Employee Experience Journey Map

A diagnostic tool that will help you visualize an employee's current experience in your organization, the Employee Experience Journey Map includes "touchpoints" at which you can assess whether an employee's experience meets their expectations. Below is a sample journey map with examples of Discovery Touchpoints, Insights, and Opportunities.

DISCOVERY
The perception of the organization and the Hiring Process.

ONBOARDING
The integration into the organization.

TRAINING
The acquisition of knowledge or skills.

WORK
The achievement of the task and the way one connects to others and to teams.

REWARDS
Everything related to compensation, benefits, and how to obtain them.

MOBILITY
Professional changes relevant to the employee.

BREAKS
Moments when you aren't working but you maintain a work relationship.

EXIT
The way in which a person disassociates themselves from the organization.

Stages	DISCOVERY	ONBOARDING	TRAINING	WORK	REWARDS	MOBILITY	BREAKS	EXIT
Touchpoints								
Emotional Curve								
Needs								
Insights								
Opportunities								

The full journey map template, with additional information, is available on the website.