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COURSE BROCHURE

Onboarding Programme Design Training Course

4 – 8 July 2027
Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

Onboarding Programme Design Training Course

Ref: 1328_49767 **Date:** 4 – 8 July 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Onboarding Programme Design is a 1-week training course for HR onboarding leads, L&D specialists and hiring managers who shape a new employee's experience from offer acceptance to full productivity, and it ends with a 90-day onboarding journey map. Early resignations and slow ramp-up cost organisations dearly, and both trace back to the first weeks in a role. Jupiter Prime Training runs this course on onboarding programme design.

Why Onboarding Programme Design Matters Now

Three groups shape onboarding today: new hires who compare their first weeks with the promises made during recruitment, hiring managers under pressure to bring people up to speed quickly, and HR teams handling hybrid and remote starters who may never visit a head office. Organisations that design onboarding as a planned journey see faster time-to-productivity and stronger early retention. Those that rely on a one-day induction and a stack of policies see confused starters and avoidable exits. The course links onboarding steps to ISO 30422:2022 for learning and development processes and uses the Kirkpatrick four-level model to evaluate onboarding outcomes.

Who Gains Most from Onboarding Programme Design

- HR onboarding leads who own pre-boarding, induction and the new-hire experience
- L&D specialists who build role-specific learning paths for the first months
- Hiring managers who set early goals and hold check-in conversations
- Buddy scheme coordinators who match and support peer guides

A people team gains most when its onboarding lead, an L&D specialist and two hiring managers attend together.

Onboarding Programme Design Capabilities

Participants move from a single induction day to a staged journey with clear owners, milestones and measures.

- Map the new-hire journey from offer to day ninety with touchpoints and owners — hiring manager accountability
- Design pre-boarding communications and day-one logistics — first impressions and readiness
- Build role-specific 30-60-90 plans with learning and performance goals — manager and new-hire alignment
- Specify buddy roles, matching rules and conversation guides — peer support for starters
- Calculate time-to-productivity and early retention measures — HR leadership reporting
- Apply new-hire feedback surveys at set points — continuous improvement of the journey

Key Onboarding Programme Design Terms

- Onboarding — the structured process of integrating a new employee into the role, team and organisation over weeks or months.
- Pre-boarding — activities between offer acceptance and the first day that prepare the new hire and the workplace.
- Induction — the initial orientation covering policies, facilities and organisational basics, usually in the first days.
- 30-60-90 day plan — a staged plan setting learning and performance goals for the first three months.
- Buddy system — pairing a new hire with an experienced peer who offers informal guidance and social connection.
- Time-to-productivity — the period a new employee needs to reach the expected performance level in a role.

Onboarding Programme Design Day by Day

Day 1: The New-Hire Experience and Its Stakes

- Early Attrition Drivers — Unmet Expectations and Unclear Roles
- New-Hire Journey Mapping — Touchpoints From Offer to Day Ninety
- Onboarding Stakeholder Roles — HR, Hiring Manager, Buddy and IT
- ISO 30422 Process Links — Placing Onboarding in the L&D Cycle
- Hybrid and Remote Starter Needs — Equipment, Access and Connection

Day 2: Pre-Boarding and the First Week

- Pre-Boarding Communication Sequence — Welcome Messages, Forms and Expectations
- Day-One Readiness Checklist — Desk, Systems Access and Introductions
- Induction Session Design — Culture, Values and Essential Policies
- First-Week Schedule Templates — Meetings, Shadowing and Early Wins
- Welcome Pack Design — Retail Branches and Engineering Sites

Day 3: Role-Specific Plans and Buddy Systems

- 30-60-90 Day Plan Templates — Learning and Performance Goals
- Role-Specific Learning Paths — Mandatory, Technical and Network Building
- Buddy Matching Rules — Experience, Location and Personality Fit
- Buddy Conversation Guides — Questions for Weeks One, Four and Eight
- Manager Onboarding Toolkit — Expectations, Feedback and Recognition

Day 4: Checkpoints, Measures and Feedback

- Manager Checkpoint Conversations — Thirty, Sixty and Ninety Day Reviews
- Time-to-Productivity Measures — Defining Ramp-Up Milestones by Role
- Early Retention Tracking — Exits and Risk Signals in the First Year
- New-Hire Feedback Surveys — Pulse Questions at Fixed Points
- Kirkpatrick Evaluation of Onboarding — Reaction, Learning, Behaviour and Results

Day 5: Practising the 90-Day Onboarding Journey Map

- Applying Journey Mapping — Drafting Touchpoints for One Role
- Applying 30-60-90 Templates — Writing Goals With a Hiring Manager Lens
- Applying Buddy and Checkpoint Designs — Assigning Owners and Dates
- Onboarding Dashboard Design — Measures Leaders Will Review Monthly
- 90-Day Onboarding Journey Map — Final Version for HR Approval

Applying Onboarding Programme Design After the Course

- Interview five recent hires about their first ninety days and mark the weakest touchpoints on the new-hire journey map.
- Pilot a 30-60-90 day plan and buddy pairing with the next two new starters in one team and collect pulse survey feedback.

Onboarding Programme Design Questions FAQ

What is onboarding programme design and why does it matter now?

Onboarding programme design is planning a new employee's journey from offer acceptance to full productivity. It matters now because early resignations and slow ramp-up are costly, and hybrid working makes informal integration harder.

Which roles gain most from onboarding programme design?

HR onboarding leads, L&D specialists, hiring managers and buddy coordinators gain most. Each owns different touchpoints that together shape whether a new hire settles and performs.

How does onboarding programme design differ from a recruitment and selection course?

Onboarding programme design starts after the offer is accepted and covers integration, learning and early performance. A recruitment and selection course focuses on attracting, assessing and choosing candidates before hiring.

What do you bring back from onboarding programme design?

You bring back a 90-day onboarding journey map for one role, with pre-boarding steps, a first-week schedule, 30-60-90 goals, buddy guides, checkpoints and measures ready for HR approval.

Onboarding Programme Design: The Way Forward

The 90-day onboarding journey map first informs which touchpoints HR and hiring managers will own and resource for the next intake. Onboarding leads, L&D specialists and managers use it to run consistent first months. After the first cohort reaches day ninety, the time-to-productivity milestones deserve another look.