job effectively. This feeling's worse when you're remote, so it's important to have everything working straight away. They'll obviously need whatever remote communication tools are necessary too.

#### **Implement a small number of contact points before the employee starts.**

- **Impact:** Medium
- **Suggested duration:** 3 days
- **Why this will help:** Including a small number of light touch contact points in the run-up to joining the team helps set expectations around the way you work and gets them thinking about how they're going to contribute.

#### **Book intro meetings with key team members and stakeholders – and plan for ongoing support.**

- **Impact:** High
- **Suggested duration:** 7 days
- **Why this will help:** It's hard to learn how a business works remotely. Plan around two weeks of meetings that will help them get up to speed and set up their ongoing support, such as monthly one-to-ones. The learning process needs to be more structured when team members are remote.

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### **Create opportunities to be social remotely, like online quizzes or a weekly meetup for a team lunch.**

- **Impact:** Medium
- **Suggested duration:** 21 days
- **Why this will help:** For a lot of people, bonding socially increases job satisfaction. It's a great way for them to learn and get to know each other too.

### **Check in with the new employee to see how they're getting on, revisit company goals and get feedback on the remote onboarding process, then put that insight to use.**

- **Impact:** High
- **Suggested duration:** 30 days
- **Why this will help:** Having an onboarding wrap-up meeting gives you an opportunity to discover any challenges they're facing, similar to a one-to-one. You can also get feedback on the onboarding process that allows you to improve the way you support remote workers.

### **How will I know if my action plan is working?**

#### **Way to measure success**

Staff satisfaction survey results

#### **Why this metric?**

Whether gathered anonymously or not, staff satisfaction surveys help gauge the sentiment of your people as changes are made and impacts felt.

#### **How do I start tracking?**

Use an online survey to get feedback from members of staff three and six months after making changes to see what impact it has had.