



Onboarding

Getting Started at Visa

Employee Guidebook

Visa University

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Using This Guide

Welcome to Visa! We are committed to being an **Employer of Choice** and this guidebook was designed to help you transition from day one to being a productive member of our team. It is designed to be used by you and your manager during your first week at Visa. By completing the activities in the guidebook with the assistance of your manager, you will:

- ✓ Link your new employee's daily work to Visa's strategy and your team's goals
- ✓ Build deep connections with your manager, team, and key colleagues
- ✓ Begin applying what you have learned through work assignments
- ✓ Establish a positive, working relationship with open dialog and performance coaching

Your Role and Responsibilities



You are responsible for completing the activities assigned to you by your manager throughout this Employee Guidebook. Plan to review and begin completion of the Getting Started at Visa Checklist as soon as you get settled.



After the Getting Started at Visa Day One session your manager, or their delegate, will spend time working on the Employee Guidebook with you. Your manager will give you assignments at this time and will reconvene with you at the end of the week to complete the final coaching section of the guide. At that point, you will receive guidance, support, and coaching that will set you up for success as you begin your career at Visa. Welcome again, and let's get started!

Employee Guidebook

The Getting Started at Visa Employee Guidebook will help you learn by doing and support you through your first few days at Visa. Each topic in the guide consists of an activity or assignment, discussion prompts, and opportunities for reflection.



There are four sections of the Employee Guidebook. You will cover the first three sections with your manager, or their delegate, on your first day. You will then receive some assignments to complete in your first week. You will reconvene with your manager at the end of the week for a coaching and discussion session (Section 4 -Receive Coaching), so if you have any questions please make note as you follow along.

Employee Guidebook Flow

When do I do it?	How long will it take?	What do I cover?
Day One	2 hours	1-Make Visa Strategy Personal
		2-Build Connections
		3-First Week Assignments
Week One	1 hour	4-Receive Coaching

1-Make Visa Strategy Personal

Visa Strategy and goals are what drives our business. Your manager can help you understand how your work directly supports Visa's Strategy. As you are meeting with your manager, take notes below. This will be helpful as you go about completing your first work assignment.



Write down your first work assignment, as described by your manager.

Select the [Visa Strategy](#) related to the assignment.

- ☐ Deep Partnerships
- ☐ Transform Technology
- ☐ Digital Leadership
- ☐ Champion Security
- ☐ Expand Access
- ☐ Be Employer of Choice

Describe how the work assignment will support the strategy.

Describe your group's specific goals and priorities that your work will support.



Answer the following questions with your manager.....

Do you understand how this assignment fits into the overall strategy? Into our team's goals and priorities?

How do you see yourself contributing to the strategy/strategies we've discussed?

Do you have any questions about your first work assignment?

2-Build Connections

At Visa, collaboration is one of our core values. In this section, your manager will identify key stakeholders that are critical to your team’s success. They will help you connect with those individuals or teams.



Review your group’s organizational chart with your manager. Pay careful attention to how teams interact and the groups/people you will interact with most frequently.

Your manager has a list of people for you to meet during your first week(s) on the job and follow on Chatter. Write down their full name so you can locate them easily in the directory. Indicate the person’s role and why your manager suggests you should meet.

Person/Team	Role	Reason to meet
<input type="checkbox"/>		Buddy/mentor
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		



Make connections with the individuals on the list over the course of your first week after your manager facilitates introductions.



Answer the following questions with your manager.....

Do you understand how these individuals or teams can contribute to your success in our team? Can you see how their role is connected to yours?

Is there any information you need from your manager or the team before you feel comfortable contacting the individuals listed above?

3-First Week Assignments

After you and your manager have discussed the strategy and the importance of building connections, it's time to apply that knowledge. In your first week, complete the activities listed below.



Getting Started at Visa Assignments

- ☐ Begin your first work assignment that your manager outlined in Section 1 (*Make Visa Strategy Personal*)
- ☐ Access critical systems needed to complete assignments outlined in Section 1 (*Make Visa Strategy Personal*)
 - ☐ Team SharePoint sites and/or shared drives
 - ☐ [ARC/Viper](#)
 - ☐ Network, Lab and/or Data Access
 - ☐ _____
- ☐ Set up meetings with the individuals identified in Section 2 (*Build Connections*) and connect with people on Chatter
- ☐ Begin the [Experience Visa Challenge](#)
- ☐ Explore Visa University for relevant training opportunities
- ☐ Re-read [Visa's strategy](#) document again and think about what new insights you have after doing the work assignment
- ☐ Access the [Getting Started at Visa](#) page on InSite to find relevant employee information
 - Business Information**
 - ☐ Request a [Corporate Card](#), if applicable
 - ☐ Request a [Purchasing Card](#), if applicable
 - Communicate at Visa**
 - ☐ Set up [voicemail](#)
 - ☐ Update your Chatter and InSite profiles, including uploading a photo
 - Tech Tools and Resources**
 - ☐ [Request Good access](#) (secure email) to your mobile device
 - ☐ [Install Salesforce1](#) on your mobile device to use Chatter on the go
 - Employee Benefits, Tools and Information**
 - ☐ Create a [travel profile](#) (if your job will involve travel)
 - ☐ Submit any outstanding paperwork to the [AskHR team](#)
 - ☐ [Verify your personal information](#) and make any corrections in Workday

Employee Benefits, Tools and Information (cont.)

- ☐ Review your benefits. Your benefits selections must be done within **31 days** of your start date, otherwise default coverage will be assigned (HR will send an email with the link)
- ☐ Read and verify the *Employee Handbook* within the **first 45** days of your start date in Workday
- ☐ Read and verify the *Summary Plan Description* within your **first 45** days in Workday
- ☐ Explore where you will enter your goals in Workday
- ☐ Complete required compliance training courses within **45 days** of your start date

Campus Information

- ☐ Ensure you are added to [V-Alert](#) system

List any other tasks your manager would like you to complete in your first week

- ☐ _____
- ☐ _____
- ☐ _____



Answer the following question with your manager.....

Do you have any questions about your first week's assignments?

4-Receive Coaching

At Visa, we want to help you enhance your capabilities and discover a meaningful career. As an employee, meaningful performance and career discussions are important components to a successful working relationship with your manager. At the end of your first week, you and your manager will reconnect for a coaching session.



Review the coaching model below. Your manager will ask you the questions in the model as a starting point to discuss what you have learned so far this week while using this Employee Guidebook. You may want to revisit the section on Visa's Strategy and talk about how you may have a different perspective or how you've discovered a contribution that you hadn't outlined previously.

Engage in Reflection
What worked well?
Where did you get stuck?
What would you do differently?

Enhance Contributions
What new skills would enhance contributions?
How about new on-the-job experiences?

Enable a Meaningful Career
Where do you find meaning in your career?
What can you do next year to amplify that sense of meaning?

This Way Forward

VISA



Answer the following question with your manager.....

Is there anything else you would like to discuss with your manager?