

The Ultimate Guide

How to Onboard Your Remote Employee



Congratulations!

You've hired a brand-new *My Cloud Crew* Virtual Employee (or maybe several of them).

In this guide, we'll break down our approach to remote onboarding, what to expect at each stage of the process, and how to avoid common mistakes. The goal is to transform your Virtual Employee – from New Hire to High Performer.

Let's dig in.

Tim Reading

CEO, My Cloud Crew

What is onboarding?

An onboarding process gives new hires a clear structure to follow during the first days, weeks and months at work.

Unlike a new-hire orientation, which is typically a one-time event, an onboarding is a series of trainings that helps a new hire get clarity about their role, the organization, and how their job relates to broader company goals.

Here's a sobering statistic: 20% of employee turnover happens within a new hire's first 45 days. This is why starting off on the right foot is essential – and even more so in a remote context.

New hires are full of energy and excited to get up to speed and start contributing. A great onboarding lets them do just that.



In-person vs. remote onboarding

In-person onboarding and remote onboarding are fundamentally the same.

But there are potential constraints to consider when onboarding new hires across time zones.



You can't always expect real-time feedback, and you might not be able to properly gauge how your VE is coping in their new role.

With a remote workforce, the key is to *write down* the onboarding program. Nothing scales better or faster than words – the average adult reads twice as fast as she listens. Documentation is also a handy resource, while people aren't always available.

Ultimately, your onboarding program should give your VE the tools, resources and autonomy to excel at – and enjoy – their job.

Onboarding a *filipino* employee

Offshore employees bring valuable skill sets and unique perspectives to the table. Yet too often, international onboarding programs are generalized, not localized or humanistic. Even worse, these programs can be built off broad cultural assumptions that tokenize foreign hires.

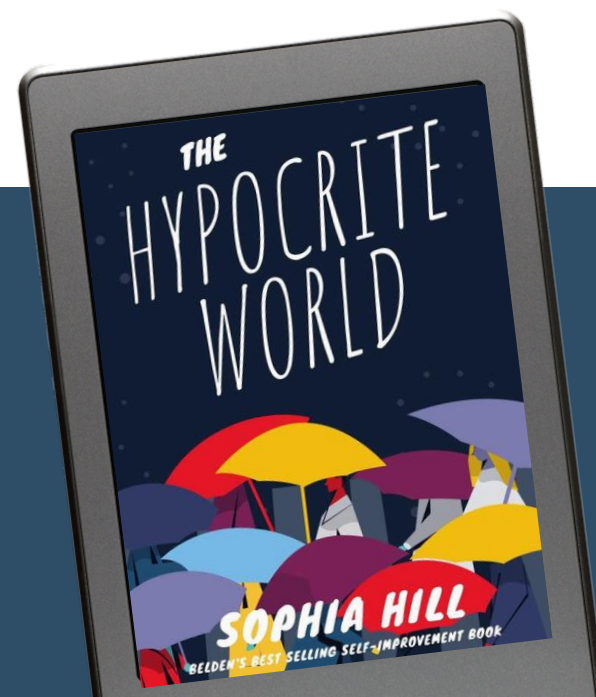
How is this relevant to you?

Your new Virtual Employee is Filipino (or, at the very least, lives in the Philippines). Cultural relevance and a personalized approach will go a long way.

Before you onboard your VE, we suggest reading our free guide *How to Manage Effective Filipino Work Teams*. It's a quick read but pays dividends.

Filipinos are culturally flexible, relationship-centered, and service-oriented. They generally avoid conflict and prefer predetermined processes. A Filipino's attitudes about roles, rank, and status can also differ from their Western counterparts'.

If you start the onboarding process with an open and flexible mindset, you'll find working with your VE extremely rewarding.



**How to Manage Effective
Filipino Work Teams**

DOWNLOAD



Stages of onboarding

Pre-boarding

Pre-boarding is the time between signing a job offer and starting the job, and it can make or break your new VE's experience. Don't leave them with the feeling that you're surprised that they showed up on their first day.

Your VE is likely crackling with nerves and excitement. Channel that energy into setting up IT fundamentals and compliance paperwork before Day 1.

Your VE might need a company email, access to project management tools, learning modules, etc. This sounds like a no-brainer, but connectivity is a common first-day issue.

It's also a good idea to give your VE a full schedule for their first two days at work.

At My Cloud Crew, when we onboard our new hires, we generally try to over-schedule instead of under-schedule. It's a weird feeling to show up on the first day and not have any work or idea of what to do. So we try to fill those days as much as possible.

onboarding checklist

Pre-boarding

1 Welcome email

2 Detailed job description

3 Access to tools your VE will need (email, productivity tools, etc.)

4 The agenda and duration of the first day

5 Practical instructions, including FAQs and important links

“Not everyone’s situation is the same, and your onboarding process needs to reflect that.”

–Raphaël Moutard

The first day

There will be common elements in the onboarding experience for every new hire (e.g., the basics around your product or service, your company culture and company policies).

But to really prepare your VE for their job, you need to provide customized learning paths that give them information and support that is specific to their role in your organization.



Things you will want to discuss

😊 **Company culture**

A company's culture is the sum of its values, behaviors and goals — from entry-level workers to executive management — and defines how you do what you do in the workplace. This is why it's essential to be straightforward about your company culture.

For example, encouraging “innovation” but maintaining strict workflows doesn't encourage out-of-the-box solutions. And saying your company has an “open-door policy” when departments are constantly siloed, falls short of true collaborative spirit.

Be transparent about company policies that deeply impact employees, such as scheduling policies or holiday policies.

🔒 **IT protocols**

The compliance portion of your onboarding process should address your company's IT security protocols.

At My Cloud Crew, we educate our employees on sound cybersecurity practices for remote work. We enforce usage policies, require operating system and software updates, and instruct our employees to use modern password management apps and anti-malware protection on their computers.

In some cases, you may need to share proprietary information with your VE, such as passwords and client data. We encourage you to consistently back-up your data and use database monitoring gateways or application-layer firewalls.

Objectives & KPIs

It's crucial to *not* overwhelm your VE on their first day so they are able to retain information better. But a few of the things you will want to discuss right off the bat are timelines and expectations.

At the very least, your VE needs a basic understanding of their day-to-day responsibilities. If possible, go over a 3-month roadmap of key projects that they will be working on.

Set clear performance metrics and milestones for your VE's first 3 months, 6 months and year. This communicates that all of your employees are evaluated on fair, standard metrics.

Regardless of which KPIs you will track, they will be most effective when they meet the SMART criteria: Specific, Measurable, Achievable, Relevant, and Timely.

Collaboration tools

To collaborate effectively across locations and time zones, you need to curate a suite of purpose-specific tools to modernize and optimize your business communication methods.

At My Cloud Crew, our primary task management tool is *Teamwork*. You're welcome to use your own tools, of course, but we would need your tasks to be uploaded to Teamwork by default (if you're unfamiliar with the Teamwork app, we can send you a how-to guide).

To get you started, here are a few asynchronous collaboration tools that offer a free tier: *Google Workspace* for file storage and collaboration; *Loom* for screen recordings; *Zoom*, *Google Meet* or *Whereby* for video conferencing; *Slack* for instant messaging.

onboarding checklist

The first day

Task management

Teamwork

File storage and sharing

Messaging and calling

Other tools your VE will be using



The first week: role-specific onboarding

In this crucial stage, your VE goes beyond the fundamentals to build a deeper understanding of their role. Here, they start to understand how they can add value and contribute specific expertise.

You can help them ramp up to their expected level of core performance through 1-on-1 meetings, starter projects and job-specific training, which can help to identify areas for development.



Periodic check-ins

At its core, the onboarding process is about steady progress over time. This is true for the new hire, but it's also true for the onboarding process itself.

This is why it's important to regularly check in with your VE about their onboarding experience, to understand how the process is helping (or not helping) them, so you can refine your onboarding program as you go.

First month

Give your VE achievable, measurable tasks. Touch base regularly to see how they are settling in their new role.

First 3-6 months

Here, you are likely to feel more comfortable giving your VE larger projects or delegating some of your core functions.

Schedule regular 1-on-1 meetings to discuss project developments and answer any questions. Pay attention to their general morale temperature.

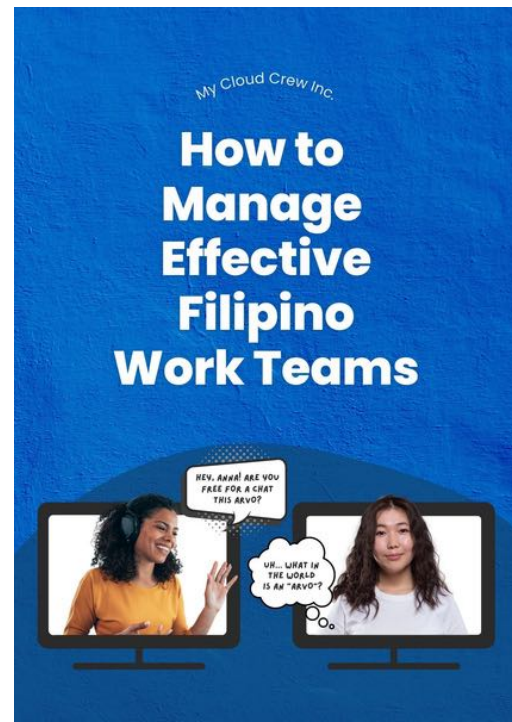
First year

As your VE gets more acclimated, you might want to encourage them to participate more in cross-functional teams.

“Your first week at a company has an outsized impact on how you feel about the organization, how you get yourself ramped up and how effective you will be. It’s the foundation of your experience, capacity and emotional connection at work.”

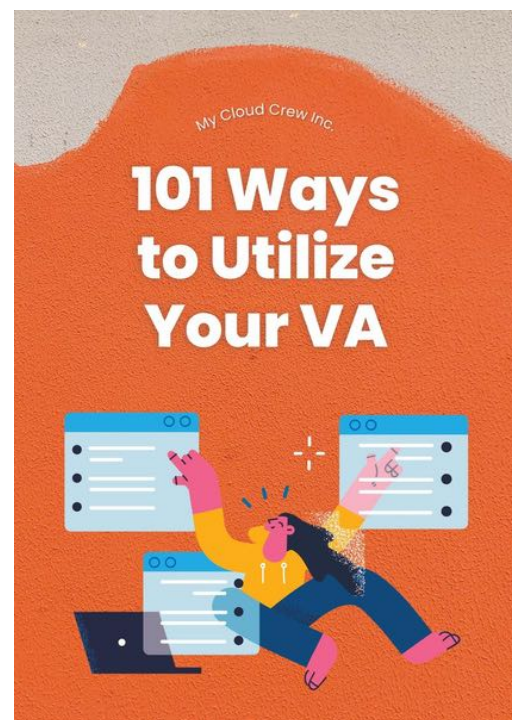
–Noah Brier

Other guides in this series



How to Manage Effective Filipino Work Teams

Our entire workforce is Filipino. Or, at the very least, they live in the Philippines. Cultural relevance goes a long way. The concepts and practical tips in this guide are based on widely accepted Filipino work culture.



101 Ways to Utilize Your Virtual Assistant

An essential guide for startups and small business owners with helpful insights on how to grow your business and tips on utilizing virtual support services for competitive advantage.

More tips and inspiration on our blog

www.mycloudcrew.com/blog

10 Principles of Great Web Design

How to Build a B2C Marketing Funnel for Sales Lead Generation

Top 12 Facebook PPC Metrics You Need to Track

How to Set the Digital Marketing KPIs for Your Business

7 Common Bookkeeping Errors and How to Avoid Them