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REMOTE ONBOARDING REVOLUTION

- Onboarding
- Taking the Next Steps
- About Bali Staffing
- Footnotes

ONBOARDING & Remote Onboarding

Companies spend vast sums of money each year on talent acquisition and interviewing candidates to find the perfect fit. With your growing business, you simply cannot afford to invest significant time and money into the recruiting process only to have your best candidates resign after a few months because they did not have a smooth onboarding experience.

Since a large amount of your resources is spent on recruiting, onboarding is the crucial link between hiring and long term retention of employees.

[Urbanbound.](#) has made an amazing statistical analysis of the impact Onboarding generates on the company and the new employee. Onboarding plays a critical role in the retention of employees. This study found that companies with a formal onboarding program retain over 90% of new employees as compared to just 30% at organizations without a formal onboarding program.

An effective onboarding program not only keeps employees on your payroll longer but also increases their productivity every year.



An Employer Brand Study conducted by the Hinge Research Institute determined that candidates and employees top five most important workplace considerations include:

- *Firm culture* (84.3% of respondents)
- *Competitive salary/compensation* (83.9%)
- *Good general reputation in the marketplace and office location/commute distance* (tied at 74.8%)

- *Work-life balance (71.5%)*

Thus when your company decides to go remote, there are some points to bear in mind in this process. Technology and appropriate communication **can make remote onboarding extremely successful**. Providing a structured onboarding plan is helpful for both the company and the new team member.

What we need to understand is that onboarding starts during the recruitment process. Some of the steps and tips that you need to follow when you decide to onboard a new employee are:

- You need to create an onboarding checklist before the first day of work for the new employee.
 - Start early and make paperwork virtual.
 - Provide the essential tools, equipment, and company accesses for his or her work.
 - Have a remote team gathering.
 - Stay connected with regular check-ins and meetups.
- Assign an **onboarding buddy**. The role of the buddy is crucial in the onboarding process. They need to educate the new hire about the organization, the day-to-day processes, handle their anxieties etc. He is responsible for sharing the company culture.

"Any new hire can benefit from an onboarding buddy, and I would recommend establishing this role in any organization with an open culture." -

Ingrid Towey, Senior Technical Editor and Writing Coach at Red Hat

- Giving new employees a clear and structured path for their integration into the company will surely make them be productive and successful in their new role.
- Ask for feedback during and after the onboarding process so that you can improve and correct mistakes for the future.

Companies that have a great onboarding process and work entirely remote are [Buffer](#), [Zapier](#), [Automattic](#), and [InVision](#). It is essential to deliver a customized "Tailored Onboarding Program" that illustrates the company's culture and prepares the new hire for the road ahead. Some of the actions these companies follow are the following:



At **Buffer** they have what they call **The 'Three-Buddy' System** who play different roles in their six-week onboarding 'Bootcamp experience'; A Leader Buddy, a Role Buddy, and a Culture Buddy. The new hire is introduced to these buddies before day one, who guide him or her through the 'Bootcamp experience' with regular communication and check-ins.



Their team is fully distributed with systems in place to ensure a new employee feels welcomed, valued, and learns the company culture and the expectations they have for them.

"Once we assign a workflow, we know new hires will have access to the information they need when they need it, which makes for a smooth onboarding process without a lot of heavy lifting" **Ashley Brown, Senior Onboarding Specialist at Zapier.**



To promote a company-wide set of diversity and inclusion guidelines, Automatic strives to embody its values in everything they do with new hires starting on day one. From encouraging team members to be aware of time zone differences when requesting meetings, to suggesting online groups that the new hires may find helpful as they adjust, they aim to make inclusivity a clear priority.



InVision's People team empowers their new remote employees to set sail in their roles by using the **Onboarding Board**. This board helps the team keep track of their tasks in welcoming and enrolling new hires in their company-wide onboarding program. The board captures everything from tool setup to personalized emails and makes it easy for the people team to quickly move new hires through the process without missing anything.

Even if all the bricks in your "onboarding" wall are laid correctly, not all onboarding processes are the same. There are some valuable suggestions that you need to bear in mind, to get started to elaborate a great onboarding process.

- **Company Culture is everything:** over-invest in making new employees feel welcomed and aligned with company values.
- **Training and development:** Help new employees learn with the right training

tools, so they can start contributing to the company as soon as possible.

- **Set goals, milestones, and KPIs:** Define what you want to get out of an employee during the first weeks and months. This will help them know the path and roadmap that you are expecting from them.
- **Get the team involved:** Welcoming them into an inclusive, dynamic team with lots of communication that will have real returns on their ability to integrate with the team effectively.

Investing in employee onboarding is a must. With a structured program, **employees are 58% more likely to be with your company after three years.** Training and onboarding play a major part in any healthy, successful workplace culture and it is a principle that will not be changed in the next era.

Remember, the risk is not that you do too much in employee onboarding, but too little.

TAKING THE NEXT STEP

As we are all slowly moving towards the “new normal”, hiring may look different than it did in the past. The traditional model of building a nine to five workforce for every needed position is not the only option anymore. Instead, combining together teams that include traditional employees, remote workers, and freelancers sets up a strong company that is prepared to undergo any storm that may come.

Remote Recruiting is here to stay. COVID-19 has accelerated this process and a new paradigm on what the best practices are on how to hire has arrived.

Consequently, it's high time employers make the decision, not only whether they will offer remote work, but also how they will equip recruiters with the tools to source remote technologists and how, as an organization, they will retain remote employees.

ABOUT BALI STAFFING

Bali Staffing is dedicated to providing fast-growing ventures with the top Recruitment/HR talent in low cost cities within the U.S. and Latin America, leveraging the strength, diversity, and flexibility of the area's workforce. Our recruiters are scattered throughout Latin America, understand the business, and have outstanding English language skills.

Bali Staffing offers a fully decentralized team of highly skilled, on-demand recruiters who help fast-growth organizations around the world. We offer different services designed with our clients at the center.

In Bali we are relationship builders: we join our client's HR team in different ways to help them scale up their business and solve their problems.

If you want to learn more about Bali staffing please [contact us](#).

FOOTNOTES

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- [Top Employee Onboarding Programs](#), Sapling (2019).
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