

# Employee journey map template

Use this employee journey map template to learn more about the employee experience at your organization.

	Recruitment	Onboarding	Engagement	Development	Offboarding
Objective	Hire a qualified candidate.	Prepare new hire for their role by introducing them to the company's goals, core values, culture, and processes.	Foster employee engagement by outlining common goals and establishing connections at work.	Work on first performance review and development plan to push them toward improvement.	Gather feedback from the departing employee to better your employee experience.
Employee expectations	Sam expects a smooth hiring process that follows the steps outlined in the job posting they applied for. Their end goal is to be hired.	Sam expects to meet their colleagues, learn more about their role and team culture, and ensure they're a good fit with the organization.	Sam expects to learn more about the industry and see how they can lend their expertise to the role.	Sam expects to grow within their role and see how they can evolve in their responsibilities.	Sam has found a different career opportunity at another organization. They want to speak freely on their experience.
Touchpoints	Talent acquisition specialists and potential new manager.	HR reps, new manager, colleagues.	Teammates and manager.	Manager and potentially unit director.	Manager and HR reps.
Action items	Sam has sent their application and meets with HR/talent acquisition for one or more interviews.	HR and other members of the organization provide Sam with resources to start their role.	Sam meets regularly with their manager to align on collective goals.	Sam meets with their manager for scheduled one-on-one meetings to discuss long-term goals and career growth.	Sam will complete a survey or participate in an exit interview with HR.

<b>Pain points/ barriers</b>	Sam may be up against other equally qualified candidates.	Sam may have to take in a lot of information in a short period of time, which some people can find overwhelming.	Sam may struggle with understanding their role and responsibilities within the organization.	Sam may not feel as if there are enough opportunities for them to grow in the company.	Sam may not feel comfortable expressing themselves in an exit interview.
<b>Solutions</b>	Sam will continue to speak to their experience and expertise and explain why they're the best candidate.	Sam can work with HR and their manager to organize the intake of information in a more realistic fashion.	Sam can seek advice from their colleagues who have been their longer and can participate in team-building activities to establish genuine connections.	Sam can work with their manager to map out their longterm goals in a development plan to see how they align with company objectives.	HR will ensure that all feedback will remain internal and cannot be used against them.
<b>Follow-ups</b>	Sam receives the call from HR to inform them that they've been offered the position. They will negotiate salary and start date.	HR will check in with Sam after their first week to ensure they have all the tools and resources to dive into their role.	Sam's manager will organize team meetings, one-on-ones, and team building sessions to ensure Sam feels like they are part of the team and contributing to broader objectives.	Sam's manager will work with HR and department directors to see if they can promote them to a higher position with greater responsibilities.	HR will use this feedback to improve the employee experience for current and future employees.

## Build the best employee experience

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