

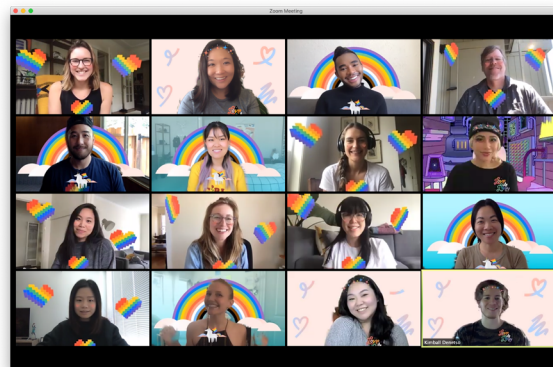
# Atlassian's approach to remote onboarding

When the COVID-19 pandemic struck out across the world, we had to adjust at breakneck speed, especially with our onboarding processes. You don't have to search far for heroic stories of people hand-delivering laptops to new hires or throwing virtual welcome parties over Zoom. We have remotely onboarded 48% of our total employee base over the past 18 months.

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Our research both internally and externally indicates the importance of making new employees feel welcomed and connected from the start. After all, **86% of new employees** decide whether or not to stay at a company within their first six months, and **69% of employees** who've gone through a well-structured onboarding process are more likely to remain at a company for up to three years. At Atlassian, we want to build for longevity, so that's why getting onboarding right is so important to us.

With the move to remote work and the announcement of [Atlassian's Team Anywhere policy](#) as our catalysts, we took the time to build the ideal remote onboarding process. To do it, we used an experienced, researched, and tested approach to help us understand pain points and uncover "moments that matter" during our employee onboarding. We understood the onboarding experience from the point of view of our new starters, managers, and service deliverers and were able to tie our findings to business outcomes.



**The team concluded that a great onboarding experience ensures that new starters:**

- **Feel engaged**

Engagement is a key driver of retention. We want to make sure every new Atlassian is feeling engaged right from the moment they accept their offer to 90 days after they start working here.

- **Are informed**

Informed hires are more productive. We want new starters to feel equipped with the right information at the right time.

- **Are seen as humans first, before employees**

Feelings of connection and belonging are strongly correlated to engagement and retention. We want people to feel welcome and that they belong at Atlassian through building meaningful connections with their cohorts and teams.



## Our remote onboarding plan

We launched a new remote onboarding experience that we call Atlassian Welcome. It uses a combination of live training sessions over video conference, an extensive library of self-serve resource content, and a 90-day plan that are all wrapped up in a tech-enabled package to make onboarding super smooth.

### Atlassian Welcome virtual orientation

Atlassian Welcome is a 1.5-day virtual orientation with engaging content, hands-on experience, and more opportunities for new starters to connect. We streamlined facilitation by hiring full-time facilitators in our main hubs (North America, APAC, EMEA, India).

AGENDA		
<b>1</b>	Welcome and Ice Breaker	09:30 pm – 10:00 pm
<b>2</b>	Atlassian Evolution	10:00 pm – 10:30 pm
	Break	10:30 pm – 11:00 pm
<b>3</b>	Culture	11:30 pm – 12:00 pm
<b>4</b>	Products	12:00 pm – 12:30 pm
	Break	12:30 pm – 12:45 pm
<b>5</b>	Perks and Benefits	02:45 pm – 03:00 pm
<b>6</b>	Well-being	03:00 pm – 03:30 pm
<b>7</b>	Happy Hours with Leaders (Optional)	03:30 pm – 04:15 pm

## Meeting setup

Virtual orientations are held in alignment with our new-hire start schedule. We do the main presentations to the entire group and also offer breakout sessions where new starters can get to know each other better and make connections. We spend a lot of time reviewing the history and culture of Atlassian, providing an overview training on our products, and covering important benefits and well-being resources.

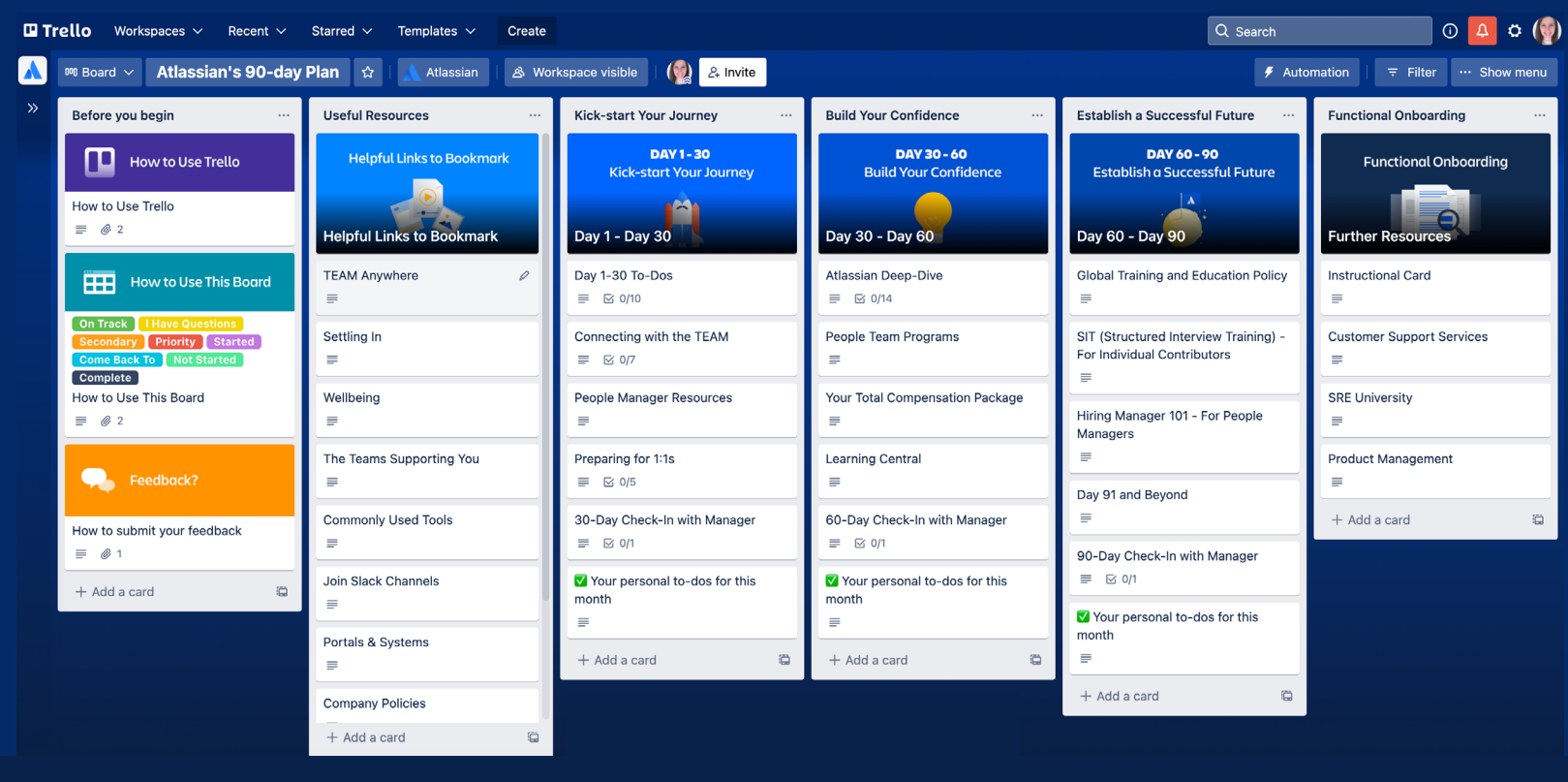
## Agenda

### DAY 1 AGENDA

Welcome and Icebreaker	Atlassian's Products
Atlassian Evolution	Benefits and Perks
Atlassian's Culture	Well-being

### DAY 2 AGENDA

Company history challenge	Performance Development
Sustainability	Atlassian Foundation
G'Day Overview	Virtual Meet and Greet



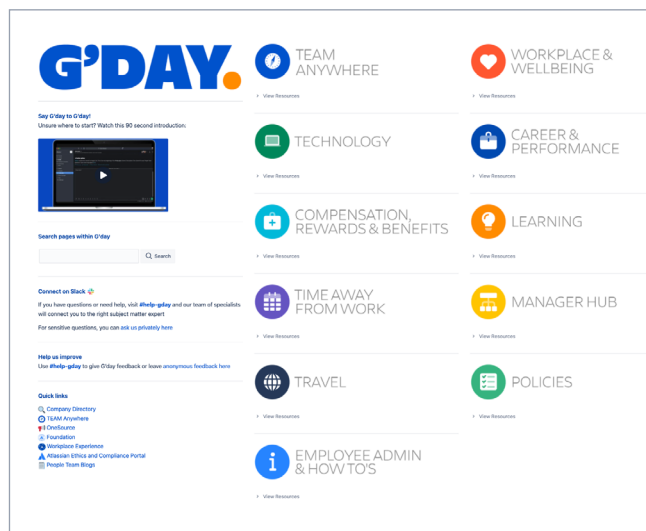
## 90-day milestone tracker

Onboarding isn't just a one-day process, so we use Trello to create a 90-day plan for each new starter. It provides links to helpful resources and to-dos for the first 30, 60, and 90 days. We want new starters to build confidence and maintain their engagement as they get established at the company.

We've made our 90-day plan available as a public Trello board. [Grab a copy for yourself!](#)

## Quick reference guides

We organize all our new-hire documents in Confluence, in a space that we call "G'Day." We share eight step-by-step guides that prepare new starters for the actions and tasks they'll face during their first weeks of onboarding.



## Topics we cover in the documentation:

- Technology
- Compensation, rewards, and benefits
- Learning and development
- Mobility
- Workplace and Well-being
- Career and Performance
- Team Management
- Travel





## Onboarding technology

Our onboarding technology includes automated pre-boarding emails, a dashboard in Workday for new starters to track the completion of their onboarding tasks, and an automated process to send the new starters' personal Trello boards to their managers.

### Pre-boarding emails

After our new hires accept their offers, they're enrolled in a series of automated "pre-boarding" emails that prepare them for their new job at Atlassian. Each email contains a specific set of tasks for our new hires to do (not too many at a time!) so that by the time we begin Atlassian Welcome on their first day, they don't have to spend time doing smaller tasks.

### Laptops

For new hires' laptops, we use a shared sheet that contains just the basic address and contact information that we need to deliver laptops (including what kind of laptop). This is

updated by our People Teams with the information 10 days before a new hire starts, and we simply copy and paste it over to another sheet for our vendors. Once they have it, our vendors physically tag, package, and ship the laptop directly.

### Workday dashboard

New starters have access to a personalized onboarding dashboard in Workday, which houses helpful contact information, important internal links for their first few weeks, and a progress chart to show their completed Workday tasks.

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### Engaged, informed, connected

After one year of rolling out our new onboarding program, we're happy to report that the 2,400+ new hires that have started at Atlassian are empowered in their new jobs. In the surveys that we run post-onboarding, 92% of new hires have shared that they feel engaged, informed, and connected to the Atlassian team.