

VIRTUAL ONBOARDING Journey map

	PHASE					
	I meet with key HK people	My offer is presented	I accept the offer	I get set up	I learn about HK	I'm ready to work
Actions and needs What are our people doing and needing	I share how I might contribute to HK I ask questions about the organisation I need to understand if this is place I want to work I need to present myself well	I read and understand my offer I get a trusted person to read over my offer I need to negotiate my pay and benefits I negotiate with my key contact/leader	I accept the offer I need to understand my start date I need to know what I need to start	I am provided with the tech hardware I need I am provided with tech software and logins I am walked through how to set up and use tools I'm introduced to the team I'm given an onboarding plan I need to understand the way we work	As part of my onboarding plan I learn about different aspects of working at HK I need to understand the culture I need to know about what is important to the company Learn more about how my role fits in	I know who to talk to if I need help I need tech that works and supports me to do my job I need access to resources
Interactions Who and what are they interacting with, the channel they use	Video call	Email Video call/call with key contact	Email Call with key contact	Video call with operations/admin support Welcome team call Documents/guides provided	Video calls with different members of the team	Comms channel e.g. slack Email
Feeling How do they feel at this point	Anxious, Excited, Curious	Anxious, Excited, Apprehensive	Excited, Nervous	Overwhelmed, Supported	Belonging, Tired, Overwhelmed, Supported, Excited	Supported, Engaged
Gain points Anything positive, that delights, goes well	Meeting people in the team Kindness shown by the team	Offer put together quickly	Information needed provided quickly	Using up to date tools that have used before Personal touches for getting to know the team	Clear and thought out documents and team shares about HK	Understand how to use the tech
Overall experience A visual representation of the experience	 Happy	 Neutral	 Happy	 Neutral	 Happy	 Happy
Pain points Frustrations, annoyances, things that don't go well	Not as comfortable meeting for the first time online	Showing my value in negotiation Knowing what channel is the best for negotiating virtually	Signing documents virtually/ having to print, sign and scan	Learning to use new tools A lot of information to absorb	A lot of information to absorb	Learning where to find resources Learning about who's who