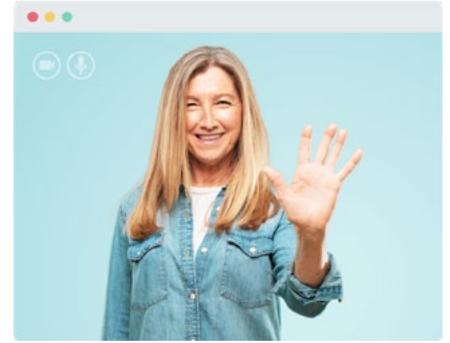


Onboarding Guide 2021

Get Best Practices and Move your Onboarding
into the Future



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INTRO: Onboarding to the Future Work Life

The big C-word has changed the way we think about work today. Here, we, of course, mean Corona, COVID-19, or another variation of the virus that we will never forget. And when we work differently, or elements of our daily work has changed, the way we onboard new employees change too.

No wonder remote onboarding has been a major buzzword over the past year. Because organizations still have hired new people, but into a worksphere that is primarily remote from a backyard chair or the kitchen counter (also called the home office). And some of us actually got more intrigued to work from our iron board or carved mahogany desk at home. But not for an entire work week, (for most at least). The Danish Union, DJØF, asked their members about how many would prefer working from home now: 52 % wants to work from home 1-2 days a week, while it was only 12 % before the pandemic outbreak in Denmark in March 2020. This fact must also be considered when onboarding new hires. Because with more remote days, possibly also in the onboarding phase, you must turn up communication even more and make sure that the new hire is not feeling left alone.

The classic structured onboarding process has also got a face lift in this new version of our Onboarding Guide. In this version, you will both get the good oldies but goldies

tips to get the practical stuff in order, how to digitize parts of your process, and what social activities should be included as well. But you will also get advice on how to create a knowledge hub, how to create onboarding tasks, and you will get your very own onboarding plan template, which you can fill in and hand over to your new hire to get a great overview of the first period in your organization.

In a brand-new section, you will also get specific tips on how to onboard in your industry. We are all different, and it is rare that one-size fits all. So, onboarding might not be the same for a sales assistant in the retail industry as it would for a compliance officer in the financial services industry. Therefore, we give you the opportunity to find industry specific tips to onboard your new hires and see examples on how our customers in the different industries have done it as well.

Finally, we will provide you with a new learning checklist for inspiration for you to tick off, when the new hire has completed relevant learning and gets up to speed faster. And of course, we will give you the tips to think onboarding in the entire employee journey and how to evaluate your onboarding in the end.

Enjoy your guide and meeting your new co-workers.

The Stats: Why Onboarding?

You probably already know why onboarding is important. It is about getting the best start as possible for your new hires and making them feel at home with you. But if you miss

some straight up number arguments to invest more in your onboarding process, we are here for you:

According to Digitate:

People who did NOT have a positive new hire user experience were **2x more likely** to seek other opportunities in the near future.

According to Gallup:

Only 12 % of employees strongly agree that their organization does a great job onboarding new employees – making a lot of room for improvement.

According to SHRM:

Employee turnover is costly and direct replacements costs can reach as high as **50 % - 60 %** of an employee's annual salary, with total costs associated with turnover ranging from **90 % to 200 %** of annual salary.

20 % of new hires leave within the first 45 days.

According to Glassdoor:

Employees who rated their onboarding experience as “highly effective” were **18 times more likely** to feel highly committed to their organization.

91 percent of employees who went through effective onboarding felt strong connectedness at work.

89 percent of employees who went through effective onboarding felt strongly integrated into their company culture.

Nordic Learning Trends 2020:

One of the top priorities for HR Professionals is to create better onboarding for employees (**41.3 %**), as well as creating digital content for the employee journey including onboarding.





The New Must-Have: Remote Onboarding

Unless you have lived on a sunny island the past year with no contact to other people or wifi-connection, you might not feel clueless about why we call the remote onboarding ‘the new must-have’. A sudden global pandemic outbreak made companies all over the world rethink their onboarding strategies in new remote or digital ways. And, as we already mentioned in the introduction, more people want to work remote, which also must be considered when creating onboarding programs for new hires, who has a desire to work from home a couple of days a week.

The remote onboarding is no longer just an extra textbox hidden away with a few tips to **onboard remote freelancers** and the like, but now needs a chapter for its own. This is why we here will provide you with the best tips to the remote onboarding process (and a little for the preboarding process as well), in the case you have new hires coming in who wants to work fully or partially remote – or if you simply want to be completely ready if another sudden pandemic hits or another event none of us saw coming messes up our work life once again.

Remote Preboarding

Yes, this is a guide to your new onboarding process, we know. But we still think it is relevant to include the preboarding process just a little, especially, when we talk about the

remote preboarding. You can read our full preboarding guide here, which also includes templates and a checklist.

4 Tips for the Remote Preboarding

1

Keep the new hire in the mail loop with relevant information. Then he will know what is going on at the office even before he starts.

2

Send a digital preboarding path for the new employee two weeks before she starts. Remember to bite-size the preboarding or create **microlearning**, especially, if she still works in her current position, then she can do the preboarding modules in her own time when it is suitable.

3

Mission, history, values, culture, and employee-videos are some of the elements you can include in your digital preboarding and remember to tell more than what she can already read on the company website. Furthermore, you should not create a lot of text-on-text modules. Make it interactive to involve the new employee.

4

The social part of preboarding is important too. Let him know the team on a virtual call. Let the team members tell a bit about themselves, their responsibilities, and interests outside the job too. In this way, you create a sense of belonging faster, because the new hire will have a greater idea of who he will be working with, and he can easier see himself as a part of the team and the entire company.

Remote Onboarding

Digital onboarding is usually part of the onboarding process. Here, the new hire can dig deeper into for example the company's history, mission, etc., most often in a digital universe through a learning platform, which

we will come back to in the next chapter. But when the entire onboarding process becomes digital or remote, it is important to re-strategize. Here are our top tips to the remote onboarding process:

- Rethink your onboarding plan both in terms of tasks, first day, etc. Translate the physical events of onboarding to digital events. Think: social perspective instead of physical perspective.
- Be structured and create an overview and plan of the first time at the company for the new employee. This will remove her nervous thoughts about the first time and what she should be doing. Stick to the plan.
- Arrange small digital coffee break sessions with the team - both regular check-ins to see how he is doing or if he needs something, and the relaxed coffee breaks too, where he can talk to someone from the team about everything from an avocado's longevity to the all-time high scoring player in basketball.
- And now, when we are talking about it, she should not just talk to her new team only. Buddy programs are great in normal onboarding circumstances, and this is the same case with a remote onboarding.

Give the new employee a professional buddy from her own team to help her through the daily tasks, and do's and don'ts in her new job, but give her a social buddy too from another department, who can help her into the culture of the company, smalltalk, and ask her about her everyday to make her feel welcomed and that she belongs.
- Break up written instructions to smaller parts and pass them over time. Too many written instructions can seem overwhelming with all the other impressions in a new job.

Bite-size it like the digital preboarding and share the written instructions in a digital learning setting in for example a learning platform. If you have the time you should 'jazz up' the written instructions and add more interactive and visual elements to make it easier for the new employee to comprehend.



You cannot communicate too much. This might seem odd as you should not overload the new employee with information in the preboarding phase. However, in remote onboarding, communication is key.

Now, the new employee focuses completely on his new position in your company, and this is why you do not have to hesitate about communication. He will probably be eager and ready to get the information.

Create digital learning modules that relate to the new employee's new position, and make sure to make them available at all devices. Add 'Me Time' in her calendar for her to explore the learning content at her own pace.

Be sure that the preboarding learning path is available too for her to retake the modules, if she needs a brush-up. If possible, add a social element to the digital learning, where she can interact with her co-workers about the learning.

The new employee might be eager to show off his skills in his new job, and he should be able to do so. Create onboarding tasks suited for the new employee to get him started, but do not make the tasks too grand, so he can complete them at his own pace.

All the new impressions can seem overwhelming, and with a large scale task as well, stress looms just around the corner. This should not be the case.

One of the most important takeaways for the remote onboarding, as well as a regular structured onboarding process, is that you must commit to 90 days of onboarding and not just one week or a day with a checklist.

Be honest with your new hire, if you are new to the remote onboarding and ask for feedback from the hire, so, you can evaluate your onboarding process after the 90 days. What went well? And what could be even better?



Best Practice: Get It Right from Day 1

Let's brush off the hectic memories from the early pandemic times, and now, when we got our best practices for future remote onboarding processes, we can move on to the classic onboarding as we know it. Or do we?

As the **stats showed** only 12 % of employees strongly agree that their organization does a great job onboarding new employees, and this makes a lot of room for improvement. If you must get onboarding right from day 1 or even before day in the preboarding phase, it is not enough to just put flowers and the desk, and say: 'Now, let's get you to work.' No, onboarding is way more than that.

Practical Info & Onboarding Plan

Does your new hire even know when and where to show up? And do they know what will happen during their onboarding process? To give your new hire a great overview you can fill out and print them their very own onboarding plan. We have added in this guide a downloadable template, so, you can easily create an onboarding plan for your new hire. It creates instant calmness for the new hire, because it is a very nice tool to have to get a

quick overview of what will happen, and what should be completed in the first 3 weeks. But this does not mean that the onboarding process ends here after just 3 weeks. Actually, it should continue for several months, but in another scale to ensure performance and letting the new hire come up to speed.

[Download template here](#)



Give the new employee both a professional and social buddy. A professional buddy is someone from the new hire's own team, who can help out with all the questions and perform over-the-shoulder training, so, the new hire gets into the tasks quicker and with no doubts. A social buddy is someone outside the new hire's team, who can help the new hire getting into the company culture. This social buddy can take coffee breaks and walks with the new hire and check-in and ask the new hire about their well-being and how they are doing in a more informal setting.



Tips to Boost the Onboarding Experience

Onboarding is not just practical stuff. Yes, that must be in place for the new hire to feel safe and comfortable. But to get your onboarding to the next level, you must also consider more social aspects, events, and activities, and also create the unforgettable moments when learning about your company.

Create a Knowledge Hub

All those impressions. It can be tough to wrap your head around, when you are starting at a new workplace. Therefore, it can be a great idea to create a knowledge hub, where the new hire can check-in and find answers to the questions that will emerge during the first time at your company.

Saving time is a big bonus, when creating a knowledge hub. The new hire will save time, because she or he will not have to spend time searching for the answers in folders or maybe online, and the professional buddy will not have to spend time answering questions about each and every little detail.

Examples – What can be included in a knowledge hub?

- How-to's on how to solve tasks
- List of co-workers' responsibilities
- Software list on what to use for specific tasks
- Employee Handbook

- General information about the company, for example, mission, vision, and history
- Brand guidelines

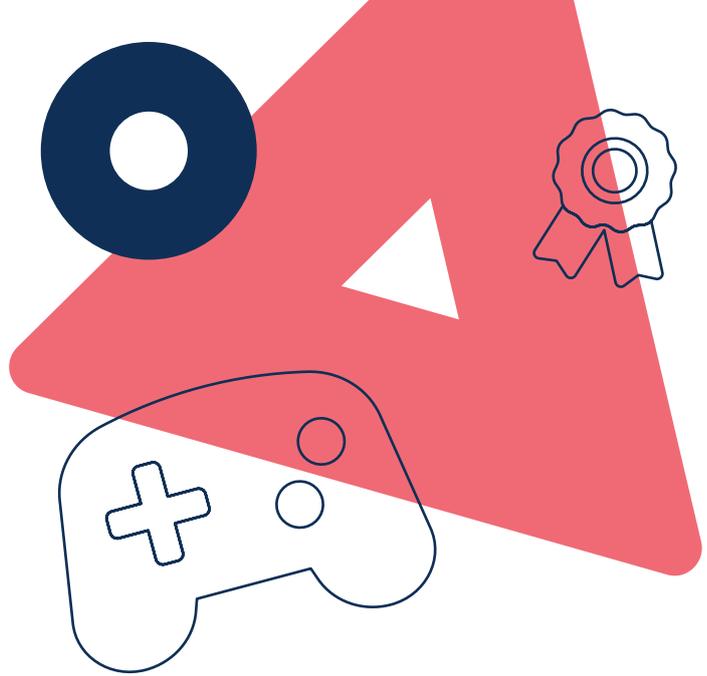
The knowledge hub can easily be flooded with long PDF-files filled with texts, and it can be a good idea to break up the knowledge into different formats like how-to videos, interactive games, and the like. You can also put it in an LMS or other Learning Platform, where the new hire always can re-visit the knowledge.

Digital Experience – Gamification & Microlearning

We have already dipped our toes into the waters, and you might have caught the hints by now. Thinking digital, and especially a gamified digital experience, will definitely give a kick to the overall onboarding experience. You should never go digital, just for the sake of the digital, and maybe because it is easier for you to move a lot of the activities to a digital sphere. This is also a plus for sure, but if the digital learning materials is filled with text-on-text PDFs and PowerPoints, it will rarely be a great experience for the new hire. And they will probably not revisit your content.

What is Gamification?

Gamification is when we use elements from computer games or board games to increase the motivation and intensity - and thus the learning results. In fact, almost 80 percent of learners say they would be more productive if their work was more game-like.



Some of the most popular gamification elements in digital learning are when the learner:

- Earns points while completing challenges
- Can visually follow his/her progress
- Achieves virtual diplomas/cups/medals/rewards
- Is sent on a mission through storytelling and gets a sense of accomplishment along the way

How to Use Gamification in Digital Learning

Now, you might have got a clear idea of the basics of gamification in digital learning. It is a way to keep the learners engaged and part of the training instead of passive bystanders, that will not pay much attention to your content. They cannot just press play, and click their way through the content. No. They must complete challenges along the way and actively use the new knowledge. This makes learning stick.

You do not have to create huge gamified learning universes to make sure learners will like your content (even though it would really impress). Instead, start by thinking in different formats, such as video, audio, and interactive elements and to mix them up in the learning path you are about to create. Interactive elements can be challenges like drag and drop, clicking the hotspots, and the like. Keep your learners at their toes and give the new hires a fun experience they will not forget.

However, gamified learning is not all, if your employees cannot find it or know of its existence. Learn more about how to get your employees onboard with your digital content in Learningbank's Guide to LMS Implementation and Learner Adoption.

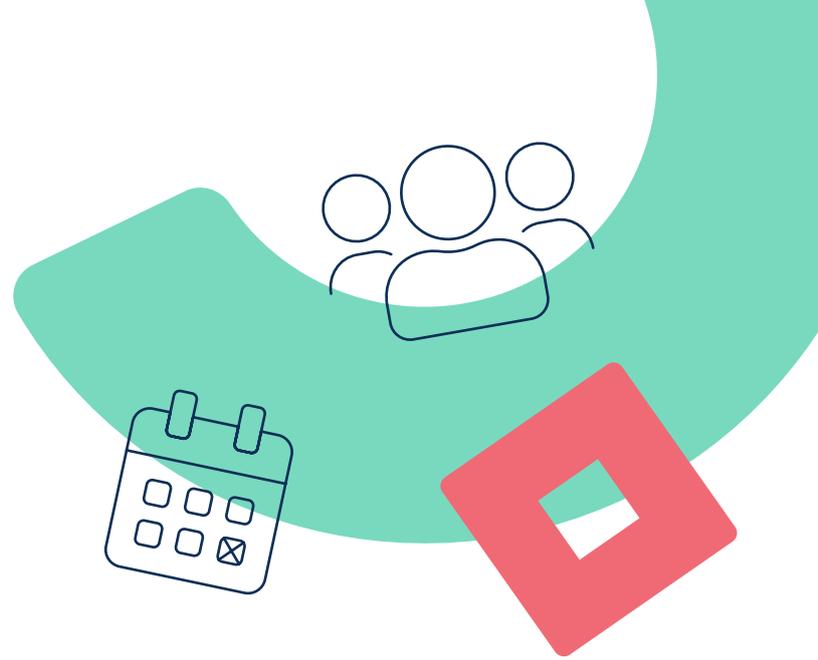
[Download guide here](#)



What is Microlearning and How to Use It?

The 'new-hire-overwhelming-impressions' are very likely to occur in full scale, when starting a new job. A way to lower the volume of those and create a great onboarding experience is using microlearning.

Microlearning is small, digestible chunks of learning content, that does not take more than 3-5 minutes to complete. And this is a great tool in an onboarding process. If the new hire needs to take a breath in the new work environment, she or he can easily take a break with some microlearning content. Just a little, digestive bite, that is still work related and gets the new hire more into the tasks, culture, workplace, or the like.



Examples – Microlearning Content

- Video Presentations
- Brush-up quizzes
- Interactive drag and drop question setups
- Sound bites
- How-to videos
- Puzzles

Microlearning can also be a part of a stretched learning process. Stretched learning is a way to spread out learning content over time, which can be very valuable in an onboarding process to avoid information overload. Especially, in a time where information is not all that you get loaded with, but emotions and impressions too.

If a stretched learning process must be successful, it is important that the learner get the time to grasp and reflect on the learning content, before rushing to the next activity. And now when we are talking about activities, the social ones are some of the most delightful, when you are a new hire in an onboarding process.

Social Activities

When you get a new job, you are excited to use your skills, maybe in a new setting. But it is always also interesting to see, who your teammates will be, and if you are going to hit it off. Therefore, a structured onboarding process is not only about getting to know your

tasks, but also about feeling comfortable with the social culture and the people working in the company.

Events

Make sure (even before the first day) to invite the new employee to all social events coming up. Whether it is a casual Friday bar, a big summer party or maybe an internal knowledge talk with a lecturer from outside the organization. This will make the new hire feel included and will slowly assimilate them into your company culture.

Social Buddy

Let's refresh the tips about creating a buddy program. This is something that gives so much to the new hire, and that's why it deserves another round in our guide. A professional buddy is a person from the new hire's own team, who can help and is responsible for getting the new teammate into the daily tasks. A social buddy is someone from another department, who is responsible for getting the new hire into the company culture. The social buddy can do walk and talks, take coffee breaks, and invite the new hire for lunch - maybe at a cool place in the nearby area. This role is more informal – and should always be for the new hire to feel comfortable about opening up and getting into the company culture.



Treasure Hunt

A fun way to learn more about both the physical workspace, but also the people working there, is creating a treasure hunt for the new hire to complete. A treasure hunt can include:

- Finding letters that combined create a special word related to your company
- Puzzles which hint to company history (psst! That they might have learned about from your digital learning content)
- Meeting people from other departments who can give the next clue in the treasure hunt
- A challenge in the end, for example, where the new hire uses her or his new knowledge about the company or from the treasure hunt to answer a question

Team Building Activities

Shake it up, and let the new hire get to know the new teammates with some team building activities. Perhaps, the teammates also get to know one another even more across. The social aspect of a team is important to create a sense of belonging both with the new co-workers but also the company itself. The list of awesome team building activities is huge, and as part of an onboarding process, some of them could be:

- Escape room
- Creating a tournament over a boardgame, etc.

- Movie night
- Yoga, meditation, or mindfulness Session
- Making a shared team playlist

Onboarding Tasks & Cases

Balance. This word is key, when building a strong onboarding process for your new hire. As we know, all the new impressions can seem overwhelming, when you start a new job. But, at the same time, we are often eager to get started, and show off our amazing skills, that will definitely dazzle our new employer. And that is why balance is a word to remember.

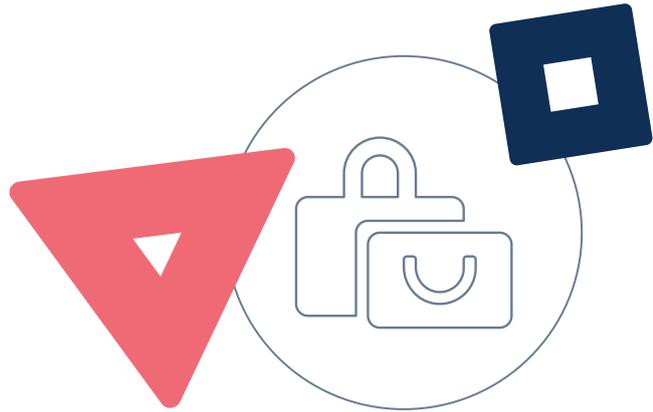
A great way to work around this challenge is to create onboarding tasks and cases for your new hire, instead of just throwing them into the deep waters of the work immediately the first day. Onboarding tasks are related directly to the tasks the new hire is about to handle every day, whereas cases can be searching for new inputs and finding inspiration to solve the tasks in a cleverer way. If the new hire is up for it, he or she can present the new findings for the rest of the team after a couple of weeks or a month. This is also good to create more innovation in the team.



Onboarding 'Tips for Your Industry

Onboarding is rarely a one-size fits all in all the best-practices of the different aspects. Yes, it is obviously important to nail both the practical, social, and digital stuff when it

comes to onboarding, but it might be different how you nail it depending on what industry you are in. Here are some extra pointers for your particular industry.



Retail

- 1 The retail industry has the highest employee turnover, and that's why creating an unforgettable onboarding process is key to retain your new employees. Here, gamified learning is great, especially, when you have a young audience, who are used to spend time on their smartphones with digital games.
- 2 Be sure to have the onboarding process well prepared and planned before times of the year with a lot of rush, for example, if you need to hire a lot of new people before Christmas shopping.
- 3 Set clear goals for the new hire to achieve during the first time. Use the onboarding plan template and send it to the new hire, so, he or she knows what to expect, and when they have shifts.
- 4 Be sure to be fully prepared for their arrival. Preboarding is a must, so, the new hire knows where to be at what time, and what to expect at the first time at the company.
- 5 Create digital content about the company mission, vision, etc. A good idea is also to create a digital map both of the physical workspace and the people hierarchies, so, the new hire knows who's the go-to-person of each area.
- 6 Technical onboarding is also a must, for the new hire to get to know all procedures, software, etc. To get the job done. Here, a knowledge hub with how-to-guides is especially a good idea, so, the new hire can always go back and refresh the knowledge about the technical procedures.
- 7 Training is essential before jumping straight to the tasks. Think both digital to get the basics and physical over-the-shoulder training, when creating a thorough training program as part of the onboarding process.
- 8 Conduct multiple check-ins to be sure everything is going okay with the new hire, and to see if they need more training or something else to make them thrive at their new workplace.

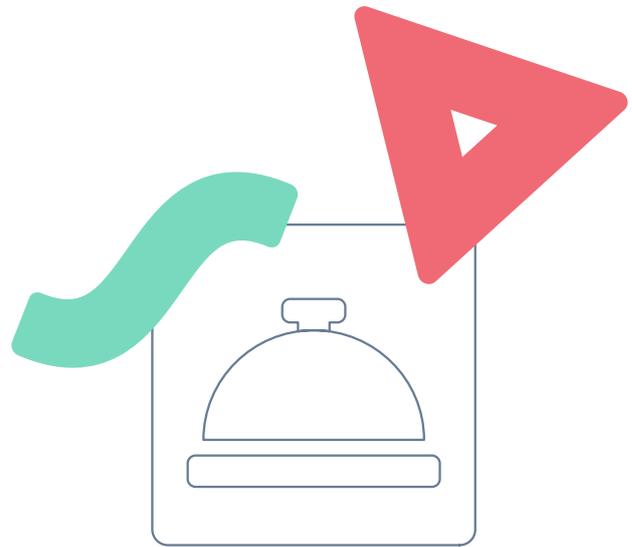


Want to read more about how digital learning can become an integral part of the digital onboarding process in the retail industry? Learn how 7-Eleven saved both time and money with interactive learning games.



Service

- 1 Time is a valuable resource in the service industry. Be sure to create digital onboarding for your new hires, so, you will not have to spend multiple hours and energy on over-the-shoulder training only.
- 2 Training is essential in the service industry. Make sure your new hires have the right resources to handle, for example:
 - Sales
 - Conflict Management
 - Customer Service
 - Software & Technical Procedures
 - Typical audience, consumers, guests and their needs
 - GDPR on the floor
 - IT Security
 - (Maybe) Hygiene in practice
- 3 Gamify your digital training to make the learning stick and creating an unforgettable welcome to your workplace
- 4 Use the [onboarding plan template](#) to give an overview for the first couple of weeks. Here, the timesheet in particular is important. So, the new hire knows when he or she has a shift.



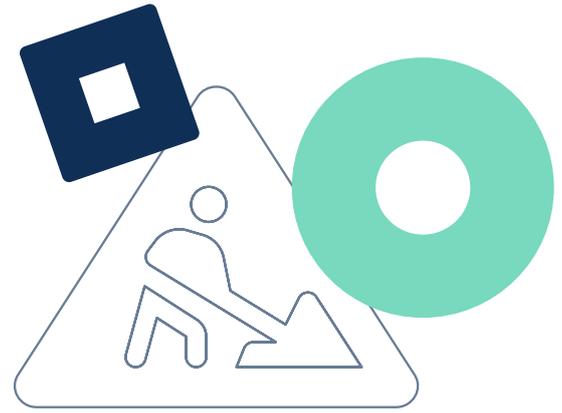
- 5 Be sure to have either a knowledge hub about the products or create digital product knowledge training to increase sales.
- 6 Conduct check-ins and make sure that the new hire knows who to go to, if they need something to make the onboarding process better



Learn how Fitness World changed their digital onboarding completion rates from 3 % to 80 % right here.



Construction & Production

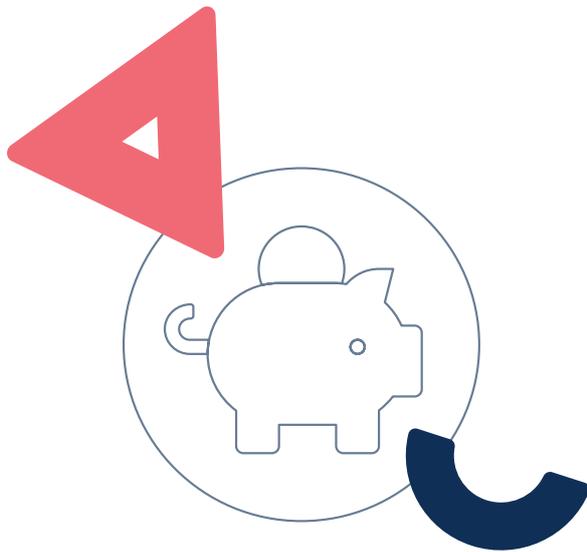


- 1 Safety and ergonomics training are essentials in both construction and the production industry. Be sure to have the basics in a digital onboarding path and show it on the floor too to get everyone on board.
- 2 Connect the new hire with a veteran worker to get the new hire into both the culture and the tasks. Read more about the [buddy program here](#).
- 3 Time is everything in both construction and the production industry. Digitize and automate parts of your onboarding process to make sure all employees get the information they need, and to save time for both the new hire and you as an employer.
- 4 Move all the administrative parts of the onboarding to the preboarding process, so, all documents are signed before the first day, and the uniform is ready to wear.
- 5 Turn up team activities to create a more fun experience for the new hire and a great foundation to build strong social bonds between teammates
- 6 Use the [onboarding plan template](#) to give an overview for the first couple of weeks, who's the go-to-person and the closest teammates, and what should be achieved during the onboarding.
- 7 Give feedback and be sure to conduct check-ins about how everything's going.
- 8 Create digital learning or a knowledge hub about the products, if you onboard for the production industry.
- 9 Give a video tour across the construction site or production site as part of the onboarding. They should also receive a physical tour, but they can always revisit the video tour, when in doubt of where to go.
- 10 If you have the time and resources to go full blown on your onboarding process, you can think about creating virtual reality (VR) training, where new employees get the chance to train with no consequences at difficult circumstances, for example, when controlling a tower crane at a construction site.



Want to know more about how to digitize the onboarding process for employees in construction and production? Read how Lindab turned down multiple course days to one and if you understand Danish, you can [listen to the podcast Learningcast](#) and learn how Toms onboard their wide workforce.





Tip

Learning Checklist

What should be completed and when? Create your very own learning checklist to tick off. This will also give a better overview to see when your new employee has completed relevant learning in the onboarding process, and when to send notifications to ensure completion.

Financial Services

- 1 Digitize parts of the onboarding process to release time and resources
- 2 Turn up the volume of team bonding activities and save the dull tasks for later to accelerate the experience from the very beginning
- 3 Create a knowledge hub with relevant how-to videos to software, systems, and communication tools
- 4 Make sure to have training, at least, about the following:
 - Anti-corruption
 - GDPR
 - IT Security
 - Compliance in general
 - Code of conduct
 - Customer service if the new hire has contact to clients
- 5 Encourage feedback going both ways when completing a milestone in the onboarding process
- 6 Ensure the new hire is set on a program with ongoing training to keep the new hire updated with the latest regulations and skills needed in banking and finances



Learn how the innovative bank Lunar created different learning paths for the different expert levels internally in their own tone of voice right here.





The Employee Journey & Onboarding

Onboarding never stops. Onboarding always has a start line but never a finishing line. It should be part of a permanent learning life-cycle that ensures that the individual learns and performs even better in accordance with your organization's goals. An upward learning curve for both employees and employers will give everyone the best changes for reaching their full potential. So, always remember to have a focus on constant development of the employees – and this is no matter what industry you are in.

If we get technical and dig into how you can extend the onboarding into the other stages of the employee journey and the learning lifecycle, we can look at the example of reboarding:

Reboarding is when an employee comes back from parental leave, sick leave, or just after a long period of absence, which many of

us experienced during the corona lockdowns in 2020/21. Reboarding can also be when an employee moves from one role internally to, maybe, another department, and needs to be reboarded into a new role.

In both cases of reboarding, it is important to 'think onboarding' meaning that you must make sure that the employee has all the relevant materials to either start again or in a new role. He or she might need a brush-up on the company strategy, on how procedures are, and the like. Here, it is still important to remember if you digitize parts of the reboarding process, that you use different formats, when creating content to make it interactive, more fun, and memorable for the learner.

You can read more about the different stages in our '[Guide to Employee Experience](#)' and see how you can extend the onboarding process into the different stops along the way.



Evaluate your Onboarding

“What can we do if our onboarding needs to be updated later on? And are we sure to get everyone on board from the start?” You can find the answers to these questions right here:

Improvements to Ineffective Onboarding

Be prepared - it can take up more time than you think to create and implement an effective onboarding program. The rest of the organization probably needs time to embrace the new modernized onboarding processes, and it can be more difficult for some than others. And yes, if we just back up, we believe it can be a good idea to send out the new onboarding process to the existing employees to get everyone onboard internally with the new process. This will also make a smoother entrance for the new hires, if the rest of the organization already know how to act and

what will come up for the new hires. So, make sure that everyone in the organization is on board with why you make more out of your onboarding and that they have had the opportunity to complete your digital onboarding – and that it appeals to both the accounting and the CEO.

Many might be worried about their onboarding program becoming outdated or irrelevant. When your company’s onboarding program has been launched and has been live for about a year, it is usually time to give it a service check. Remember therefore to evaluate your onboarding internally, and if you use an LMS system, you can easily measure the results. If you don’t have experience with setting up surveys in your LMS, then get a learning expert to help you. In that way, the employees can quickly evaluate their onboarding experiences. If you haven’t been good enough to make an adequate onboard-



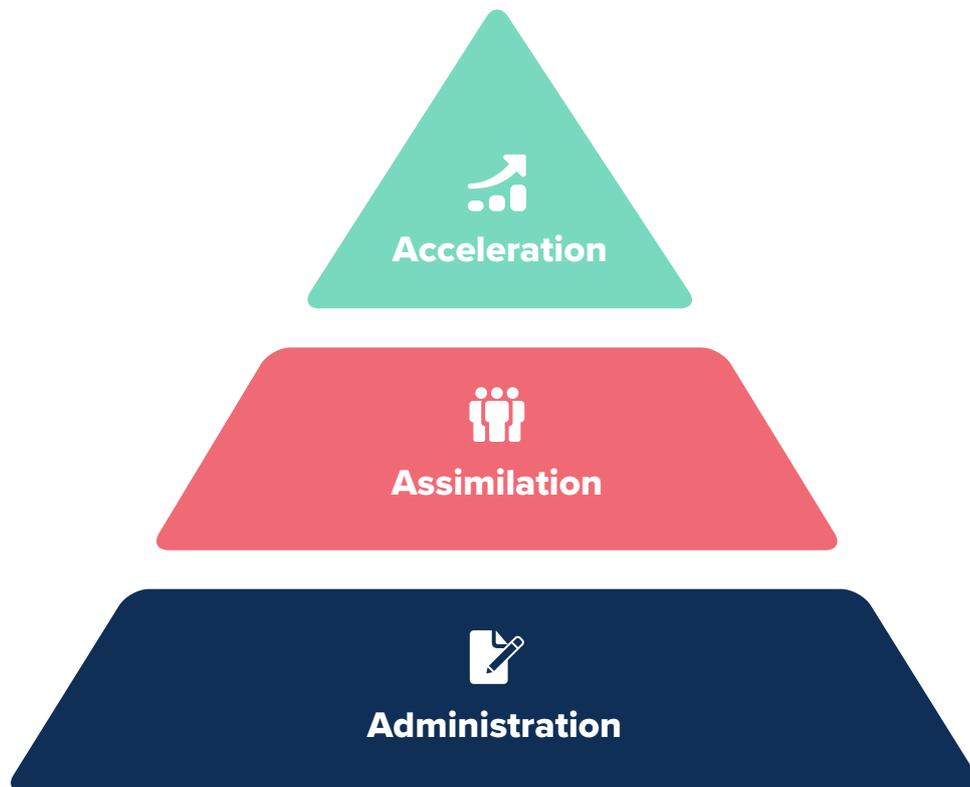
ing, you have to accept that the feedback can be negative, so you can do something about it and improve the onboarding program for the next group of employees.

If you are the one responsible for onboarding new employees remember to ask the new employees after some time about what improvements could have been made, and whether they felt they missed something in their onboarding process. It may differ how much needs to be changed in your onboarding ongoingly, depending on if you are a big or small company. If you are a small company, where a lot of new exciting changes often occurs, you must be ready to optimize your onboarding more often. That applies in particular to the digital part of the onboarding, if, for example, details in the company's mission need to be changed, if the CVI needs to be updated, or if there are new team members that have to be introduced to the new

employee. If you are part of a big company, it can be easier to adapt the onboarding continuously, because big changes rarely come suddenly and you can, therefore, better plan to tweak the onboarding.

Test Your Digital Onboarding

When you have the very first version of your digital onboarding ready, it is a good idea to test it on a group of people internally. Create the test group, so you have all kinds of employees in it, and not only HR people. In this way, you get the questions that you may not have considered to begin with. These are the questions that make your content better. Also, make sure to have employees in the test group who both have worked in the company for a long and a short time. It is healthy to get feedback on your onboarding program – and preferably with different perspectives.



Summary

Before we move straight to the summary, you can also take a final view on your onboarding process and try to look at it as an onboarding pyramid, where you need to cover all layers to make a beautiful pyramid of onboarding. All the tips we have provided for you in this onboarding guide have their own place in the onboarding pyramid.

In the onboarding pyramid, the administration step is the most basic step that gets all the formal stuff in order and creates the starting point for the continuous onboarding.

The assimilation step is about making the employees comfortable in their new roles and

make them feel like home in the workplace – both in terms of the daily tasks as well as with the social culture in the company.

The acceleration step is about getting the employees to accelerate in their roles so they can create success and results for your company. They have to be able to express their authentic self without concerns and have the opportunity to develop in the workplace. **Diversity and inclusion (D&I)** are important, especially, when the employee wants to express his or her authentic self, and apart from the onboarding process, it is always a good idea to take the temperature on your level of D&I at your workplace.

Final Summary

- The stats said it all: Employee turnover is costly. That goes too for retaining and attracting employees. Structured onboarding can reduce these costs and create better experiences for new hires.
- Remote onboarding has been buzzing the entire year, and some of our best tips to create a great remote onboarding process is to think digital and social when planning activities
- Have all the practical stuff in place before day 1 and give an onboarding plan for the new hire
- Accelerate the onboarding experience with a knowledge hub, gamified and interactive training, microlearning, a buddy program, and team building activities.
- The practical, digital, and social aspects of onboarding are the same no matter where you are, but elements of onboarding might vary depending on your industry.
- Onboarding can be extended into different parts of the employee journey. For example, when employees have to get reboarded after a sick leave or parental leave.
- Remember to evaluate your onboarding – both with the new hires and existing co-workers -to continuously improve your internal onboarding process



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employees
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learningbank 

Støberigade 14
2450 København SV

+ 45 71 999 123
info@learningbank.io
learningbank.io