



HYBRID EMPLOYEE ONBOARDING BEST PRACTICES FOR IT

In the face of pressure to retain talent, companies are treating new employees like new customers, giving them the best service and technology experiences available. The following milestones can guide this new standard for IT teams and help organizations remain competitive.

PRE-START DATE

- **Welcome.** As soon as a new employee accepts their job offer, send a follow-up email briefly introducing the company's technology.
- **Inquire.** Ask about their preferences in line with your tech kit options. Will they be working in various locations and need secure wireless peripheral devices and protective gear? Are they right-handed or left-handed? Do they have any accommodation requests?
- **Document.** Codify internal practices to capture new employee responses. Reference these as proof points when pitching future companywide technology requests.
- **Develop.** Create a technology onboarding plan specific to their responses and the tech they'll receive.

EMPLOYEE'S FIRST WEEK

- **Implement.** Add a section to standard IT training that implements their individual technology onboarding plan.
- **Highlight.** Explain key workflow features of their new technology. Include an overview of how to set up their preferences or where to find information to do so on their own.

EMPLOYEE'S FIRST MONTH

- **Demonstrate.** Plan a separate time to explain their technology's ergonomic features. (Here's a [library of ergonomic info and well-being tips](#) you can use or direct them to.) Better communication can bridge the gap between efforts and employee adoption, increasing overall well-being. Waiting for this discussion until after they've settled in a bit demonstrates that their health matters to their employer.
- **Follow-up.** Schedule a short meeting to check in. New team members know IT is busy and want to respect your time. They're more likely to ask questions face-to-face.