Metropolitan State University of Denver

Remote Onboarding Guide for Supervisors

New employee onboarding is the process of integrating a new employee with a company and its culture, as well as getting a new hire the tools and information needed to become a productive member of the team.

As the leader of a new employee, you play a critical role in creating a welcoming experience that connects the new employee to students and the University, and establishes MSU Denver as a place where people want to come to work *and* stay. Working remote presents new challenges to onboarding and this guide is designed to assist you in remotely onboarding your new employee to your team.

FLEXIBILITY AND COMPASSION

First, and foremost, remember that new employees are coming on board during an uncertain and scary time. Like many, they are balancing multiple responsibilities with work and family. Adjust your expectations accordingly and practice flexibility and compassion with your team.

COMMUNICATION

Utilize available technologies for face-to-face interactions that combat isolation, build strong relationships and foster a shared community.

- As a University, we are using Teams as our virtual communication and collaboration tool. Additional online communication and project management tools include Outlook, SharePoint and Planner.
- Encourage your team to create a space in Microsoft Teams for informal, personal connection.
- Establish norms for how different communication channels (video conference, voice calls, Microsoft Teams chats, emails, etc.) will be used within the team.
- LinkedIn Learning Path: Office 365 Foundations

BEFORE THE FIRST DAY

Create buy-in, engagement and motivation from your new employee from the outset. Take this opportunity to begin introducing them to MSU Denver and our culture, as well as performing vital admin tasks to ensure those first few days go as smoothly as possible.

- Send a welcome email to your new employee (new employees may not have a Net ID yet, so send the email to the employee's personal email)
    - Express excitement for the new employee to join the team.
    - Set an itinerary for the first few days or weeks so the new employee knows what to expect.
    - Provide a point of contact for any questions the new employee may have leading up to their first day.

- Send a Teams meeting invite and link for your first one-on-one on the afternoon of NEO with your new team member.

DAY 1

The two main goals on the first day should be setting expectations and introducing objectives. Employees need to have crystal clear ideas about what their job duties and responsibilities are on Day 1.

- Initial One-on-One Meeting
  - LinkedIn Learning: Leading Productive One-on-One Meetings
  - Collaborate on developing a clear plan for the new employee's first 30, 60, and 90 days so you're both aligned on the expectations for the role.
    - Schedule recurring one-on-one meetings at least every other week.
    - Add the new employee to any relevant team meetings.
    - Assign the new employee 2-3 small tasks that can be completed within the first week.
  - Set Expectations
    - Discuss University values and team norms.
    - Discuss team objectives and individual goals.
    - Establish standards and time frames for training, reviews, and milestones.
    - Verify that new employees understand their tasks and the systems they'll use in their work.
    - Discuss upcoming projects, organization leaders, and access to shared employee resources.
    - Provide an overview of work processes, workflows, departmental structures and informal systems.
    - Discuss communication preferences for the supervisor, new employee and team.
  - Introductions
    - Set up virtual calls to occur within the first week with individual team members so the new employee can learn about their peer's role, and how they'll be working together.
    - If possible, provide the new employee with an organizational chart of your division or department.
- Team Meeting
  - Schedule a virtual team meeting to welcome your new employee to the team

FIRST 30 DAYS

Designed to give your new hire a solid understanding of their role and place within your team and the University.

- Help the new employee schedule time in their calendar to complete the Required University Trainings.

- Set up virtual calls with individual colleagues and partners across the University for the new employee to get to know all the people they'll be working with.
- Give the new employee a simple exercise within the first couple of weeks that requires cross-team collaboration or knowledge discovery to introduce them to other team members, University resources, and regular activities within our culture.
- Continue to check in with the new employee and ask for feedback on their onboarding experience. Make adjustments and changes that support your employee's needs.