Strategic Onboarding and Employee Experience Design Training Course

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Kuala Lumpur

5200 € (Per Person)

Ref: #HR9393_165037

Course Introduction / Overview:

This course provides a comprehensive framework for transforming new hire orientation from a procedural checklist into a strategic, engaging experience that drives retention and performance. In today's competitive talent market, the initial impression an organization makes is critical. This program delves deep into the principles of Employee Experience (EX) design, applying them directly to the onboarding journey. We will explore how to create a seamless transition for new employees, from the moment they accept an offer through their crucial first 90 days and beyond. Drawing on the foundational work of academics like Dr. Talya Bauer, who emphasizes the "Four C's" of successful onboarding—Compliance, Clarification, Culture, and Connection—participants will learn to build programs that are not just informative but also transformative. This training, offered by BIG BEN Training Center, moves beyond traditional HR functions to equip leaders with the tools to architect memorable, impactful onboarding journeys that foster loyalty, accelerate productivity, and embed a strong organizational culture from day one, as detailed in concepts from books like "The First 90 Days" by Michael D. Watkins.

Target Audience / This training course is suitable for:

- Human Resources Managers and Directors.
- Talent Acquisition and Recruitment Specialists.
- Onboarding Program Coordinators.
- Learning and Development Professionals.
- Organizational Development Practitioners.
- Department Heads and Team Leaders.
- Employee Engagement Specialists.
- HR Business Partners.
- Anyone responsible for designing or improving the new hire experience.

Target Sectors and Industries:

- Technology and Software Development.
- Healthcare and Pharmaceutical sectors.
- Banking, Finance, and Insurance.
- Retail and Consumer Goods.
- Professional Services and Consulting.
- Manufacturing and Engineering.
- Telecommunications and Media.
- Governmental bodies and public sector organizations.
- Non-profit and educational institutions.

Target Organizations Departments:

- Human Resources Department.
- Talent Management and Acquisition.
- Learning and Development.
- Operations Management.
- All departments with line managers responsible for new hires.
- Internal Communications.
- Organizational Development.

Course Offerings:

By the end of this course, the participants will have able to:

- Design a strategic onboarding framework aligned with business objectives.
- Map the end-to-end employee journey for new hires.
- Develop engaging pre-boarding and post-onboarding activities.
- Integrate company culture, vision, and values into the onboarding process.
- Implement effective feedback mechanisms to measure onboarding success.
- Utilize technology to automate and enhance the onboarding experience.
- Create personalized onboarding plans for diverse roles and work arrangements.
- Calculate the return on investment (ROI) of a strategic onboarding program.
- Foster a sense of belonging and psychological safety for new employees from day one.
- Empower managers to be effective onboarding partners.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and practical. We believe that adult learning is most effective when participants are actively engaged in the process. This course moves beyond traditional lectures and presentations to create a dynamic learning environment. Participants will work through real-world case studies to analyze successful and unsuccessful onboarding programs, identifying key principles of employee experience design. A significant portion of the training will be dedicated to hands-on workshops, where attendees will use tools like employee journey maps and design thinking canvases to architect their own onboarding processes. Collaborative group discussions and peer-to-peer feedback sessions will encourage the sharing of diverse perspectives and best practices. Role-playing scenarios will be used to practice crucial conversations between managers and new hires. Each participant will develop a personalized action plan to implement key learnings within their own organization, ensuring that the training translates into tangible improvements and measurable results.

Course Agenda (Course Units):

Unit One: The Strategic Imperative of Onboarding

- The evolution from orientation to strategic onboarding.
- The business case for investing in the employee experience (EX).
- Understanding the psychological contract with new hires.
- Key frameworks: Talya Bauer's Four C's (Compliance, Clarification, Culture, Connection).
- Linking onboarding to employee engagement, retention, and productivity.
- Identifying key stakeholders and their roles in the onboarding process.
- Common pitfalls of traditional onboarding programs and how to avoid them.

Unit Two: Designing the Onboarding Journey Map

- Principles of design thinking applied to the employee experience.
- Phase 1: Pre-boarding – from offer acceptance to day one.
- Phase 2: The First Day and First Week – creating a memorable welcome.
- Phase 3: The First 90 Days – a roadmap for integration and performance.
- Mapping touchpoints and identifying moments that matter.
- Personalizing the onboarding experience for different roles and levels.
- Designing for remote, hybrid, and in-person work environments.

Unit Three: Weaving Culture, Connection, and Communication

- Strategies for effectively communicating company culture and values.
- The critical role of the manager in the onboarding experience.
- Designing effective buddy and mentor programs.
- Facilitating cross-departmental connections and networking.
- Building a communication plan for the entire onboarding period.
- Fostering psychological safety and an inclusive environment for new hires.
- Integrating diversity, equity, and inclusion principles into onboarding.

Unit Four: Leveraging Technology and Measuring Success

- An overview of modern onboarding technologies and platforms.
- Using technology to automate administrative tasks and enhance engagement.
- Developing a robust feedback strategy: surveys, check-ins, and focus groups.
- Identifying key performance indicators (KPIs) for onboarding.
- Measuring time-to-productivity, new hire satisfaction, and 90-day turnover.
- Creating dashboards to track onboarding effectiveness.
- Using data analytics to drive continuous improvement.

Unit Five: Advanced Onboarding and Continuous Integration

- Onboarding for specialized roles: leadership, technical, and creative positions.
- Re-boarding employees after a long leave or internal transfer.
- Building a culture of continuous learning and development post-onboarding.
- The link between onboarding and long-term career pathing.
- Gaining executive buy-in and securing resources for your program.
- Developing a change management plan for rolling out a new onboarding process.
- Final Project: Creating a strategic onboarding action plan for your organization.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can an organization evolve its onboarding from a one-time event into a continuous process of integration and development that supports the entire employee lifecycle?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by holistically integrating the principles of employee experience (EX) design directly into the fabric of strategic onboarding. While many programs focus on the logistical and administrative aspects of bringing a new hire into a company, this training takes a human-centric approach. It teaches participants not just what to do, but how to think like a designer to create journeys that are intuitive, engaging, and emotionally resonant. We move beyond generic checklists to explore the psychology of a new employee, focusing on building connection, fostering psychological safety, and accelerating a sense of belonging. The curriculum is built on a foundation of academic research, such as the work of Dr. Talya Bauer, combined with practical, actionable tools like journey mapping and KPI development. Unlike courses that may offer a one-size-fits-all solution, this program emphasizes personalization and data-driven iteration, empowering participants to build and continuously refine an onboarding program that serves as a true competitive advantage in talent retention and organizational culture.