



Onboarding & Anxiety

How Oak supports new hires in having the best experience possible

Your Weekly

News Roundup



8 March 2023

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1 March 2023

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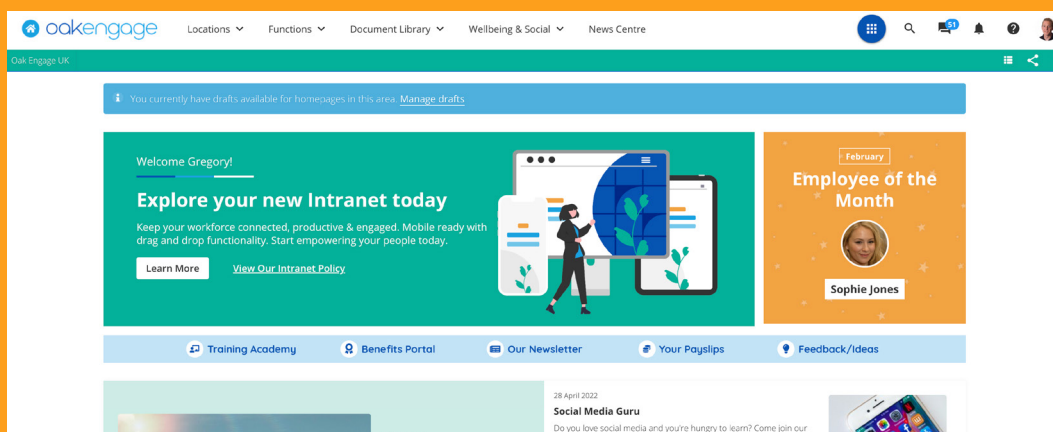
How Oak supports the onboarding process 8



What is onboarding?

Onboarding is the process of new hires joining a business. It takes place in every business due to natural churn or as businesses expand and grow. There may be a need for new talent to support the business with new roles that have been created due to growth, or simply to replace current employees who are moving on or up within the business. It is inevitable that businesses will need to onboard employees at some point and so a robust onboarding process is vital to give these new employees the best start possible within the organisation.

While inevitable for employers, the onboarding process isn't always as robust and comprehensive as business think, with only 12% of employees agreeing that their business does a good job of onboarding new employees. The consequences of poor onboarding for businesses can range from lower levels of engagement, lack of trust, a negative impact on employees morale, missed targets and ultimately higher levels of staff attrition.



Why is onboarding important for employees?

As humans, we don't like change and can feel very anxious about changes in our lives. Our working life makes up so much of our lives, a change to this can cause a lot of anxiety. Joining a new company is a huge change that can cause a lot of excitement, but stress and anxiety at the same time.

The unknown of what to expect before starting can be really hard for many people and the first few weeks of joining a new company can take its toll mentally too. People can experience Imposter syndrome and feel overwhelmed. This is why the onboarding process is critical for new employees, offering them a sense of belonging while giving them the tools, information and resources they need to integrate well into the company.

This initial process also builds on your company culture, giving you the opportunity to showcase who you are. This in turn helps to engage employees with the business values, mission and objectives while motivating them to feel that they are a valued part of the team.



Why is onboarding important for employers?

With onboarding being vital for both employees and employers, why do so many businesses fail when it comes to implementing systems? Common issues that occur around onboarding include:

1 A lack of training and understanding

A lack of knowledge on just how impactful a good onboarding process can be can play a factor for businesses having a lacklustre onboarding process. There can be a drive for new employees to 'hit the ground running' in some circumstances. This can be caused due to a lack of previous resources or trying to backfill a role that has put increased pressure on the rest of a team.

In cases like this, a new employee may be utilised as an immediate resource to help relieve this pressure. This however, is often at odds with their overall experience joining the business.

While in the short term the immediate team can benefit, the new employee will be left with a limited knowledge of how the business works, who they need to contact and the overall vision. This can cause uncertainty, disengagement and retention issues for new starters. This then results in an endless cycle of new employees being brought in to backfill the previous losses incurring additional cost to the business and a lack of knowledge being built up with employees.

2

Silos between departments

While onboarding is typically seen as a Human Resource / Internal Communication team focus, it's extremely important that other managers from different departments buy into the 'why' onboarding is so important for them, their teams and the business.

Offering a comprehensive experience for all employees ensures they feel like they know their way around the business, who to speak to and contact and makes them feel like they're fully welcomed into the new environment. This helps to offset any anxiety that can be felt within the first few weeks or months for new employees who're starting with the business.

3

Compliance and onboarding

A robust onboarding process allows for new employees to become compliant with the business processes and expectations, minimising the potential for mistakes, security breaches and inappropriate behaviour.

4

Onboarding and communication

The Onboarding process begins from the moment an employee accepts the job offer: this can be months before they begin their first day. Outside of email, there is a lack of communication tools available to companies that enable employers to keep in touch and support new employers throughout this time. Before any employees start there are tasks that need to be done, such as ordering IT equipment or getting email addresses created. There are also tasks that the employee needs to do and complete and email isn't always the best channel for these to be completed.

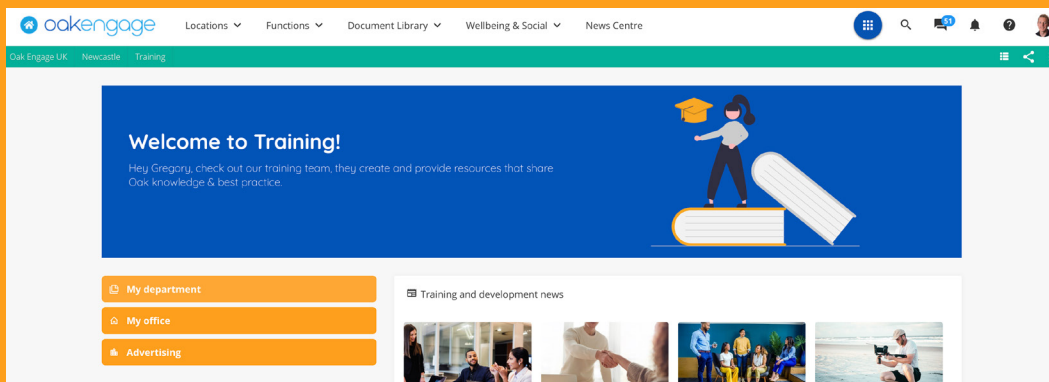
5

Tailored to employees and their needs and timeframes

The onboarding process itself can take on many forms, from a company handbook, individual managers doing the introductions, to group activities that give more of an insight into the business. While these can work well, generally they are done with the other new starters at the same time. While this is great for busy HR / IC teams to streamline activity, it does mean that there is one speed for all and they're usually delivered as a seminar over no more than a few days.

Depending on the size of the business there can be a lot to take in, without trying to learn your new role at the same time. The onboarding process needs to differ from employee to employee so that they can get the best out of it. Traditional methods don't usually cater to this and can be viewed as a one time event and tick box exercise. Good onboarding needs to support employees for as long as they need.

Oak Engage offers solutions to all these common occurrences to support your onboarding process and offers all new employees a streamlined journey as they integrate with your business.

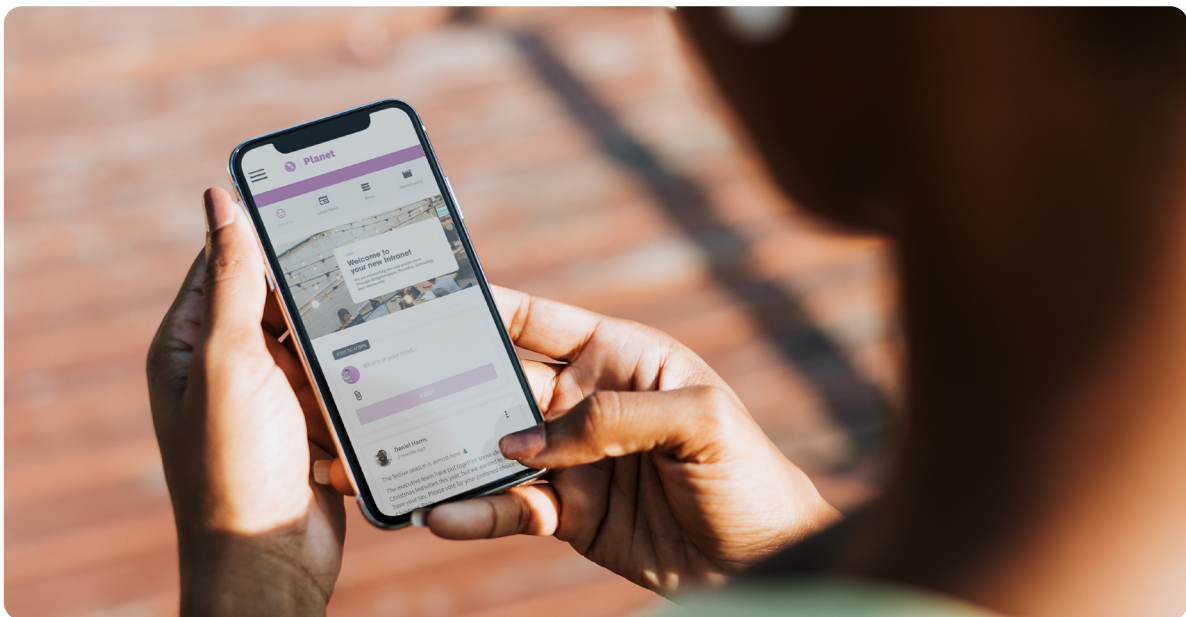


How Oak supports the onboarding process

Stage 1: Preboarding and mobile access

Through Oak Engage, before employees even join your business on day 1, they are able to access the intranet via their mobile devices. This allows them to do certain activities, as approved by your Internal Communications team through a dedicated preboarding homepage such as order a uniform, enter bank details for pay and pension, access and accept policies, find useful information such as where to go on day one for your office address and parking information. All of these things help with anxiety before new hires start.

Small things like this can really help to support staff with their nerves and anxiety on day one and give them a breakdown of exactly what to plan for and expect. This also supports the company in showcasing its reputation and how it treats its employees with a focus on wellbeing and mental health. This type of activity is not normal and really goes beyond what employees expect when joining a new business.



Stage 2: Onboarding, audiences and pages – Welcoming new employees and their induction

With the way that audiences are built within Oak, you are able to group various people so that they have different journeys when they log into the platform. This enables you to create a bespoke welcome page for new starters that greets them for a period of time, rather than having them be greeted with the same user interface that all other employees may see when they log in.

How granular you want to be is completely up to you, Oak gives you the options to create as many pages as you require. You may choose to have a version of that page specifically for new hires on day one only so that users are greeted with a pre-recorded message from the CEO welcoming them to the company or some very basic usage so that they don't feel overwhelmed.

Active Scheduled Homepages

Homepages shown here will be matched first before falling back to the main homepage

Onboarding

All the time new starters Any device type ▾

Other uses of using Oak in this stripped back way means you can also create tutorials and tips on how to use the intranet, giving users a basic understanding and overview of how to find where certain things are or how to find or navigate to places that they will be using.

Stage 3: Joining the company and learning the basics of a new role

After a specific amount of time, users can then be ported over to the main intranet pages to see all the news and updates from around this business but with access back to their onboarding page. Onboarding is a longer process than a week or two so by offering quick links back to a place that contains handy information, it allows the new users continuous access to find the information they might want to revisit.

Using the platform in this way means users are not overwhelmed, left confused about how to use the intranet, or feel lost in not knowing where anything is. They can continue to access the information they want for a longer period of time until they're comfortable and confident in using the system.



Stage 4: Transition and Oak supporting employee engagement

Curated content & Email Roundup:

Oak's Smart Delivery engine will work out how to get content to people so you don't have to. Using Artificial Intelligence, it creates a feed of content for every single employee. This ensures employees receive targeted and relevant information in a way that they like to access it, across channels, reducing noise.

Part of this curated offering is Oak's Newsletter. Newsletter offers an automatically curated roundup of unseen news delivered to each employee's inbox. Individually tailored to every employee, no two emails need be the same, regardless of the size of the company.

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Your News Round-up

Hi Scott, here's your news about the bank, our customers and our colleagues.

Hybrid Schemes Announced
Media reports are increasingly covering stories of major businesses.
14th December 2022
9 min read [Global news](#)
👍 36 🗄️ 25

Supply Chain
A typical supply chain begins with the ecological, biological, and political regulation of natural resources.
29th November 2022
9 min read [Global news](#)
👍 36 🗄️ 25

Existing Suppliers
The new NHS Supply Chain is a redesigned service that aims to deliver improved procurement and logistics.
29th November 2022
9 min read [Global news](#)
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Announcements

We are considering moving office due to hybrid working
We are considering moving out of our global headquarters in Canary Wharf
15th November 2022

Trending news

Join our Bike to Work Scheme
Bike2Work is an independent provider of the Government Cycle2Work
29th November 2022
9 min read [Company news](#)
👍 36 🗄️ 25

Award Ceremony Victory
I'm super pleased to announce we're the proud winners of the 'Best office'
29th November 2022
9 min read [Announcements](#)
👍 36 🗄️ 25

Our Sustainable Commitment
We know that we have a responsibility to protect our planet.
29th November 2022
9 min read [Sustainability](#)
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Most commented

Why do Veganuary...
Veganuary has become one of the most well-known campaigns
23rd November 2022
9 min read [Environment](#)
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Doing Your Bit for the UK
81% of people in the UK believe there is a climate emergency
1st November 2022
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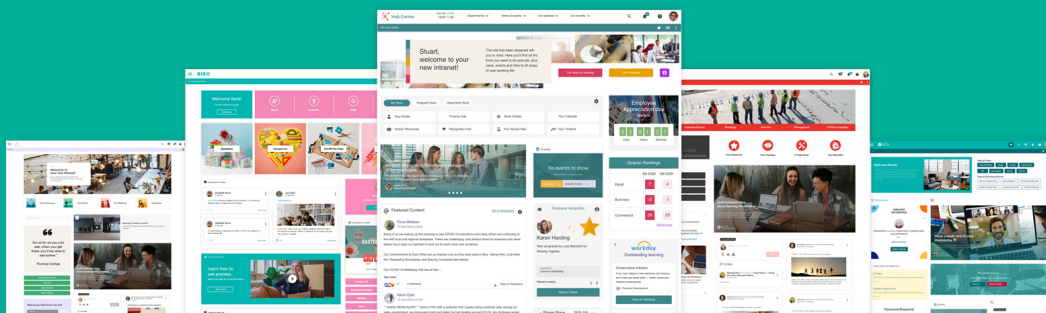
Employee Engagement
Employee Engagement is far more than just having a happy employee
18th November 2022
9 min read [HR](#)
👍 36 🗄️ 25

Integrations, document storage and Tools:

Oak Engage integrates with your business and acts as an integrated storage facility for all internal files, policies and documents. Oak Engage is the missing link, bringing everything into one central place to help streamline your employees searching for and accessing important business information.

Integrations are surfaced through Oak's 'Tools' feature, displayed straight onto your homepage. This gives individuals the flexibility to define their own tools depending on their role and needs. From here, any programmes can be accessed quickly and easily negating the need to navigate a complex menu structure in order to locate commonly used programs.

With Oak Engage you can vastly improve your onboarding experience and offer all new employees the best possible journey from the moment they accept the offer, through to starting on day 1, completing probations and beyond. Not only that but Oak Engage will improve engagement, communication and wellbeing for every employee. Book a demo now and speak to us to find out more about how Oak can support your onboarding process and journey for employees.





If you would like to learn more, arrange
a demo with us now.

[Book a demo](#)