

Multiplier

The Complete Onboarding Checklist For Global Teams

The Unwritten Rules To An Intuitive
and Delightful Onboarding Experience



Introduction

New employees are the backbone of any company. They help keep things running smoothly, but a lot goes into getting them up to speed and ready for work. In fact, a recent Gallup poll found that while only 12% of employees said that their company did a good job onboarding. Moreover, only 29 percent of new hires felt prepared and supported to excel in their new position. This leaves companies a lot of room for improvement when it comes to boarding new hires.

Onboarding new employees can be a daunting task for organizations. There's a lot that goes into getting new employees set up, and organizations need to be on top of their game when it comes to onboarding.

A company's onboarding determines the quality of relationships between the organization and employees. According to an SHRM study, employers who engage in formal onboarding by implementing step-by-step programs for new employees to teach them what their roles are, what the company's norms are, and how they are to behave are more effective than those who do not.



Increase Job Satisfaction

- Jump start relationships



Increase Performance

- Clarify delivery expectations
- Clarify objectives



Innoculate Against Turnover

- Provide suport through feedback, coaching and follow-up

Onboarding helps new employees adjust to their jobs by establishing better relationships to increase satisfaction, clarifying expectations and objectives to improve performance, and providing support to help reduce unwanted turnover.

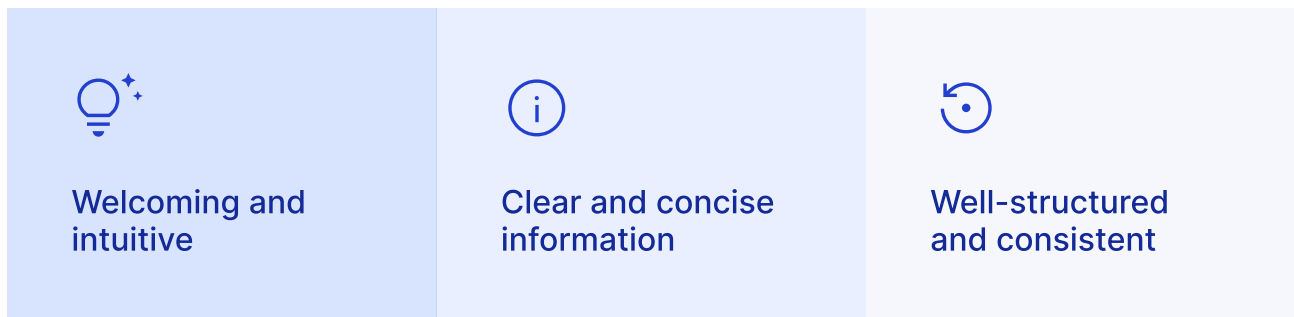
Source:

1 SHRM, <https://www.shrm.org/hr-today/trends-and-forecasting/special-reports-and-expert-views/documents/onboarding-new-employees.pdf> Publication date unavailable. Updated June 6, 2011. Accessed September 1, 2022.

So, how do you make the process go as smoothly as possible?

The goal of employee onboarding is to get new hires up and running as quickly as possible with all the tools they need so that their work can begin making an impact on your business. But don't let this process become just another check-the-box activity—it's important for employees to know what happens after being hired, and feel like a part of the team from day one.

To make sure you're gaining everyone's buy-in (and getting them involved), be comprehensive in how you communicate both before and during each stage, and ensure that the process ticks off the following characteristics:



By incorporating the aforementioned characteristics into your onboarding process, you will help prepare employees to successfully manage the logistics of working, assist employees in smoothly integrating into the company culture and developing friendships with colleagues outside of work. This will help reduce stress and anxiety for new employees by having a clearly defined onboarding process, and boost employee enthusiasm and confidence in being supported by their team.

Don't let your new hires fall through the cracks - use this checklist as a guide and start their onboarding process off on the right foot.

The Offer Stage: New Hire Paperwork

The first step should always be the job offer letter. The job offer letter will help the employee understand how they can expect to be treated as an employee of the company. New hire paperwork is most effective when processed before the employee's first day. Making a paperwork checklist is helpful to ensure that no paperwork is forgotten during onboarding.

Here are some questions to guide you.

1. Have you extended the position to your employee via email or phone?
2. Have you stipulated the job description, work hours, benefits, and legal policies in the contract?
3. Have you outlined the contingencies on which the offer may be predicated?
4. Have you collected the needed tax forms?
5. Have you validated work eligibility documents?
6. Have you sent over payroll-related paperwork?

The Setting Up Stage: Getting Your New Hire's Work Essentials In Place

When you have a new hire starting at your company, there are certain work essentials that you will need to take care of in order to ensure that they are able to hit the ground running. The responsibility of the employer is to ensure that the tools, equipment, and access are provided to their new hire before day one. So you want to make sure you have everything accounted for.

Here are some questions to guide you.

1. Have you gotten approval from the management team to set up your new hire's accounts?
2. Have you coordinated with IT and other concerned departments to set up the new hire's user account?
3. Have you sent a copy of the company's IT policy?
4. Have you arranged an introductory meeting with IT?
5. Have you provided access for cloud storage, email, and other tools?
6. If you're providing equipment, have you drafted the employee equipment agreement?

The Setting Up Stage: Getting Your New Hire's Work Essentials In Place

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Here are some questions to guide you.

1. Have you gotten approval from the management team to set up your new hire's accounts?
2. Has IT already arranged the new hire essentials such as laptops, keyboards, mice, and more?
3. Have you coordinated with IT and other concerned departments to set up the new hire's user account?
4. Have you sent a copy of the company's IT policy?
5. Have you arranged an introductory meeting with IT?
6. Have you provided access to cloud storage, email, and other tools?
7. If you're providing equipment, have you drafted the employee equipment agreement?

The Introduction Stage: Getting Every Department Onboard

The new hire onboarding process is more than just filling out some paperwork or attending an orientation. Successful onboarding means that you've got your team behind the success of their newest addition, by providing them with all they need for an effective job performance right from day one.

Here are some questions to guide you.

1. Have you coordinated with the hiring manager that the candidate accepted the offer?
2. Have you coordinated with the hiring manager department-specific training for the new employee?
3. Have you let the corresponding team know someone new will join the company?
4. Have you introduced the new employee to the team?
5. Have you coordinated with IT and other concerned departments to set up the new hire's user account?
6. Have you set up to send tech equipment or workstation?
7. Have you set up sending out any welcome kits or company swag?
8. Have you enrolled the employee in the HR system?
9. Have you assigned a mentor or buddy?

The Employee's First Day: Giving Your New Hire a Perfect Start

Everyone knows that joining a new company can be challenging. You meet many new people, you get a lot of information in the first weeks, and it can quickly become overwhelming. The key to onboarding success is making your new hire feel welcome. Onboarding is an intentional, collaborative effort that encompasses not just the department the employee will work for; it includes all the necessary information for new employees and the tools they need in order to meet organizational goals effectively.

Here are some questions to guide you.

1. Have you sent a welcome email to the new hire?
2. Have you sent the employee handbook?
3. Have you sent the welcome packet and organizational essentials?
4. Have you set up a meeting to orient the new hire on what she should expect for the day?
5. Have you made sure the employee received his or her user credentials?
6. Have you set up a meeting to educate your hire about the company, product, and customers?
7. Have you set up a meeting to orient the new hire on what she should expect for the day?
8. Have you asked 2 or 3 teammates to schedule a virtual coffee meetup with the new employee?
9. Have you scheduled a call with company heads to share their stories and experiences?
10. Have you planned a one-on-one meeting at the end of the day to check how the first day went?

The Employee's First Week: Inspiring New Hires To Be Their Best

Most exemplary leaders understand that inspiration can take many different forms. Understanding what your newly hired needs from you to encourage them can help you maximize job productivity and develop virtual team engagement.

Here are some questions to guide you.

1. Have you checked in with your new hire about how things are going?
2. Have you set up a 30, 60, and 90-day goal meeting?
3. Have you checked if access to tools is working properly?
4. Have you checked if his or her work essentials are running smoothly?
5. Have you scheduled a chat with stakeholders/colleagues about your new hire?

After the Employee's Week: Ensuring Your Onboarding Process' Bases are Covered

They're getting comfortable, but as time goes on, they have more questions, and it's up to you to make sure they get answers. Having the basics down is great, but as an organization you need to sustain what's working well and working on their weaknesses. It's crucial to have some debriefing after your new hire's first week.

Here are some questions to guide you.

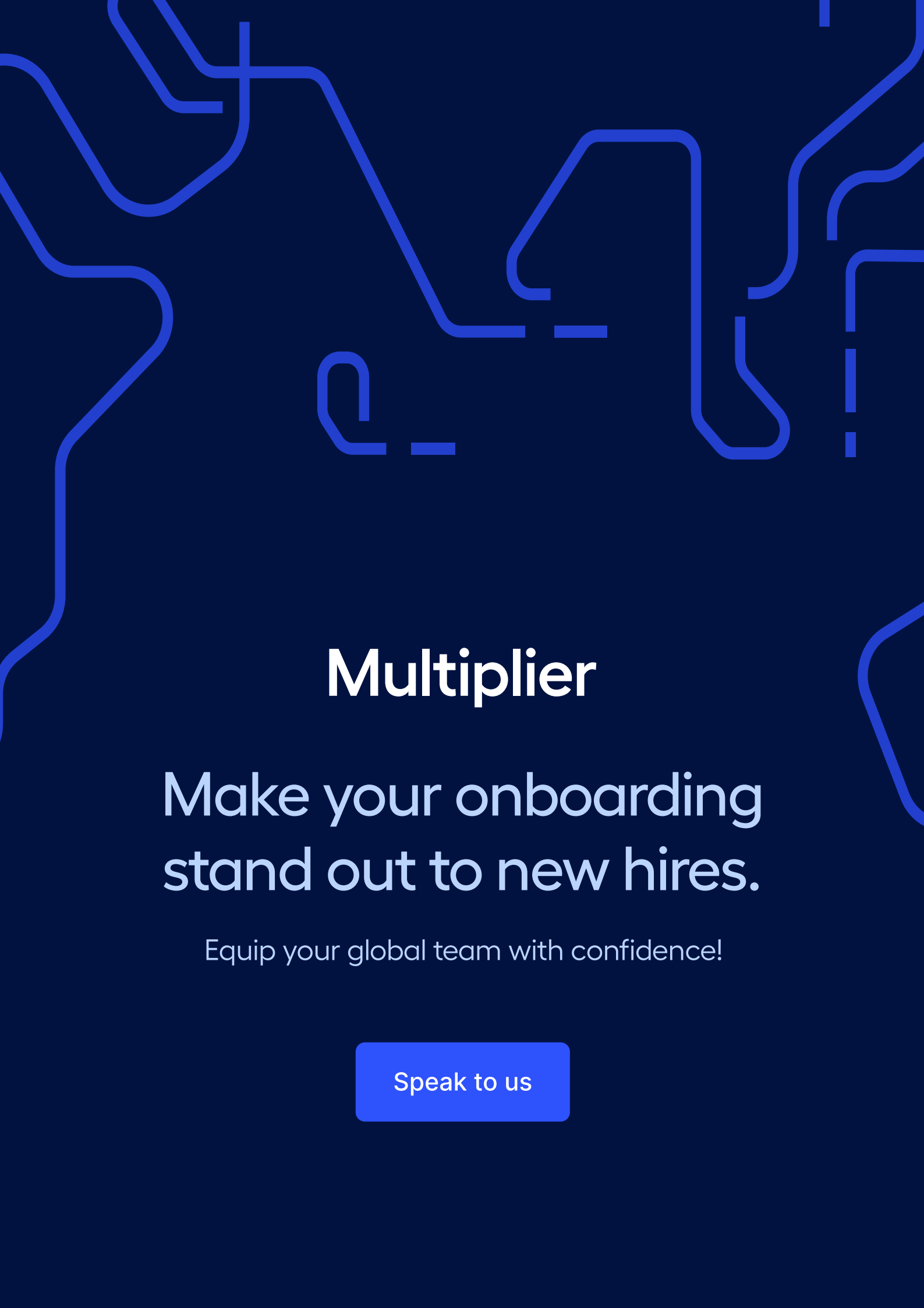
1. Have you checked in with your new hire about any roadblocks or hiccups along the way?
2. Have you checked in to discuss their career planning and progression goals?
3. Have you checked if they are experiencing any problems on the work essentials (access to tools, equipment, and more.)
4. Have you asked the new hire for any feedback about your onboarding process? Anything you can improve on? Anything that worked well for them?

Use a new hire checklist to improve onboarding

As the workforce becomes more distributed, onboarding can become difficult. You're attempting to attract in-demand talent, foster a sense of belonging, and build relationships that will aid in the acceleration of on-the-job learning. All without being in the same place as your employees.

A new hire checklist can help you make a positive first impression with your new employees. Onboarding checklists ensure that all details are covered during employee onboarding and that nothing falls between the cracks.

Your new team member is set up for success and integrated into the company culture with each box checked.

The background of the entire page is a dark blue color. It is decorated with several thick, light blue lines that form abstract, geometric shapes. These lines are interconnected, creating a network-like pattern that resembles a stylized map or a complex circuit. The lines vary in thickness and direction, some running horizontally, some vertically, and others at various angles, creating a sense of movement and connectivity.

Multiplier

Make your onboarding
stand out to new hires.

Equip your global team with confidence!

Speak to us