

FAQs:

How to Win at Onboarding Candidates Remotely





Since the outbreak of COVID-19, OfferZen's Account Managers have helped hundreds of companies win at onboarding developers remotely. We gathered some of the most asked questions and collaborated with our Account Managers to get answers. Take a look!

What do I need to do before a new team member joins?



Stay in contact

Don't go silent between signing the offer and your new team member's start date. A lack of communication will be especially off-putting for a remote new joiner.

Keep up the excitement by...



Inviting your new joiner to any team events that might be happening. This is a great opportunity to bond with the team ahead of time.



Sharing your onboarding plan and what they can expect in their first few weeks on the job.



Giving them access to programmes and team processes where possible, so they can familiarise themselves with the work environment.

Hiring Tip 101:



Your onboarding process should start the second that the contract is signed. Many candidates who drop out before starting their new jobs, cite a lack of communication as a major contributing factor – so make sure you keep in touch.

OfferZen Account Manager, Nicola Williams

How should we support new team members during COVID-19?



Make sure they're well set up

Check that your new joiner has everything they need for remote work, such as:

- All necessary equipment such as their desk, a comfortable chair and monitors.
- A UPS battery in case of load-shedding, in South Africa.
- A strong internet connection. Provide them with this or compensate their costs.

Check in on team wellbeing often

Dedicate time to check in on wellbeing during your 1:1s and standups, and integrate it into your remote company culture.

Vaccination and sick leave policies

Be supportive by clearly communicating your policies around COVID-19 vaccination and sick leave to new joiners.

How do I prepare my existing team for a remote new joiner?



Send a message

Whether over email, Slack, Teams or WhatsApp, it's a good idea to let the wider company know that you have a new team member joining!



Include them in onboarding

Allow your team to help you brainstorm ways to get the person up to speed and part of the team.



Pick someone to own onboarding

Choose an experienced team member to own onboarding the new joiner: From getting them settled in, to understanding work processes, and weekly check-ins.



Create a space for questions

Set up time with your team to hear about what they have been working on, and where a new joiner could help.

How do I make my new joiner feel welcome and connected to the team?



Send a welcome gift

There's nothing like receiving a gift just for you. You can do the same for new joiners with a welcome pack that includes essentials to make them feel welcome.



Be intentional about creating connection

Nominate an onboarding buddy who will help answer questions, set the new joiner up, and generally be a 'friendly face' around the virtual office.



Set up a remote team event

Celebrate the arrival of your new joiner. For example, have a remote team lunch, or play an online game. Our team recently played [Agar.io](https://agar.io) together!

How do I make my new joiner feel welcome and connected to the team?



Share key milestones

Celebrate important milestones your new joiner has reached, such as their 1 month check-in, or their first meaningful contribution.



Invite them to social channels

Have them join a social club at the company (e.g. online gaming club, board game club, book club, meditation circle).



Have agendaless meetings

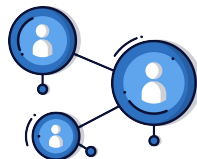
[Agendaless meetings](#) are a great way to get the team to check in with each other and connect outside of work-related things.

How do I help my new joiner feel confident in their role?



Be available as a team

Ensure the team has indicated their availability in their calendars, in case your new joiner needs help or would just like to chat.



Give context

Spend time explaining how your team impacts the business and where they fit into this.



Set clear goals

Explain all the projects they're on, who they'll work with, and the goals they'll work towards in the first few months.

How do I help my new joiner feel confident in their role?



Onboarding checklists

Include what they can complete to have an awesome, productive day.

Also add social tasks like meeting team members in other parts of the business!



Have an internal knowledge base

Make sure your new joiner can easily find important onboarding material such as culture documents, team videos, 'How to docs', etc.



Schedule regular check-ins

For the first three months, make sure you've set up weekly 1:1 check-ins with your new joiner.



Avoid micromanaging

Frequent check-ins can also feel like being micromanaged. Make it clear that you're still figuring out a good cadence for check-ins and encourage their feedback.

Hiring Tip 101:

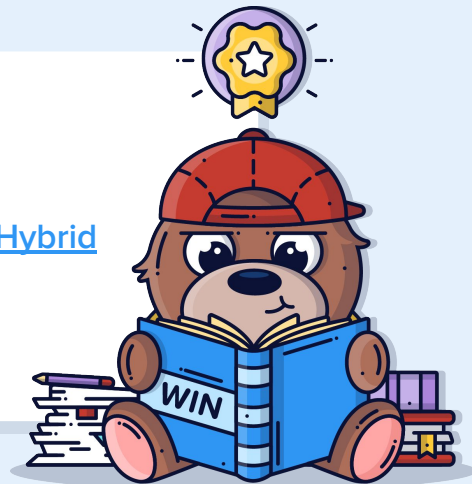


Make onboarding impactful and engaging. Rather than having a new joiner go through training videos on their own, find ways to incorporate other team members. It's a great opportunity to bond with the team.

OfferZen Account Manager, Gert Barnard

Read more on the OfferZen blog

- [COVID-19 FAQs: Tech Hiring in a Remote World](#)
- [Rethinking Remote Onboarding in a Remote World](#)
- [New Employee Onboarding and Integration in a Remote/Hybrid Workplace](#)
- [4 Remote Onboarding Essentials](#)





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