



ADA

Onboarding Guide



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What is an onboarding process?

Onboarding (or personnel induction) ranks high among HR professional priorities. The arrival of **new employees** calls for detailed preparation so that they can best understand company operations, know who their co-workers are and quickly acclimate themselves to the workplace.

The **objective of an onboarding process** therefore is to have new hires:

- feel comfortable from the first days
- begin to be productive as soon as possible
- decide to stay in the company.

An onboarding process should be designed as a comprehensive plan in which snippets of information are provided based on the stage new hires are in:

1. **Pre-onboarding**, which is comprised of two phases:

- **The interview**, in which you provide the candidate with relevant company information (organizational culture, schedules, rules, etc.).
- **"Yes to Desk"** (from the "yes" to the offer until the arrival at the "desktop" of work): you advance the documentation necessary for the hiring and communicate what the onboarding will entail, an ideal moment to present the **Welcome Book**, the most effective way to help you give an overview of the company and its activity.

2. **The first day of work**, a magical day for employees, where all their **practical, logistical and human needs** should be addressed to generate a good impression and consolidate their motivation.

3. **The first week**, vital to get a successful landing. New employees must have a general understanding of how their department works, know their objectives, start working autonomously and establish personal relationships.

4. **Continuous onboarding**, which can last for months and is comprised of activities designed to complete the onboarding and deepen an understanding of the business model and sector particularities.

The Welcome Book

The **Welcome Book** is an essential communication tool for new hires containing **very useful information about the company** to streamline their acclimatization to the company.

In addition to summarizing the business culture, this book helps new hires better understand the **functions they should perform** and how they are expected to do so, thus helping them align better to corporate objectives.

Implementing a Welcome Book should look to:

1. **Welcome** the new employee.
2. **Offer relevant information** about the **organizational culture** of the company.
3. Present the **organizational structure** and the **functional organization chart**.
4. Make known the **legal and regulatory characteristics** of the employment relationship with the company.
5. Shorten training time and streamline acclimatization to the job.
6. Not overload work staff with new employees.
7. Document and standardize integration and learning processes.
8. Evaluate assimilation of the welcome book's contents.

How to draw up a welcome book

A welcome book needs to have a **clear structure of the content** that will be presented. This content talks about the company and should therefore answer the following questions: **who we are, how we are, what we do, and how we do it.**

A **basic structure** should have the following elements:

- Welcome message from the Director or Manager of the company.
- Company description:
 1. History and relevant milestones: origins, founders, etc.
 2. Achievements: clients, awards, and distinctions
 3. Mission, vision and values: The corporate project
 4. Organizational culture
 5. Company structure and organizational chart. Functions of each area or department
 6. Directory: telephones, positions and emails
 7. Quality and innovation policy and strategy
 8. CSR policy and company commitments
 9. Equal opportunities policy
- General interest information:
 1. Specific information on risk prevention and occupational health policy, prevention measures, medical services, medical checkups.
 2. Internal rules and regulations regarding tobacco, care of the facilities, etc.
 3. Rules of civility, conduct and courtesy in the company: company protocol, equal treatment, meals at the workplace, etc.
 4. Procedures for hiring, payroll, extra payments and salary payment date.
 5. Remuneration policy.
 6. Working hours, permissions, leaves and absences.
 7. Vacations.
 8. Talent management: training policy, internal promotion, performance evaluation, etc.
 9. Other aspects of emotional salary or social benefits: meal vouchers, insurance, additional services offered by the company, etc.

- Additional useful information
 1. Available internal communication channels: intranet, suggestion box, digital magazine, information panels, meetings, etc.
 2. Location and information about office supplies and the use of photocopiers, employee time clock, etc.
 3. Available computer work tools, internet browsing, email manager and repair service, etc.
 4. Physical and virtual documentation service.
 5. Social networks: protocol manual, basic rules for its use.
 6. Events and special dates: celebrations, general meetings.
 7. Social activities and volunteer programs.

Gamify your onboarding with ADA

If you want your new employees to have a **unique, innovative and different experience**, you'll have a sure thing with **gamification** in your onboarding process. [Customizable video games like ADA](#) are capable of **hooking and motivating** new employees as they learn about the history, values and culture of the company.

Gamification lets you convert something that is normally boring into a fascinating adventure. **ADA** is an **attractive story** in which the player lives in a post-apocalyptic world (year 2127) and becomes the only hope to save the human race from extinction. An adventure chock full of challenges, tests and obstacles, in which **knowledge about your company** becomes vital for achieving a great objective: saving humanity.

ADA consists of 27 game turns. You can incorporate your onboarding information along 25 turns (all except the first and last). Throughout the adventure, new employees will discover this information, which will be fully integrated into the game.

ADA lets you **incorporate between 1 and 100 files** containing corporate information (PDF, images, videos, audios, etc.). After consulting these files, players must demonstrate their knowledge to advance further in the adventure.

How should the content of the Welcome Book be integrated into ADA?

The first thing you should do is **develop the content of the welcome manual** following the indications in the previous sections.

Gather all the information and give it a **coherent structure**. Consider the basic structure that we suggested previously and remember that the program must answer the following questions: **who we are, how we are, what we do, and how we do it**. Some companies turn to external consultants to generate their welcome book.

Plan the **distribution of content**. Remember that ADA has 25 game turns. **Dosing the information** is very important for the assimilation of the information and for the student's experience. **Distribute the content in a balanced way** throughout the 25 turns.

Organizing information in ADA is very simple. **Use your admin access to structure the content**. You can create as many structures/versions of ADA as you want. For example, you can create a version for new hires based on which department they join, the new employee's level, business unit, etc.

When **customizing ADA**, you should take the following steps:

1. Upload files to the platform in the following formats:

- Text files, presentations and spreadsheets in PDF format
- Images in JPG and PNG
- Video and audio files in MP4, MP3 and AVI
- You can also embed YouTube and Vimeo links. Videos will play during the game session and the student doesn't need to open another tab to view them

2. Add 1 to 5 questions per file to ensure correct understanding. For each question, write 3 or 4 answer options and check the correct option.

NOTE: All documents that you add to a turn will be evaluated together. The test generated in that turn will be the sum of all the questions associated with all the documents that you have decided to show on that turn. If there are many files per turn, create fewer questions per file so that the test is not too long.

3. **Assign each file to one game turn.** Decide at what point of the game you want to show corporate information to new employees. Distribute the information in a balanced way throughout the 25 available turns.

Each turn can hold a maximum of 4 files. While you can also have empty turns, i.e. without files, we strongly recommend that you do not. It is recommended to fragment the content and distribute it in several turns rather than leave empty turns.

4. **Try out the version.** After customizing your version of ADA, try it out with a small group to get their feedback and check that everything is correct. This trial run will allow you to evaluate the following aspects:

- **Impressions of users:** we recommend that you launch a pilot or control group. Evaluate their reactions, comments and suggestions, and assess whether you should modify some content or even the order of files, etc.
- **Duration of your version:** using the platform reports, calculate the average game time to complete your version of ADA. We recommend that you do not exceed 5 hours.
- **Technical implications:** Test your version on various devices and with different internet connections to make the relevant recommendations to users.

Recommendations to optimize your Welcome Book in ADA

- **Dosing the information.** If your Welcome Book has 10 topics to address, do not include several topics in the same turn. Create subcategories and distribute the agenda along the 25 available turns. Each turn should have at least some kind of corporate content.
- **Includes succinct and concise information.** Try to transmit the information in the shortest and most concise way possible. While there is no limit on the length of documents, our recommended best practices in this regard are:
 - Text files: Less than 5 pages.
 - Presentations: between 10 and 15 slides.
 - Video and audio files: no longer than 4 minutes.
- The first file in the game should be a **welcome message** to the student by the company Director or Manager to generate trust and empathy. This message can be a written document or a video. We also recommend including an email to address any doubts regarding the contents.
- The second file you might attach, if you want, could be an infographic with an **entertaining explanation of the history and dynamics of the game**, and even some suggestions on how to get the most out of the experience. You can also use this turn to introduce an **index of the syllabus or training content**. This helps the student with a program overview from the very beginning.
- Cultivate student engagement by **uploading information in several format types** (text, video and/or audio) throughout the game. Varying the format improves user experience and concentration. Resources such as TED videos, podcasts or infographics are especially attractive.
- **Add more exercises to some files to encourage the student to physically move around the company and talk with colleagues.** Create tests in which players have to look for information to answer questions and make progress in the game.

Some examples:

- The data that the players need are given by a person from another department or hidden somewhere in the company, so that players need to ask their teammates how to get there.
- Use tags with QR codes in different spots that give the code, data or name needed to answer any test question.
- Have a mandatory 10-minute meeting with a “host” previously selected by Human Resources, a coworker who explains the operation of a department, process, system or tool and, when finished, also provides a piece of information to pass the test in the game..

These techniques help new employees relate to their colleagues, expand their social circle, learn about the premises and understand the way of working.

- **Design an original and fun communication plan that makes a difference.**

This plan could include the following elements:

- **Teasers:** to generate expectations, you can **announce the game in an original way**. Remember that you must get attention and stand out from the general noise. Nowadays, we are overwhelmed with information, you have to make your training/information action stand out and generate engagement. We have a trailer that can help you in this part of the process.
- **Announcement:** useful as another teaser, whose purpose is to inform students of their participation, making them feel important and giving value to the training action.
- **Launch:** a kickoff or demo video can be sent with a welcome message.
- **Weekly encouragements:** you can generate messages that emphasize the novel, dynamic and competitive side of the game. You can mention the ranking or leaderboard while communicating, for example, a prize for players at the top three spots in the ranking. These messages not only promote competitiveness but also generate commitment.
- Sending **reminder and encouragement messages**. Our Learning Management System (LMS) sends a series of reminder and encouragement messages to participants so that they feel accompanied throughout the adventure:

- **Course start email:** An initial email is sent the day the course starts to set the password.
- **Non-connection reminders:** non-connection notifications are sent when the user has not started playing. This notification is sent every 5 days.
- **Emails at the beginning and end of the game:** an e-mail is sent to download the didactic guide on the day the new employee starts playing, and another e-mail at the end of the game, including the book with all the information of the educational content seen during the adventure.
- **Motivational emails:** motivating notifications are sent every 5 days if the student has logged in at least once but has not reconnected.
- **End of course / diploma emails:** an email is sent to notify of the end of the course and how to download the corresponding diploma.

If you want your company to be a pioneer at the forefront of people development and management, make the onboarding process for your new employees a **unique and fun experience**. The Serious Game 'ADA' will help you to make your incorporation process unforgettable.



www.game-learn.com