





The
Insurance
Institute

ITSligo
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LIA

DEVELOPING
YOUR FUTURE
IN FINANCE

Working with new apprentices in a Virtual World

Stressors for the New Apprentice

The desire to
make a good first
impression

The pressure to
make an instant
impact in their
role

Starting college
and managing a
new job and a
degree

The search for
psychological
safety and equity

Making a cultural
connection and
fitting in to the
organisation

Add to this any other distractions they may be facing!

Source: HRD Connect, May 2020

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Important **Milestones**

The six phases of successful onboarding



Phase 1: Before the first day

Get everything ready for your new apprentice, even before they start.



Phase 4: First week

Set initial assignments and goals and provide what they need to succeed.



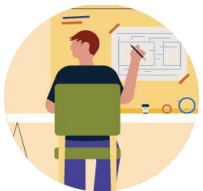
Phase 2: First day

Make your apprentice feel welcome, comfortable, and confident.



Phase 5: First month

Foster growth, assess progress, and provide encouragement.



Phase 3: Second day

Get your apprentice up to speed and make them feel empowered.



Phase 6: Month two and beyond

Play to a apprentices strengths and gather feedback about their experience both on the job and with their college work.



Before the- First Day

Pre-Joining Activities

Regular contact
during notice period

Get them online
quickly equipment
and technology ready

Introduce them to the
team

Self-managed
induction resources

Get them excited

Provide them with
a FAQ list

FAQs - Examples

Questions can include:

- Who do I speak to if I need a piece of equipment, a software subscription or similar?
- How do I go about getting it?
- Who do I tell when something isn't working properly?
- How do I know I am doing well?
- Is there a review process and what does it involve?
- Are there health & safety procedures in place for working from home?
- If I can't login who do I call?
- If my WIFI drops should I notify someone?
- Is there a dress code for the business and does this still apply when working virtually?
- Who should I talk to in each department if I have a query?
- Is there times of the year that are particularly busy?
- Does the business have a main competitor?
- What is the businesses USP?
- Can I sit in on any sessions to get a feel/understanding for the business?



Our Experience

They want samples of company templates for emails/letters, etc so they know the company voice and what is expected/required

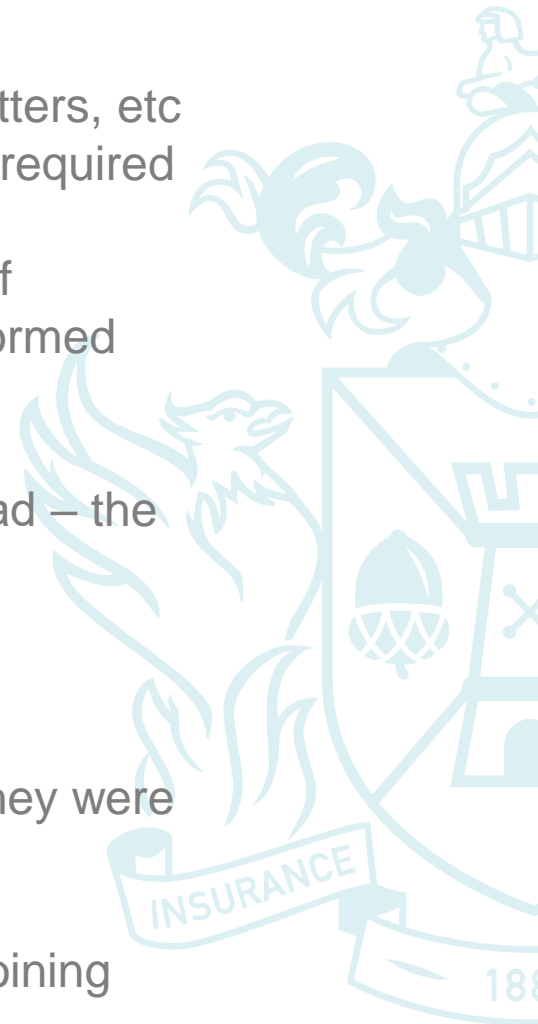
They want a list of employees (with pictures) and a brief overview of each individual's role so they are better informed regarding who does what and why

They don't want to be overloaded with paperwork to read – the more personal contact the better

They want to fit in and be part of a team

They want to know that their perspective matters and they were hired because they will add value to the business.

They want to know they have made the right decision joining the company!



Tip Sheet - FAQs



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First Day

First Day/Week Activities

Introduce them to the
team and
stakeholders

Digital employee
handbook

Induction training in
bitesize chunks

Add to
communication
channels, meetings
and lists

Assign a
Buddy to them

1:1 time with line
manager

Harvest 2029



One to One meeting with a New Apprentice

Technical Learning



Technical learning is insight into the fundamentals of the business, such as products, customers, technologies, and systems.

Company Learning



Company learning is about the attitudes, behavioural norms, and values that contribute to the unique character of the organisation.

Political Learning



Political learning focuses on understanding how decisions are made, how power and influence work, and figuring out whose support they will need most.

One to One meeting from the perspective of the New Employee

What do I need to do?



This means defining their goals and the timeframes for accomplishing them, as well as the measures that will be used to evaluate their progress.

How should I go about doing it?



This means being specific about what strategies they should use to accomplish the goals, including what activities they should and should not prioritise.

Why should I feel motivated to accomplish it?



This means communicating a vision for what the organisation is striving to accomplish and helping new apprentices see the part they play in realising it.

One to One meeting with a New Employee

Remember:

Even if expectations were discussed during the recruiting process, you need a more in-depth conversation as soon as the new apprentice starts to make sure they're not coming in with any misconceptions about what they need to do to be successful.

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First Month

First 1-3 Months Activities

Operational:

Keep track of checklist

Knowledge:

Bitesize chunks, self-managed, spread out

Performance:

Set short-term goals
& milestones
Set productivity expectations

Social:

Make them feel included
Social connection
Facilitate networking

Talent:

Previous skills & experience
Short, medium & long term L&D plan

What would you add to this list from your experience?

Harvest 2021

The top of the image features two stylized clouds. On the left, there are two overlapping light blue clouds. On the right, there is a single white cloud. The background is a solid medium blue.

First 3-6 Months

Onboarding Journey - Sample

		Pre-Joining	First Day/Week	First 1-3 Months
Operational Knowledge Performance Social Talent		<ul style="list-style-type: none"> Induction pack including first day instructions on technology & logins 	<ul style="list-style-type: none"> Add to all relevant meetings & distribution lists Logistics checklist 	<ul style="list-style-type: none"> Relevant technical & operational training in bitesize chunks
		<ul style="list-style-type: none"> Self-Managed induction materials 	<ul style="list-style-type: none"> Induction training (VC or asynchronous) in bitesize chunks Digital employee handbook 	<ul style="list-style-type: none"> Continue knowledge transfer in bitesize chunks Use subject matter experts
		<ul style="list-style-type: none"> Build excitement 	<ul style="list-style-type: none"> Discuss role & responsibilities Set productivity expectations 	<ul style="list-style-type: none"> Set short-term goals & milestones
		<ul style="list-style-type: none"> Regular check-ins with Manager 	<ul style="list-style-type: none"> Introduction to team members & key stakeholders Onboarding buddy 	<ul style="list-style-type: none"> 1:1 check-ins with manager, team members & stakeholders Facilitate networking
			<ul style="list-style-type: none"> Skills & competency assessment Short-term learning plan 	<ul style="list-style-type: none"> Medium- & long-term learning & development plan

Practical Tips for New Apprentices

- **Share and communicate the company culture.**
 - Things you would normally pick up informally in a physical setting will now need to be communicated more explicitly remotely, such as communication style and formal vs. casual culture.
- **Send new employees links to company articles and videos.**
 - This is a great way to not only share the knowledge but also to promote the company to the apprentice.
- **Send new employees company “swag”.**
 - Having company-branded products help promote a sense of belonging.
- **Set up virtual team events.**
 - Schedule lunch meet & greets, happy hours or coffee breaks.
 - Utilize ice breakers, remote games and/or activities to get to know each other.
 - Make sure it's not a one-time only event, but a reoccurring one.

At Company Level

- **Review the company's mission, vision and core values.**
 - Without being in the office to see how others behave, placing an emphasis on this during the onboarding process will help instil the correct mentality.
- **Share any project or career spotlights.**
 - Sharing interesting and impactful spotlights with new apprentices will keep their motivation and engagement levels high.
- **Establish a “buddy” system.**
 - Assign either a mentor, peer or buddy that the apprentice can go to for questions and discussions.

- **Share the internal team page (if there is one).**
 - If your company has an internal team page or directory, share that with the apprentice and have them make one for themselves!
- **Ensure a smooth remote setup.**
- **Schedule remote shadowing sessions.**
 - Encourage collaborative learning through remote shadowing sessions with others.
 - This is a great way for apprentices to pick up both informal social cues and the training topics at hand.
- **Take advantage of virtual technology.**
 - Use technology to give that human connection to remote training, such as instant messaging, phone calls and video check-ins.