

# Your Handbook to Remote Onboarding

Remote Onboarding of New  
Members of the Workforce



 **Rallyware**  
Onboarding

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# The Ultimate Goal



To provide ample support to ensure each new member of the workforce feels welcome and engaged, from the moment they join the team. Set them up for success, and watch them grow!

## Who this handbook is for



Performance vanguards - those whose primary responsibility is driving productivity, performance and other workforce KPIs



Human resource leaders - those responsible for cultivating and maintaining a strong company culture



Directors of Learning & Development - those in charge of coaching and development, and developing new members of the workforce through ongoing training and mentoring



Field Development leaders - those responsible for the onboarding, training and development of a remote workforce

# Why Onboarding is so Important

- With a standard onboarding process, companies enjoy **54% greater productivity** from their new members of the workforce <sup>1</sup>
- 49% of companies **are presently updating their onboarding programs**, 22% continually update their programs, while 10% have not done so in more than three years <sup>1</sup>
- Organizations with a strong onboarding process can **improve retention of new members of the workforce by 82%** and **productivity by over 70%** <sup>2</sup>
- 87% of organizations believe that **ambassador or buddy programs boost proficiency of new members of the workforce**, while only 47% include it in their onboarding programs <sup>2</sup>
- Members of the workforce who had a negative onboarding experience are **2x more likely to search for other career opportunities** <sup>2</sup>
- Most organizations **only concentrate on one week of onboarding**, leaving new members of the workforce feeling confused, dismayed and left with a lack of resources <sup>2</sup>

## Standard Onboarding

**54% productivity**

## Strong Onboarding

**82% retention**

**70% productivity**



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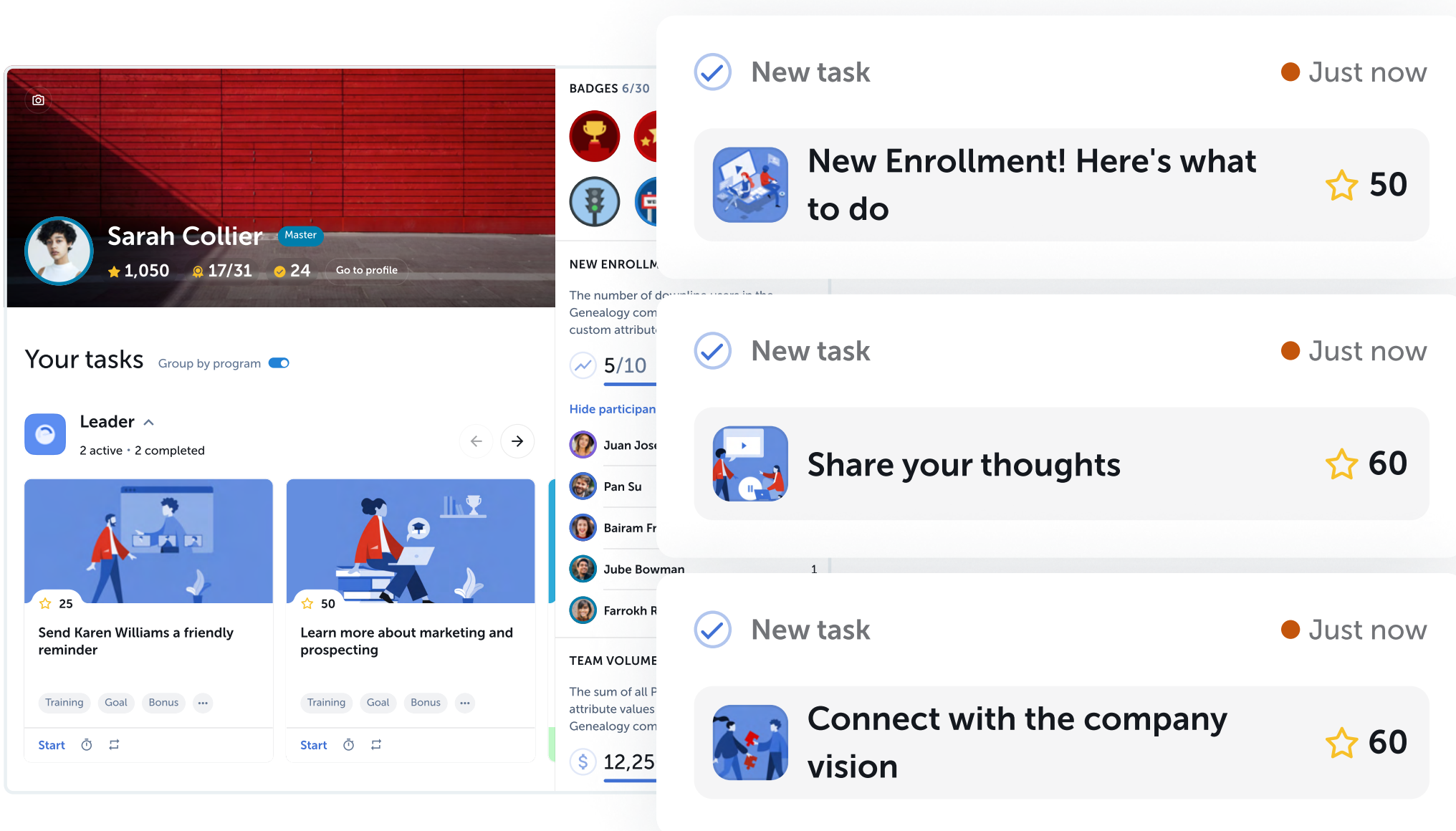
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These statistics underscore the fact that there is a lot of opportunity in this area. Welcoming new members of the workforce in person allows for face-to-face interactions to occur, and for them to easily ask any questions, should they arise. Yet, remote hires who are based in different locations and time zones do not have the advantage of in-person meetings. Therefore, it becomes essential to adapt our onboarding activities to meet the realities of this new environment, ensuring a seamless remote onboarding process.

Besides providing a standard onboarding experience, such as a handbook and the necessary technical equipment, there is the opportunity to do more, to dig deeper to uncover what really drives the members of your workforce, where their strengths and weaknesses lie, and provide them with the experience they truly deserve.

Rallyware's Performance Enablement Platform helps organizations create a more engaged, productive and energized workforce, delivering a personalized onboarding experience for each new hire. Are you ready to supercharge the new members of your workforce and set them up for success in today's world of work? Read on to learn all you need to know about onboarding.





# Fundamental Tools and Resources



**Online learning tools** for the efficient delivery of business and learning activities.



**Communication and collaboration tools** for working, networking and bonding with colleagues. With a remote and distributed workforce, ensuring seamless communication between team members is critical.



**Digital library** to house all important resources and training materials, so that individuals can easily access and refer back to this information when needed.



**Analytics tools** for tracking and measurement. How successful are your onboarding and training initiatives?  
How are your members of the workforce performing?



**Survey tools** to gather feedback from the members of your workforce - how have they found the remote onboarding experience to be? What could be improved?

Embracing a unified platform that all incoming data to personalize an individual's onboarding experience can help to make onboarding hyper-efficient, bring down time to productivity as well as increase retention. Having such tools and solutions in place will set your organization up for success, and allow you to take advantage of and scale our recommended best practices, as described below.



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# Best Practices for Onboarding Success



# Best Practices for Onboarding Success

## 1. Identify and define clear business goals, and measure their success

First, identify and define the business goals you wish to achieve. Then, structure training around these goals.

### Consider:

- With a standard onboarding process, companies enjoy **54% greater productivity** from their new members of the workforce <sup>1</sup>
- 49% of companies **are presently updating their onboarding programs**, 22% continually update their programs, while 10% have not done so in more than three years <sup>1</sup>

Measure the effectiveness of these goals, to evaluate your onboarding program.

### Example:

For Norman, sales growth is his organization's primary business goal. Training for new members of the workforce will include activities that educate them about the company's product/service features, the appropriate sales methods to adopt, and set specific sales objectives. Upon completion of these tasks, Norman would look at how the performance level of these individuals have altered. How successful were these initiatives? Based on these analysis results, Norman can adjust the process accordingly.



## 2. Uncover personal and professional goals

No two individuals are alike, as all have varying personal and career goals. This is why it is important to get a firm grasp of these goals, from the get-go.

### Example:

As a recent college graduate, Joseph has the theoretical knowledge, but little experience working in the field of sales. Meanwhile, Daniel has been in the workforce for several years, and has experience selling various products and services. Therefore, Joseph will be provided with training that is more focused on the basics of the sales process and selling techniques, and Daniel with more product training.



General  
**Beauty products**  
👤 39 members

Join



General  
**Nationwide**  
👤 27 members

Joined



Managers  
**Northeast**  
👤 128 members

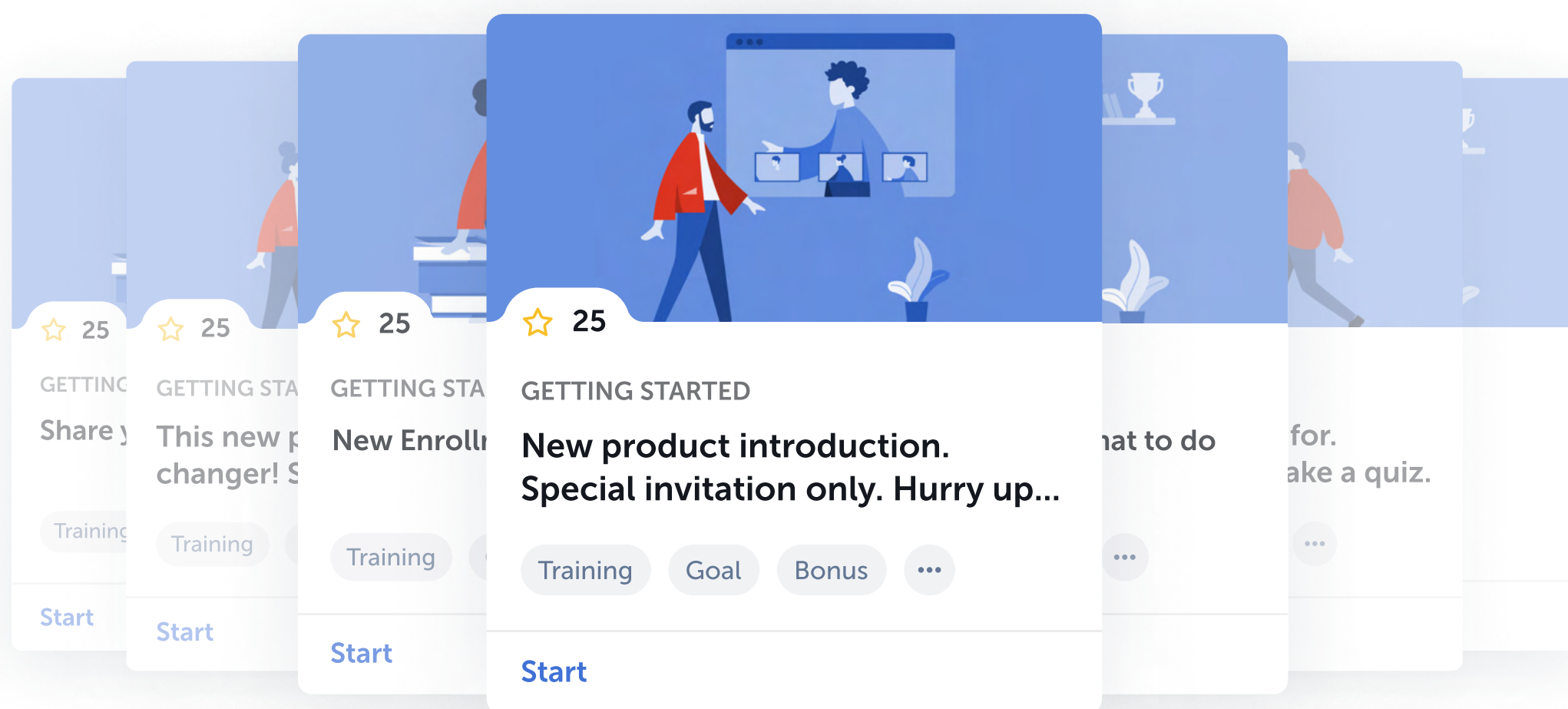
Join

## 4. Perform a skills assessment

Just as all individuals have different goals, they are also at different points in their lives and career journeys, with different working experience, educational backgrounds and technical expertise. Rather than wasting time teaching the skills they may already possess, Rallyware's platform ensures that they receive only the relevant content they need to achieve.

### Example:

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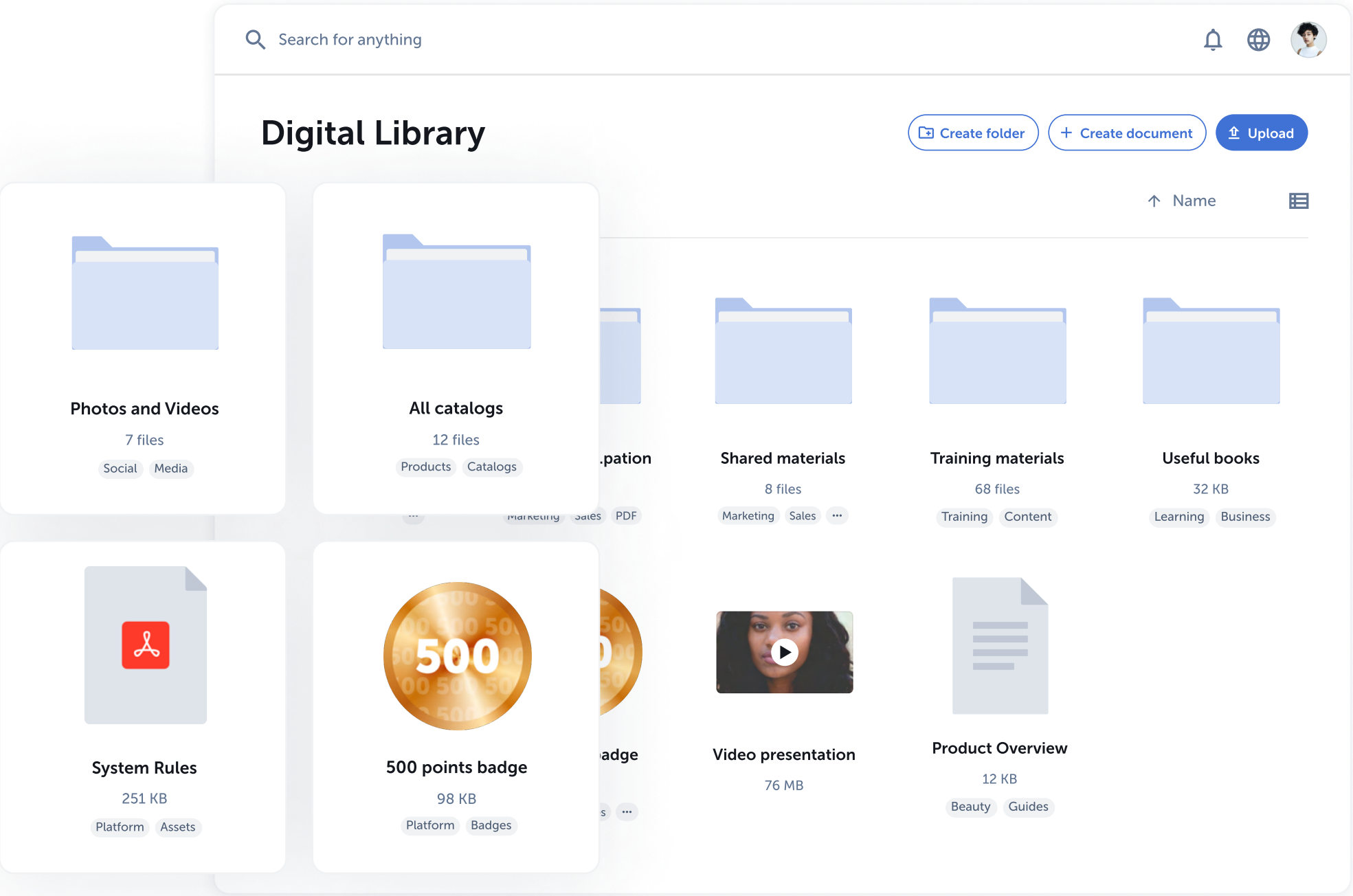


## 5. Account for differing learning styles & preferences

Learning and working in groups or studying in solitude? Powerpoint demos rather than in-depth product guides? Everyone has different learning styles and preferences, and will therefore benefit from different onboarding experiences.

### Example:

With an academic background, Paul enjoys reading and can easily absorb and digest written material. Adam, on the other hand, is extremely busy and favours content that can easily be consumed, such as quick videos and diagrams. Rallyware factors in these considerations, and delivers content accordingly - the two will receive their training materials in different formats.



## 6. Mix it up and include rich media content

For maximum engagement, think outside of the box - combine rich media content with traditional written training materials. Individuals are more engaged when content spans various formats - including videos, slideshows, podcasts, checklists, animations and quizzes

### Example:

Welcome new members of the workforce with a short video from the company CEO, rather than presenting them with multiple pages of content to read

“It’s not just about the overall approach, it’s about how you develop the content. When we develop training, we also need to make it fun and easy to digest.”



**Victoria Nagornaya**

Customer Success Manager, Rallyware



## 7. Hone in on data, data, data

**Data makes all the difference** - it is what makes all of the elements of a personalized experience, as described above, possible. Based on their past interactions with the system and data that had previously been collected, Rallyware's platform provides content adjusted to the learning preferences of the individual, and uses this information to maximize training outcomes. This is why it is critical to harness the power of data, as it helps you understand the members of your workforce, make more informed decisions and deliver the right activity to the right individual, and at the right time. By taking the time to collect data and key insights, analyze them and then use them to better the onboarding experience, this will result in ultimate business success.



## 8. Provide opportunities for connections & community building

Buddy or ambassador programs are thought to be an effective way of speeding up proficiency of new members of the workforce,<sup>2</sup> and onboarding buddies have been found to improve new satisfaction and boost productivity.<sup>3</sup> Therefore, it is critical to lay the foundation for a strong and supportive community, and for new members of the workforce to have access to advice, guidance and encouragement as part of their onboarding experience.

Additionally, having multiple communities within the virtual space that are structured around key company initiatives or regions is key to keeping members of the workforce connected and fostering a strong company culture. Encourage individuals to build relationships with their peers, and provide a space for these conversations to occur.

### Example:

Since Paul is new to the world of sales, he would likely benefit from peer-to-peer-mentoring. The Rallyware platform would facilitate such a connection - matching him up with another individual with more experience with building a business. Paul would also have access to a community of others, with whom he could chat, ask any questions and bounce ideas off.



# Your Ultimate Onboarding Checklist



# Your Ultimate Onboarding Checklist

- ✓ Identify clear business goals
- ✓ Develop rich media content to offer a diverse selection of training materials and activities
- ✓ Ask new members of the workforce 'getting to know you' questions to discover their personality and interests, as well as their personal and professional goals
- ✓ To ensure maximum clarity, make all training topics easy to find, if an individual wants to redo or revisit a certain piece of content. Provide easy access to this key information
- ✓ Assign new members of the workforce an onboarding buddy to help them get acclimated
- ✓ Provide a space for communication and collaboration
- ✓ Encourage feedback and suggestions, in order to improve processes over time
- ✓ Collect the right data and analyze your onboarding practices quarterly to see where you can improve



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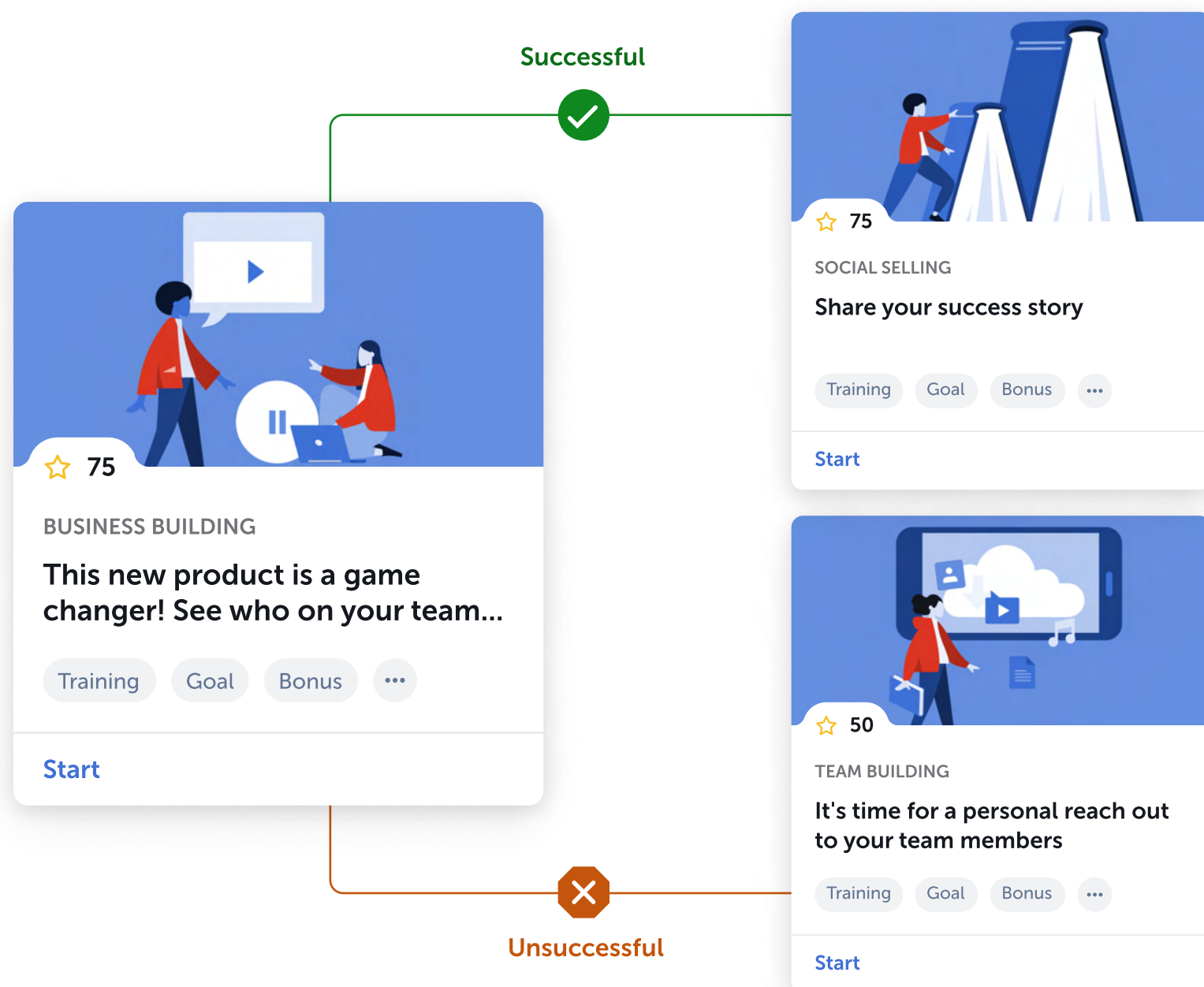
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# Conclusion & Final Thoughts



There you have it - **Rallyware's best practices and tips to onboarding success.** Providing an effective and streamlined onboarding experience is critical, especially in today's world of remote and distributed teams. Although workforces may spread out over the globe, onboarding does not need to be thought of as an overly complex process. With a bit of strategizing and planning, a robust onboarding strategy can boost the engagement of new members of the workforce, enhance productivity, and make their whole experience with your company memorable.



# List of Resources

- 1 [Infographic] The Onboarding New Hire Statistics You Need to Know (with 2018 Updates). (n.d.). UrbanBound.  
<https://www.urbanbound.com/blog/onboarding-statistics>
- 2 10 Employee Onboarding Statistics you Must Know in 2021. (n.d.). Sapling HR.  
<https://www.saplinghr.com/10-employee-onboarding-statistics-you-must-know-in-2021>
- 3 Every New Employee Needs an Onboarding “Buddy”. (n.d.). Harvard Business Review.  
<https://hbr.org/2019/06/every-new-employee-needs-an-onboarding-buddy>



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# About Rallyware

Rallyware reinvents distributed workforce onboarding, training, and engagement by connecting learning activities with operational and performance data of each individual. Such personalized learning results in an average of 24X ROI, driving desired workforce behaviors at scale.

Rallyware has been adopted in more than 57 countries, supporting over 20 languages for millions of users.

The company's mission is to provide every member of any distributed group with meaningful opportunities to feel connected, engaged, and valued within the overarching community to unlock their full potential.

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