# Adapt Your Onboarding Process to a Virtual Environment Executive Briefing

### Summary

The COVID-19 pandemic has forced many organizations to make sudden changes to the way they conduct work. Many organizations that don’t normally work remotely had to shift their workforce to a work-from-home (WFH) arrangement and leverage virtual meetings to remain connected. This has impacted the new hire onboarding process, requiring organizations to quickly pivot to a virtual approach.

### Our Recommendation

* Organizations need to assess their existing onboarding process and identify the parts that are critical.
* Using the technology currently available, organizations must adapt onboarding to a virtual environment.
* Develop a plan to re-assess and update the onboarding program according to the duration of the situation.

### Client Challenge

* For many, the WFH arrangement will be temporary, however, the uncertainty around the length of the pandemic makes it hard for organizations to plan long term.
* As onboarding plans traditionally carry a six- to twelve-month outlook, the uncertainty around how long employees will be working remotely makes it challenging to determine how much of the current onboarding program needs to change.
* In addition, introducing new technologies to a remote workforce and planning training on how to access and effectively use these technologies is difficult.

### Critical Insight

* The COVID-19 pandemic has led to a virtual environment many organizations were not prepared for.
* Focusing on critical parts of the onboarding process and leveraging current technology allows organizations to quickly adapt to the uncertainty and constant change.



### Get to Action

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| 1. Assess current onboarding processes | 1. Map the current onboarding process 2. Identify challenges to going virtual   **Deliverables:**   * *Virtual Onboarding Workbook* * *Process Mapping Guide* |
| 2. Modify onboarding activities | 1. Determine how the “Acclimate” stage of onboarding can be modified for a virtual environment 2. Brainstorm solutions in the “Guide” stage of onboarding 3. Address virtual training roadblocks in the “Develop” stage of onboarding   **Deliverables:**   * *Virtual Onboarding Ideas Catalog* * *Virtual Onboarding Workbook* * *Network Activation Action Plan* * *Performance Management for Emergency Work-From-Home* * *In-Person to Online: Delivering Training While Social Distancing Note* |
| 3. Launch the virtual onboarding process and plan to re-assess | 1. Modify the onboarding process 2. Create an action plan 3. Re-assess and iterate   **Deliverables:**   * *Virtual Onboarding Workbook* * *Virtual Onboarding Guide for HR* * *Virtual Onboarding Guide for Managers* * *HR Action and Communication Plan* * *Virtual Onboarding Schedule* |

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