

A group of four diverse professionals (two men and two women) are smiling and standing in an office environment. The background features a red wall with the company name and a neutral-toned wall behind the group.

# VITALBLOOM

## ONBOARDING PROGRAM

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## Request Details

Company: VitalBloom (Fictitious).

Nature of Request: Onboarding Program Development for New Hires.

Description: The request is for a consultant to develop and deploy a comprehensive onboarding program as VitalBloom continues to experience growth. This program will support new hires in understanding the company culture, systems, and their roles within the organization. The onboarding program aims to improve retention, engagement, and efficiency for both in-office and remote employees.

## Analysis

VitalBloom has an inconsistent and informal onboarding program. The company recognizes the need for a refined, standardized approach that can grow alongside the organization. HR emphasizes the importance of cross-departmental understanding and cultural alignment for new hires.

The goal of the program is to help new hires acclimate to the organizational culture and confidently navigate essential systems.

## Solution

The proposed onboarding solution is a two-day orientation program that includes both company-wide and department-specific modules.

Structure:

- A module on the organization's history, values and culture.
- A module introducing the company's intranet and essential systems.
- Department presentations highlighting their roles and contributions to organizational success.

Cadence:

- Orientation sessions will be held on a monthly cadence and be evaluated quarterly to ensure continuous improvement.

## Onboarding Outline

The following outlines the structure for VitalBloom's onboarding program, to be delivered over two days (4.5 hours total).

### Day 1: Culture and Systems (2.5 hours)

Purpose: Welcome new hires and immerse them in the company's culture, values, and core systems to accelerate their adaptation into the organization.

#### History / Mission / Values Module

- Overview of VitalBloom's history, mission, and values.
- Activity: A guided discussion and scenario-based exercise where new hires examine expected behaviors and their impact on both internal teams and external stakeholders.
- Discussion of company differentiators and why employees choose VitalBloom.
- Group activity on real-life examples of values in action.

#### Intranet Overview

- Walkthrough of the intranet as the gateway to company resources and tools.
- Exploration of key pages, systems, and best practices.

#### Company-wide Systems Overview

- Introduction to the systems used by all employees, such as HR, Accounting, and Communications.

### Day 2: Department Deep Dives (2 hours)

Purpose: Familiarize new hires with departments' role and how cross-functional collaboration drives the organization's overall success.

#### Day Two Welcome

- Agenda

#### Human Resources

- Department Overview.
- Benefits, Perks and Recognition Programs.
- Important workplace Policies.
- Learning and Development, and Career Paths.
- Emergency procedures.

### **Product Innovation**

- Department Overview.
- Current and Future Products.
- Cross Functional Collaboration.
- Success Stories and Milestones.

### **Wellness Services**

- Department Overview.
- Services offered (in-person/virtual).
- Client Journey.
- Cross Functional Collaboration.
- Real Life Impact Stories.

### **Refreshment Break**

#### **Sales & Partnerships**

- Department Overview.
- Partner Types (corporate, healthcare, education, etc.).
- How Partnerships Support Long Term Growth.
- Cross Functional Collaboration.
- Key wins and future growth strategies.

#### **Client Success**

- Department Overview.
- Client Lifecycle, including Onboarding.
- Client Support.
- Client Programs and Feedback.
- Cross Functional Collaboration.

#### **Operations & IT**

- Department Overview.
- Departments Support.
- Helpdesk Services and Communications Channels.
- Cybersecurity Best Practices.

### **Closing Remarks**