

# The New Onboarding Model

A consistent, scalable, 3-day onboarding experience designed to accelerate new hire confidence, connection, and readiness.

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This onboarding model was designed for an organization with two distinct role types, each requiring different tools, workflows, and expectations. Previously, onboarding relied on a single, short division welcome session, followed by uneven access to customer service training and months of disconnected virtual presentations. The redesigned three-day experience creates a unified foundation for all new hires, then transitions them into role-specific immersion aligned with when they actually need the content.

## Before: Fragmented, mistimed onboarding

*New hires often waited months to receive content they needed in their first week, resulting in slow ramp-up and inconsistent performance.*

- Single 2.5-hour in-person “welcome to the division” for everyone, with limited depth.
- Only some employees attended a separate 3-hour customer service training.
- Over the next 4–5 months, all employees were required to attend ongoing virtual slide-deck presentations.
- Sessions were boring, lecture-heavy, and ineffective, with low engagement and attendance.
- Poor synchronization between when content was delivered and when employees actually needed it in their roles.

## After: Coordinated three-day onboarding model

- **Day 1; Company Orientation:** shared foundation in mission, values, policies, benefits, and structure.
- **Day 2, Division Foundations:** how the division operates, key teams, systems, and expectations.
- **Day 3, Role-Specific Immersion:** tracks tailored to technical/operations and administrative/corporate roles.
- Content is **timed to the first week**, when new hires are forming habits and starting real work.
- New hires **gain confidence, clarity, and role-specific readiness** much earlier in their journey.

## Core Pillars of the Onboarding Experience

The redesigned model organizes onboarding content into three core pillars that support both role types.

### Connection

- Meet key teams and partners
- Understand how the organization operates
- Learn where to find support

### Culture

- Organizational values and expectations
- Customer or stakeholder experience philosophy
- Safety, communication, and collaboration norms

### Essential Content

- High-level systems orientation
- Documentation fundamentals
- Role-specific preparation and expectations

This framework ensures every new hire begins with a shared understanding of the organization, its culture, and the tools they need to succeed before diving into role-specific immersion.

## Day 1: Company Orientation

Day 1 establishes a consistent, organization-wide welcome experience. It gives every new hire a shared foundation before they transition into division-specific or role-specific training..

**Led by** HR/LOD | **Participants:** All New Hires (company-wide)

**Delivery Format:** In-person or virtual, depending on organizational preference

|                                       |                                                                                                                 |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| <b>Welcome &amp; Company Overview</b> | Introduction to the organization's history, mission, values, and culture.                                       |
| <b>Key Policies &amp; Compliance</b>  | Overview of HR policies, code of conduct, workplace expectations, and compliance essentials.                    |
| <b>Benefits &amp; Payroll</b>         | Benefits orientation, payroll setup, and systems access guidance.                                               |
| <b>Division Introduction</b>          | High-level introduction to major divisions or business units and how they work together.                        |
| <b>Campus / Facility Tour</b>         | Guided tour of key locations, departments, or facilities to help new hires understand the physical environment. |

### What Day 1 Achieves:

- Introduces new hires to the organization's mission, values, and culture
- Provides clarity on employment essentials (policies, benefits, systems access)
- Builds early connection to the broader organization and its structure
- Sets expectations for the next phase of onboarding

## Day 2: Division Foundations

Day 2 bridges the company-wide orientation with the role-specific training that follows. It gives new hires a clear understanding of how their division operates, the teams they'll partner with, and the foundational tools and expectations that shape their work.

**Led by** Division Training | **Participants:** All New hires within the division

**Delivery Format:** In-person or virtual

|                                                |                                                                                                       |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| <b>Division Overview &amp; Operating Model</b> | How the division functions, key responsibilities, and how teams collaborate.                          |
| <b>Values in Practice</b>                      | The division's culture, expectations, and what great performance looks like day-to-day.               |
| <b>Key Teams and Resources</b>                 | Introduction to essential partners, support channels, and where to find help.                         |
| <b>Systems Orientation</b>                     | High-level overview of core systems and documentation tools used across the division.                 |
| <b>Preparing for Role-Specific Training</b>    | What to expect on Day 3 and how the upcoming immersion connects to the broader onboarding experience. |

### Day 2 Outcomes

New hires gain a clear understanding of how their division works, who they'll collaborate with, and the foundational tools and expectations that support their role — setting them up for a confident transition into Day 3's role-specific immersion.

## Day 3: Role-Specific Immersion

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Day 3 transitions new hires from foundational onboarding into hands-on, role-specific training. Each track focuses on the practical skills, tools, workflows, and scenarios required for success in that specific role.

**Led by** Training / Learning & Development | **Participants:** New hires grouped by role or function

**Delivery Format:** In-person, virtual, or blended depending on role requirements

### Structure of Day 3

Role-specific tracks run simultaneously, each designed around the core responsibilities, systems, and interactions of that function. Content emphasizes practical skill development, systems practice, and real-world scenarios.

### Sample Track: Technical / Operations

Hands-on practice with the core tasks required in operational or technical roles. Examples include:

- Safety, readiness, or compliance standards
- Hands-on practice with tools, equipment, or operational processes
- Documentation and reporting in core systems
- Communication and coordination scenarios
- Workflow or task simulations

### Sample Track: Administrative / Corporate

Designed for roles focused on coordination, communication, analysis, or customer/stakeholder support. Examples include:

- Calendar, scheduling, and coordination workflows
- Internal communication standards and templates
- Documentation and data entry in core systems (CRM, ERP, HRIS, ticketing tools)
- Scenario-based practice (responding to inquiries, managing requests, supporting projects)
- End-to-end process walkthroughs (e.g., onboarding a client, closing a support ticket, preparing a report).

### Day 3 Outcomes

New hires leave with hands-on experience, role-specific confidence, and a clear understanding of how to apply foundational knowledge in real-world scenarios - enabling them to contribute effectively from their first week.