

Remote Onboarding

Fostering Belonging, Engagement and Retention



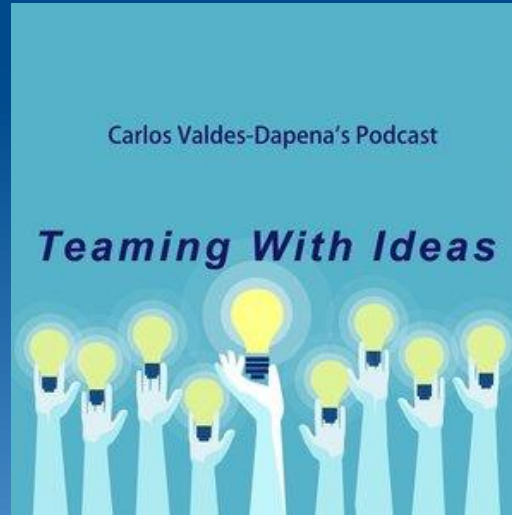
CORPORATE
COLLABORATION
RESOURCES

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on

TEAMS AND
COLLABORATION



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We will cover

- The 5 Foundations for engaging remote onboarding
- Techniques for conveying organizational intangibles
- The balance between social interaction and team collaboration
- Staying appropriately connected without micro-managing



THE BASICS

Successful Onboarding

- Highly engaged team members
- Reaching productivity sooner
- Staying longer



The Pathway: Employee Experience and Engagement

- Now more than ever
- The first (virtual) impression lasts
- Every new-hire is a VIP



POLL

Before COVID, I felt the quality of our onboarding process and tools was:

- World class
- Good enough
- Sorely wanting



“A One Day Workshop and an On-Boarding Buddy”

It's a GIGO situation

The Shifts



FROM

- Induction and indoctrination
- Programs
- Checklists
- On-boarding buddies

TO

- Inclusion and engagement
- Personalized pathways
- Conversations
- Accountable collaborative coaching

THE 5 FOUNDATIONS

Inspired by Design Thinking and teams research

Empathy

Inclusion, not indoctrination

THE BIG IDEA

Tune in to new hires needs and styles using a preferences questionnaire.



One system, multiple ways to enact it

Poll

- Share one question you might include in your new hire preferences questionnaire?

Responsiveness

Test. Learn. Adapt.

THE BIG IDEA

- *Deploy a new-hire pulse inquiry*



- Assume v.1 will need tweaking
- Slow responses = not caring

Pulse Inquiry Sample Items

- I am progressing at the right pace
- I am learning any new skills needed to function in the team/organization
- The on-boarding process is easy to understand
- I feel welcomed by my team
- I am learning about the organization's culture



Team Involvement

All have a “duty of care”

THE BIG IDEA

*Create “hard” accountability
for onboarding overall*



- Engagement is influenced by the manager but enacted by everyone

Poll

On my first day I wish people had told me more about

- Strategic direction
- Opportunities for advancement
- What it was really like to work there, day to day
- The organization's stated values

Honesty

Stop selling, start engaging

THE BIG IDEA

Use story to get real about the culture and each other



- Situation-Behavior-Impact or S/TAR, e.g.
- Share the good and the gritty; the obvious and the unspoken

Poll

- The best way to get people connecting and building trust is...

Healthy Stretch

Avoid over-stressing or under-utilizing

THE BIG IDEA

Ensure new hire is “in over their head” on one important project



- Foster contribution, connection and being valued right out of the gate

What Does Success Look Like?

- Highly engaged team members
- Reaching productivity sooner
- Staying longer



Summary

FIRST

- Begin with a solid process
- Adapt to WFH

THEN

- Assess new hire preferences, styles and adapt accordingly
- Use a pulse inquiry (or check-in) to modify on the fly
- Make the entire team accountable for successful on-boarding
- Use honest stories to share the reality of your workplace
- Get them into at least one challenging assignment immediately

Thank You!



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