Meeting Metadata

- **Meeting Title:** Onboarding Friction & Time-to-Productivity Sync
- **Date:** January 22, 2026
- **Participants:** * Sam (CEO) – Focused on ROI and company growth.
  - **Tim (Head of HR)** – Focused on employee retention and culture.
  - **Melanie (CTO)** – Focused on technical execution and documentation debt.

Transcript

Sam (CEO): (00:02) Alright, let's dive in. I'm looking at the Q4 hiring report and one number is killing me: "Time-to-Productivity." It's taking our new engineers almost five weeks to ship their first meaningful feature. Tim, what are the new hires saying in the 30-day check-ins?

Tim (HR): (00:45) Honestly, Sam, the feedback is consistent and it's a bit discouraging. Everyone says the same thing: "I have everything, but I have nothing." We give them the Notion workspace, the Jira access, the Google Drive folders... but they feel paralyzed. One new hire told me yesterday they spent three hours reading a roadmap from 2023 because they didn't know it was obsolete.

Melanie (CTO): (01:15) That's the "Wiki Trap." We have thousands of pages of documentation. I can't expect a new dev to know that the `Auth_Service` doc is the holy grail while the `User_Login` doc is trash. It's all just... links in a folder to them.

Sam (CEO): (01:40) Exactly. It's an information dump. We're essentially saying, "Here's the library, go write a book." But they don't even know where the index is.

Tim (HR): (02:10) And it's worse than just the docs. It's the *social* anxiety. They don't know what they *should* be asking. They don't want to ping a Senior Dev every five minutes to ask where the VPN config is hidden. So they just sit there, lost, for weeks.

Melanie (CTO): (02:45) What if the onboarding wasn't static? Like, why are we giving the same "Welcome" pack to a Marketing Manager and a Backend Engineer? It's inefficient. The documentation technically exists, but the *context* doesn't.

Sam (CEO): (03:15) Melanie, you're hitting on something. I don't want a "portal." I want a companion. Something that knows it's their second day, knows they are a Product Designer, and says, "Hey, don't worry about the API docs yet, just focus on these three Figma files."

Melanie (CTO): (03:40) A smart guide. It should adapt. If the person already knows React, it skips the basics. If they're lost, it guides them step-by-step. It needs to speak their language—literally.

Tim (HR): (04:05) I love that. A "Smart Companion" for the new joiner. It answers questions at their pace. It takes the "fear of looking stupid" out of the equation because they're asking a tool, not their boss.

Sam (CEO): (04:30) Let's turn this into a challenge for the product team. The goal isn't "better docs." The goal is "less feeling lost." Let's frame it exactly like that: *You have the links, you have the folders, but you're still lost. How do we build the guide that fixes that?*