

# An Employees Journey

The employee journey is the time that an employee spends at a company, starting when the employee applies to the organisation and ending when the employee quits the organisation.

## RECRUIT & HIRE

Every employee journey starts with recruiting.



## ONBOARD

The first day/week/month is always an integral.



## DEVELOP

You want employees to be constantly learning in your organisation



## PROGRESS

An employee should be progressing in their role.



## EXIT

The end of the journey will be different for every employee.



KEY FOR EMPLOYEE EXPERIENCE/FEELINGS: 😐 = HESITANT, UNSURE ☹️ = UNHAPPY, UNSATISFIED 😊 = HAPPY, SATISFIED

## EMPLOYEE JOURNEY MAP

TRIPLE-A FRAMEWORK	ATTRACTION					ACTIVATION			ATTRITION	
CUSTOMER JOURNEY STAGES	AWARENESS	OPINION	CONSIDER	PREFERENCE	DECISION	ACTIVATION			DECLINE	
EMPLOYEE JOURNEY STAGES	LABOR POOL	INVITE OR APPLY	PHONE SCREEN	ON-SITE INTERVIEW	OFFER	0 – 90 DAYS	90 DAYS – 1 YEAR	ANNUAL ANNIVERSARY	EXIT	
COMPANY TOUCH POINTS	Advertisements, website, news, events, recruiter communication		Phone screen, onsite interviews, recruiter communication		Offer call, offer letter, paperwork interactions, & pre-onboard communication	Onboarding, new hire orientation, Day 1, meet & greets, learning & development		Performance feedback, total rewards review, company events, team events, executive communication, team adds, team exits, ...	Exit interview, alumni events, ...	
SURVEY FEEDBACK	Pre-Recruit Research Survey	Pre-Screen Survey	Pre-Onsite Interview Survey	Post-Onsite Interview Survey	Post-Hire Reverse Exit Survey	14-Day Onboard Survey	90-Day Onboard Survey	Per Quarter Check-in Survey	Per Year Check-in Survey	Exit Survey