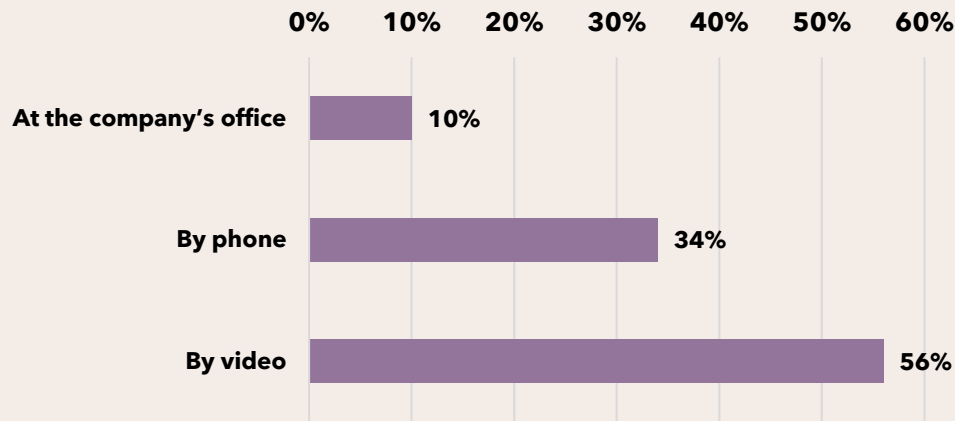


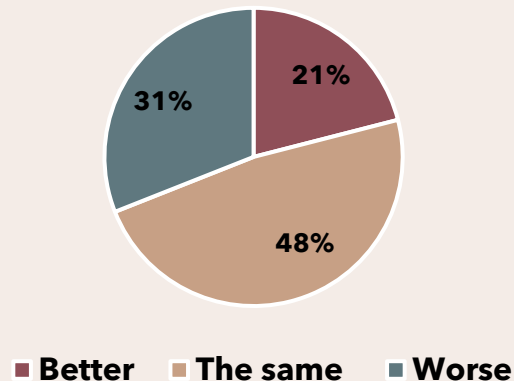
# Taking the “remote” out of Remote Working!



**If you have had a job interview since the UK's COVID-19 crisis began in March 2020 how was the interview conducted?**



**How did it compare to a pre-COVID, office based, in person interview? Was the experience better or worse than before?**



Unsurprisingly, only 10% of interviews have been face to face since the crisis began in March.

However, although more people felt that compared to the traditional face-to-face/interviews method the experience was worse (31%) than better (21%) almost half (48%) felt it was the same as a face-to-face interview.

Those who disliked the experience missed the human element:

- *"Lack of real human bond in video interview"*
- *"Can't really gauge the atmosphere and the mood of the interviewer"*
- *"Less opportunity to build rapport and get an idea of what the employer is like"*
- *"Without necessary body language & eye contact, conversations seem less interacting and convincing"*

And some had technical obstacles to overcome, which caused nerves and frustration:

- *"The signal instability & voice quality make me more nervous than usual"*
- *"Sometimes the Internet doesn't work and I cannot see and hear properly which is a negative point"*
- *"Nervous that internet or PC issues might happen"*

However for many, not going in to an office led to a more relaxed and less pressurised experience:

- *"Not as intimidating felt more relaxed"*
- *"Less face-to-face nervousness"*
- *"I find it more relaxing as you do not have to think about getting to there and being early/late"*

For those who overcame the challenges of the remote video process and have started a new job during Lockdown, nearly two out of three (61%) have still not been to their employer's office at all yet.

However, most (67%) were well equipped and prepared for their first day, from information on Excel to a Laptop, mobile phone, mouse, monitor, onboarding instruction pack, Onboarding Zoom Meeting and Welcome Slides.

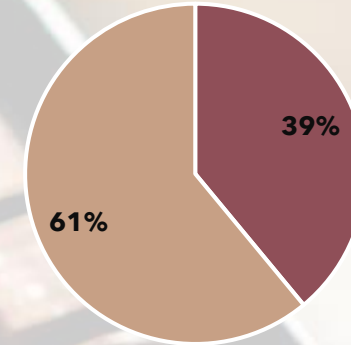
And even, in the case of one lucky new employee:

***“A company mask, champagne and chocolates!”***

Many have had a positive onboarding experience, appreciating the understanding shown by their new employer and felt the remote induction and training went:

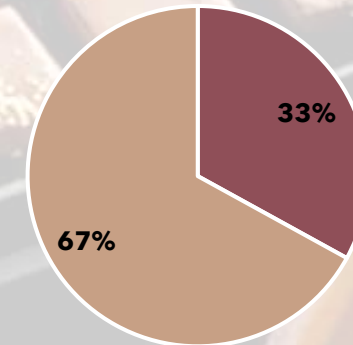
- *“Better than I expected”*
- *“It was very good considering the situation with Covid”*
- *“And all the online training sessions have enabled new starters to record training in MSTeams which allows them to go back to the recording and go over the training session again”*

**If you have started a new job since March 2020 have you been to the company's office yet - for onboarding, training, work, etc.?**



■ Yes ■ No

**Before your first day were you sent any equipment (laptop, etc), training materials, etc. to help you prepare and to welcome you to the company?**



■ Yes ■ No

And many have been made to feel as much a part of the team as possible.

70% have met their new colleagues and three out of four (76%) speak to them at least once a day and in most cases can do that when they choose to, not only through a scheduled company meeting.

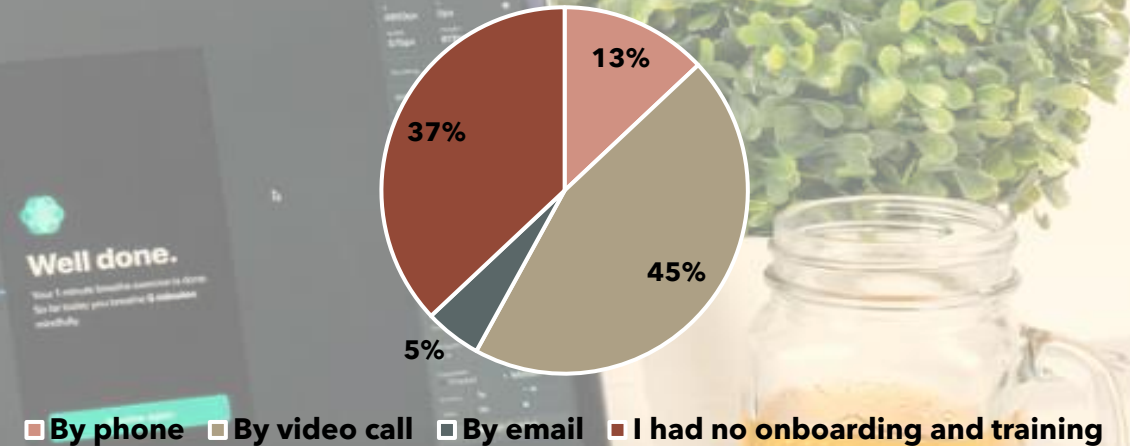
That personal contact, whether it's a team video call, welcome emails, chat via MS Teams, etc., is vital and appreciated, especially when it's from a senior level:

- *“Inductions were held and even the CEO took time out to meet me. I thought that was a nice touch”*
- *“The employer has made sure that I met with every employee I will interact with and that every employee is ready to offer any help”*
- *“I spoke to him on the phone. He explained what the Company does and gave me an overview of the work I am expected to perform”*
- *“Every employee I met has offered to help and answer any questions via chat, phone or email in case I have or will have doubts”*
- *“My manager introduced me by video call to my colleagues and HR invited me to a Friday drinks online to introduce me to the rest of the company. My two colleagues made me feel part of the team from day 1”*

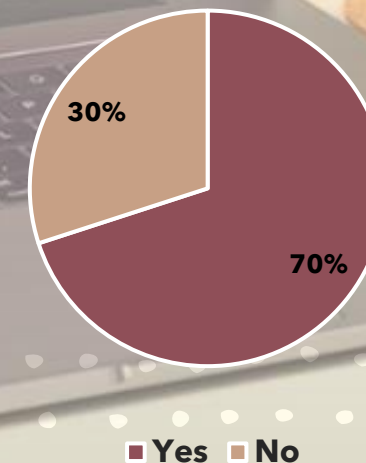
And to go with the champagne and chocolates:

*“New joiner party online and a Welcome zoom drink”*

**If your onboarding and training in your first days/weeks was done from home how was it conducted?**



**Have you met your new colleagues yet?**



Then again, spare a thought for the others.

A third of home workers received nothing (equipment, welcome messages, preparation tips, etc.) before their first day.

And more than a third (37%) have not received any onboarding or training since starting from home:

- *“Not enough support during onboarding”*
- *“I never saw the person I was talking to. Even though on the other side there was somebody friendly, I was disconnected from a human point of view”*
- *“Terrible”*
- *“Shambles”*

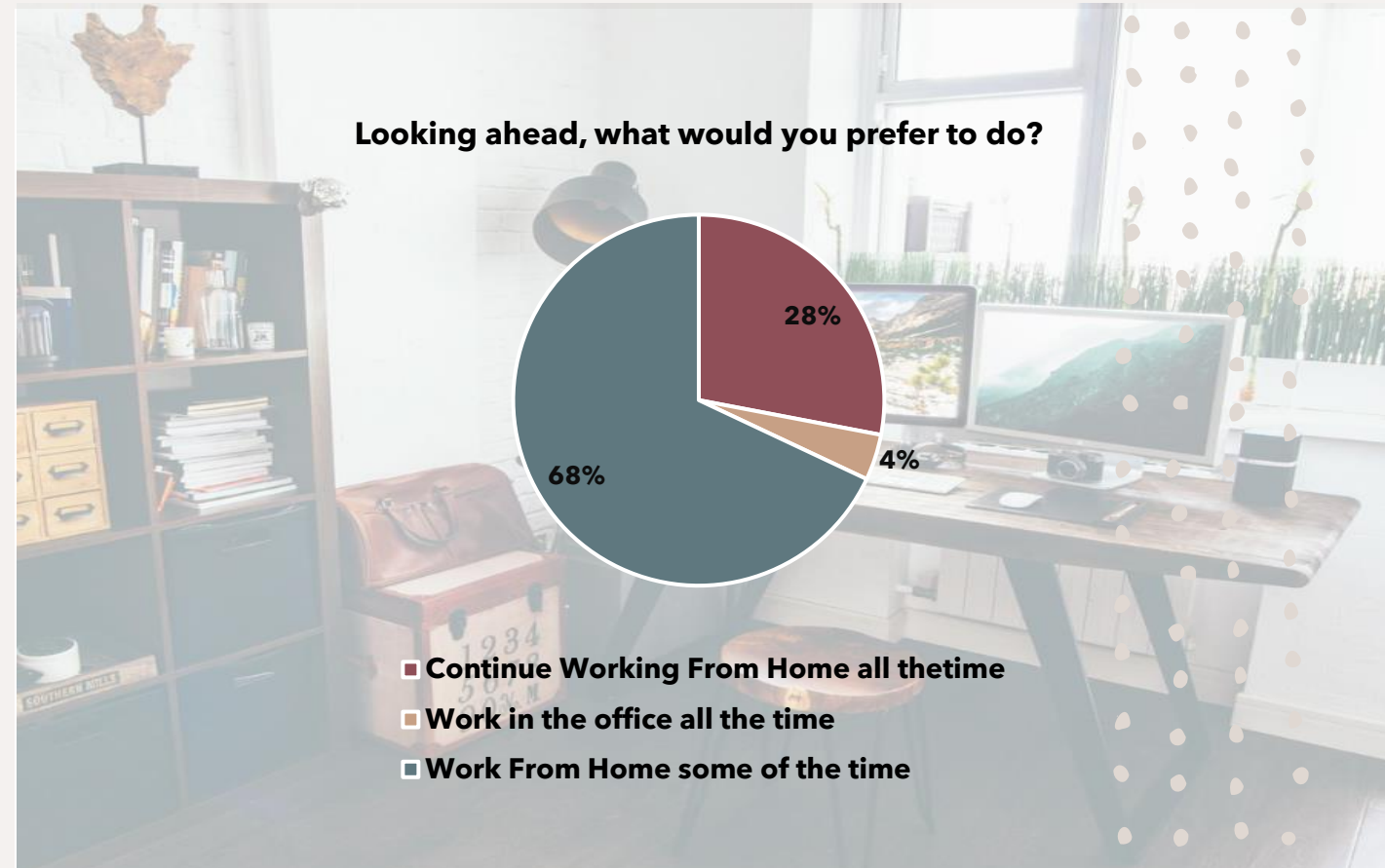
For those new employees, more needs to be done to integrate them and make them feel part of the team. It doesn't need to be anything special or expensive:

- *“Hold some internal team zoom meetings”*
- *“Regular fixed time online meetings”*
- *“Make me part of the team”*

And then, when things are safer:

- *“Arrange in person team dinner once in a while”*
- *“A gathering (after the pandemic)”*

Finally, despite the technical issues during interviews and lack of thought sometimes shown before and after the first day of remote working in a new job, almost all, 96% want to continue working from home, at least two days a week.





## Your Take Aways

Once technical issues have been overcome, many candidates feel less nervous and more relaxed with video interviews; Not having to travel to the office, often during work time, creates less stress and puts interviewer/ee on a level playing field.

Making your new employees feel welcome and part of the team is vital.

Champagne and chocolates always help of course, but more important are ensuring your new staff are fully equipped with information and equipment before they start, and then, once they have started, can contact their colleagues and managers easily. Just as you want to feel you have made the right decision in employing them, they want to feel the same about choosing you.

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