

Nomination: 6114

MyWay with a new generation onboarding approach

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

KocSistem Bilgi ve Iletisim Hizm. A.S.

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

MyWay with a new generation onboarding approach

Category

F01 - F70 Solutions, Implementations, and Training Programs or Media > F01 - F48 Solutions & Implementations > F31 - Onboarding Solution - New or New-Version

Solutions & Implementations Submission Format

Written Answers

a. If you are nominating a brand-new product, state the date on which it was released. If you are nominating a new version of an existing product, state the date on which the update was released. If you are nominating an implementation, state the date on which the implementation was completed. Required

REDACTED FOR PUBLICATION

b. Describe the features, functions, and benefits of the nominated product, service, or implementation (up to 350 words). Required

In order to correctly understand experience of the talent whilst applying the onboarding process, analysis and experience design process was started for our new Digital Onboarding approach in 2021 through the implementation of the design thinking method. First of all, [REDACTED] were established, and focus group listening sessions were held on the basis of 4 critical onboarding process steps (prior to the first day, first day, first week, first month). [REDACTED]

REDACTED FOR PUBLICATION

Our onboarding process, which currently includes mainly hygiene-contact moments, has been redesigned with the aim of creating a sense of "cared for" by covering the above-mentioned employee expectations and the following topics, including

- Critical improvement areas we heard from employees

- communication actions that touch hearts, were addressed in 8 action workshops held with 4 different persona groups, including the employees involved in design of the process. On the HR side, the process was led by an agile team dedicated to this issue.

The new Onboarding project at KoçSistem, in which the employee journey is designed, was named MyWay. [REDACTED]

REDACTED FOR PUBLICATION

c. For the nomination of a product or service, outline the market performance, critical reception, and customer satisfaction with the product or service to date. State monetary or unit sales figures to date, if possible, and how they compare to expectations or past performance. Provide links to laudatory product or service reviews. Include some customer testimonials, if applicable. For the nomination of an implementation, outline the need or problem that was identified, why the solution was chosen, how the solution was implemented, and the results of your implementation to date (up to 350 words). Required

This approach with the insight we received from the employees with the Design focused perspective, enabled us to make a design that would eliminate the feeling of excitement, uncertainty, and uneasiness before starting the work.

REDACTED FOR PUBLICATION

At the same time, by supporting this process with automations, the actions that should be taken by all stakeholders are communicated through a digital platform to all stakeholders (up to 18 stakeholders), especially the candidate's manager and his/her Buddy, and efficiency is ensured by monitoring whether the action is taken or not. Considering that consistency in experience is one of the most critical issues, the process runs flawlessly with informative content, videos, and surveys sent to the employee, along with reminders about when and to what standard all stakeholders who lived up to this experience will take action.

From the contents which includes unforgettable moments of experience, that spans a longer term than the classical onboarding process, such as hygiene needs, PC setup, authorization definitions, company introduction, you can also have access to company service areas, view through the screen recordings of internal applications, and the content on the journey steps whenever you desire, in addition to the flow prepared for you in a video-based environment at any time. Accessing content according to your own onboarding speed provides facilitating freedom.

REDACTED FOR PUBLICATION

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Employee is greeted with "Welcome Aboard" e-mail before starting work. In this step, s/he can access information needed through our onboarding platform. While providing us opportunity for access to digital library environment where employee can progress at any speed under his/her own control, sincere start is provided by welcome call by the employee's Manager, buddy.

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Employees who started that month participate in coffeetalk event with their respective senior managers.

While this journey continues with information on employee life cycle issues until 3rd month. Job orientation is provided in best way with Buddy for a period of 3 months.

Webpage Link

Would you like to add an additional webpage link?

No

Would you like to add an additional supporting document?

No

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Terms and Conditions

I Agree