Foundation

EX JOURNEY MAPPING

COURSE OVERVIEW

Leveraging Design Thinking to visualize the employee experience, ensuring HR processes are designed with empathy for the end-user.

COURSE OBJECTIVES

- Apply Design Thinking principles (Empathize, Define, Ideate).
- Create Employee Personas.
- Build a Journey Map for a specific employee segment.

SKELETON OUTLINE

- Design Thinking vs. Process Engineering.
- Building Personas: Who are we designing for?
- Mapping the Journey: Doing vs. Thinking vs. Feeling.
- **Exercise:** Creating a Journey Map for "New Hires."

ONBOARDING EXCELLENCE & PREBOARDING

COURSE OVERVIEW

Transforming onboarding from "paperwork" to "people work," focusing on retention and time-to-productivity.

COURSE OBJECTIVES

- Design a pre-boarding strategy to reduce "ghosting."
- Create day-one experiences that confirm the decision to join.
- Structure a 90-day integration plan.

SKELETON OUTLINE

- The 4 C's of Onboarding: Compliance, Clarification, Culture, Connection.
- Pre-boarding: The Critical Window.
- The Role of the Buddy and the Manager.
- **Action Plan:** Designing a "Welcome Experience" Blueprint.

linkedin.com/in/mostafaazzam
YouTube channel
WhatsApp @MostafaAzzam.Ai
WhatsApp @MostafaAzzam.HR
training@thehrtalent.com
training@mostafaazzam.net
training.development@yahoo.com
www.thehrtalent.com