Client Story #2

Onboarding Solution

Biotech

Outcomes

- 200 New Hires/Year
- Highly Scalable
- Easily Updated
- Easy to Deploy
- Measurable Progress Checkpoints

Big Idea

A biotech company was looking to create a technology-enabled solution that would provide a consistent onboarding experience for new hires that would address their first 90 days in their roles. The elements needed to include:

- Self-paced with a core set of content for the enterprise
- Capacity for business unit to own, tailor, and continuously update content
- Ability for new hires, transfers, and leadership to navigate and monitor their first 30 to 90 days
- Easily accessible technology and progress tracking
- Fun elements to generate energy around the onboarding experience

Solution

PDG partnered with the company through an initial discovery process to gain a thorough understanding of the current and desired state. The recommendations put forth considered re-use of what was working and identified where there were gaps. The output was translated into an engaging solution roadmap that focused on addressing the following:

- Creating a consistent approach by role that focused on the new hire owning their onboarding roadmap
- Creating a manager overlay to the onboarding experience to guide and track their role throughout the first 90 days of employment
- Creating a highly scalable and flexible (easily updated) solution that is easily adjustable as the needs of the business change
- Focused on removing the “heavy lifting” from the onboarding process for the HR team and hiring managers

Client Story #2 (Continued)

Onboarding Solution

Biotech

90-Day Onboarding Roadmap

	Where Am I? (First 30 days)	Who Am I? (30-60 days)	How Do I Make an Impact? (60-90 days)
New Employee	**Weekly Cadence:** ▪ Focusing on culture, networking and strategy ▪ Building a relationship with your Manager and PAL ▪ Navigating the organization, knowing your team members and stakeholders ▪ Completing the fundamentals (Compliance, HR, Safety, etc.)	**Monthly Cadence:** ▪ Finding your place within the Company ▪ Learning how to navigate the team, culture, processes, technology, etc.	**Monthly Cadence:** ▪ Putting your personal stamp on your work ▪ Adding value in new ways to impact business performance

People Manager	▪ Daily/weekly touchpoints
	▪ Specified meetings
	  ▪ Navigating company culture
	  ▪ How do I want to be managed?
	  ▪ Development goals
	▪ Job-related duties
		▪ Daily/weekly touchpoints
		▪ Specified meetings
		  ▪ Navigating company culture
		  ▪ Development goals
		▪ Job-related duties
			▪ Daily/weekly touchpoints
			▪ Specified meetings
			  ▪ Performance goals
			  ▪ Development goals
			▪ Job-related duties

Peer Advisory Liaison (PAL)	▪ Weekly/monthly touchpoints
	▪ Informal meetings
	  ▪ Insights on navigating company culture
	  ▪ What did you learn from your stakeholders?
	  ▪ What's missing, what can I help with?
		▪ Weekly/monthly touchpoints
		▪ Informal meetings
		  ▪ What's missing, what can I help with?
			▪ Weekly/monthly touchpoints
			▪ Informal meetings
			  ▪ What's missing, what can I help with?