

Corporate Onboarding Performance Solution

DESIGNING A STRUCTURED ONBOARDING EXPERIENCE TO
REDUCE TIME-TO-COMPETENCE AND MANAGER DEPENDENCY



INSTRUCTIONAL DESIGN CASE STUDY | ANITA ANKELI

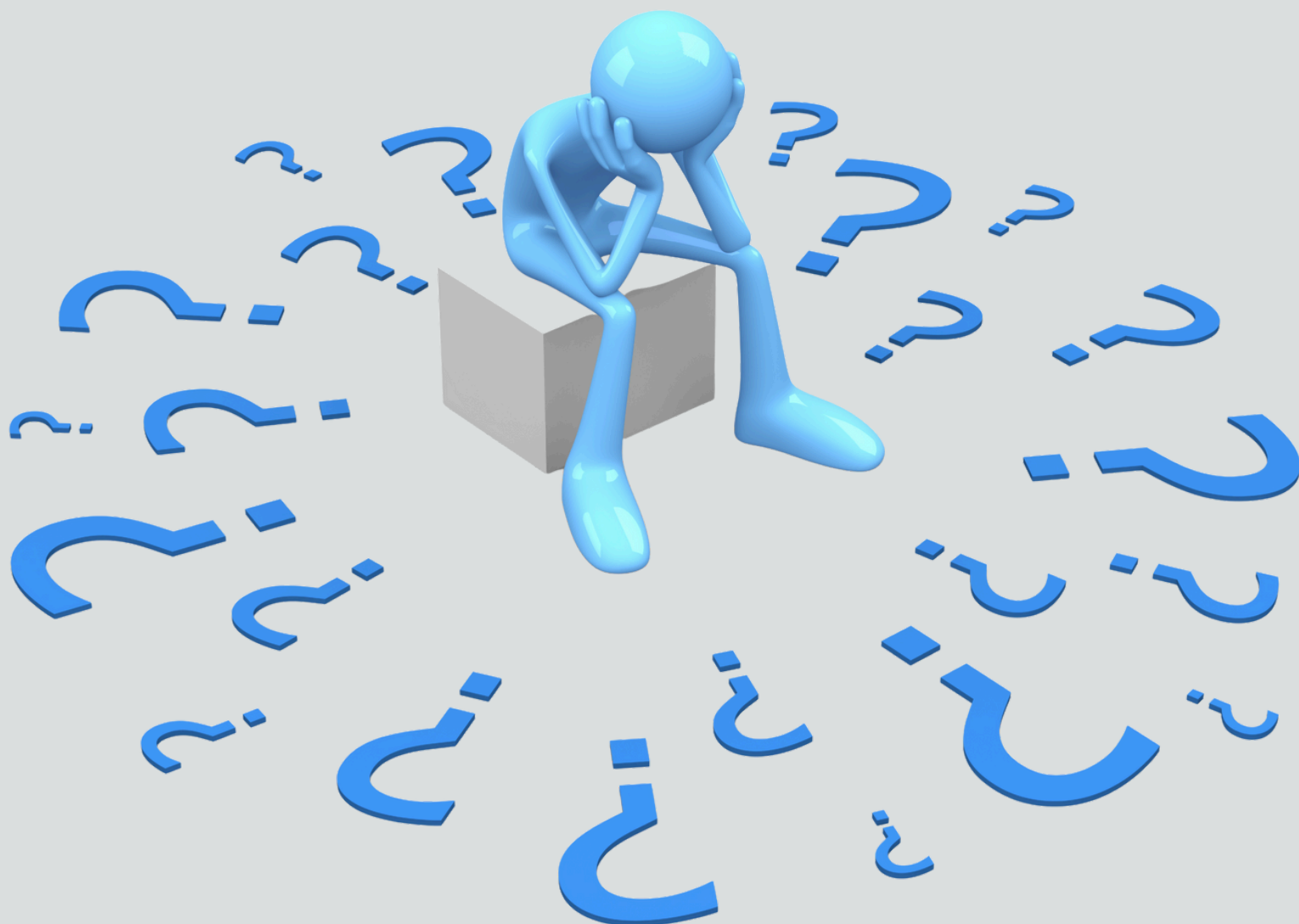
THE PROBLEM

Corporate Onboarding Performance Solution: Accelerating Time-to-Productivity While Reducing Manager Dependency

New hires struggled to reach independent performance quickly, causing inefficiencies, repeated explanations, and inconsistent team outcomes.

Existing onboarding relied heavily on information overload, policies, presentations, and one-off sessions with little focus on real job performance.

As a result, new employees felt overwhelmed, managers repeated the same explanations, and performance expectations were unclear during the first 90 days.



DESIGN GOAL

The design goal was not just to orient new hires, but to enable early, independent performance while mitigating operational bottlenecks.

The goal was to design a structured onboarding learning solution that:

- Accelerates time-to-productivity
- Clarifies role expectations early
- Reduces manager dependency
- Supports learning in the flow of work

The focus was not only on orientation but on enabling measurable performance outcomes, reducing operational friction, and ensuring scalability for multiple cohorts.



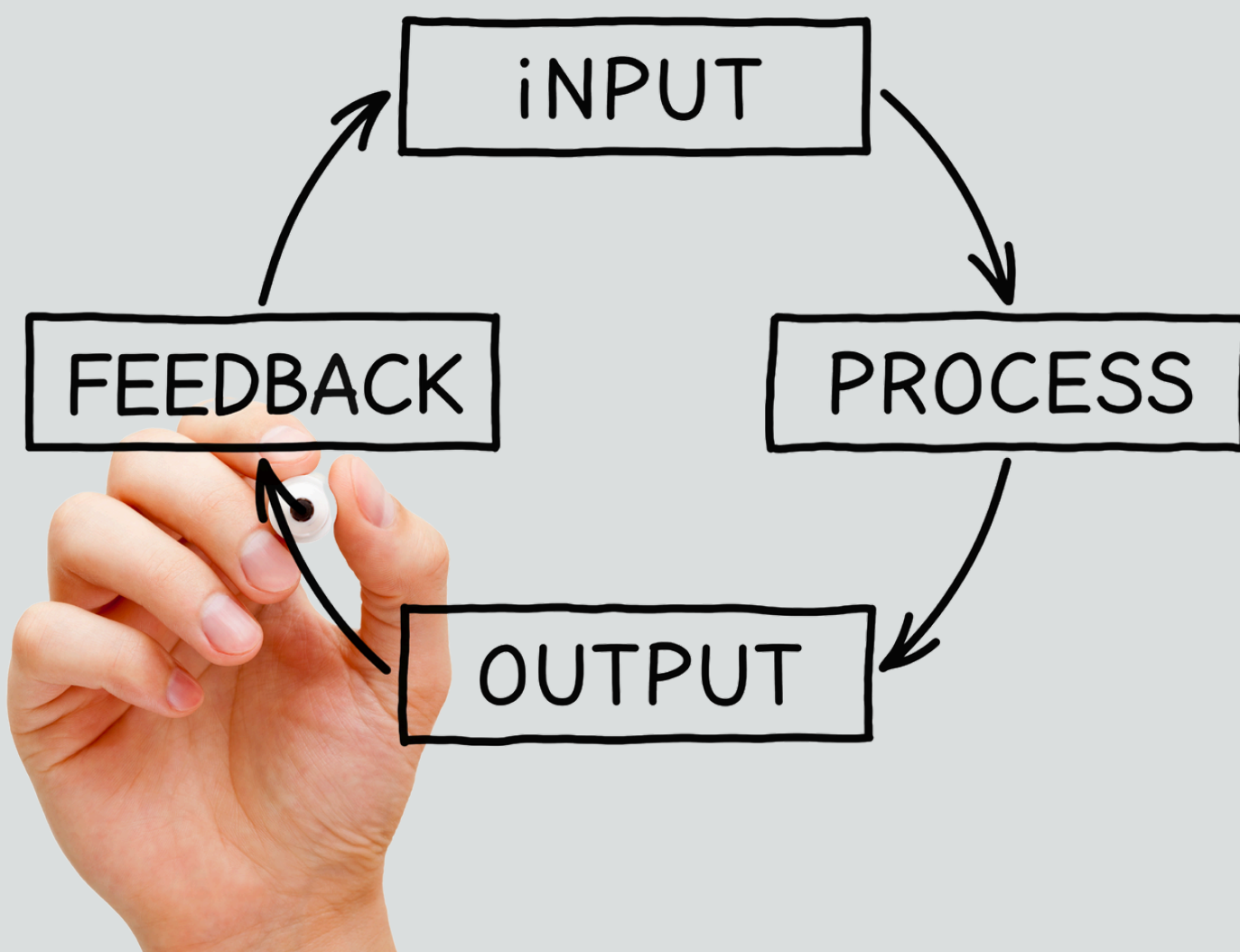
MY ROLE & DESIGN APPROACH

I led the instructional design process end-to-end from problem analysis to learning strategy and asset design.

Instead of starting with content, I focused on:

- Critical performance behaviors
- Real-world application, and scalability
- Selecting delivery methods that support real workplace application

The solution was designed as a blended, performance-focused onboarding system.



ARTIFACT 1: LEARNING SOLUTION BLUEPRINT

This blueprint defines the learning strategy before any content is developed.

Ensures alignment between business goals, learner needs, and real-world performance expectations before content creation.



BUSINESS & PERFORMANCE ANALYSIS

Business Need:

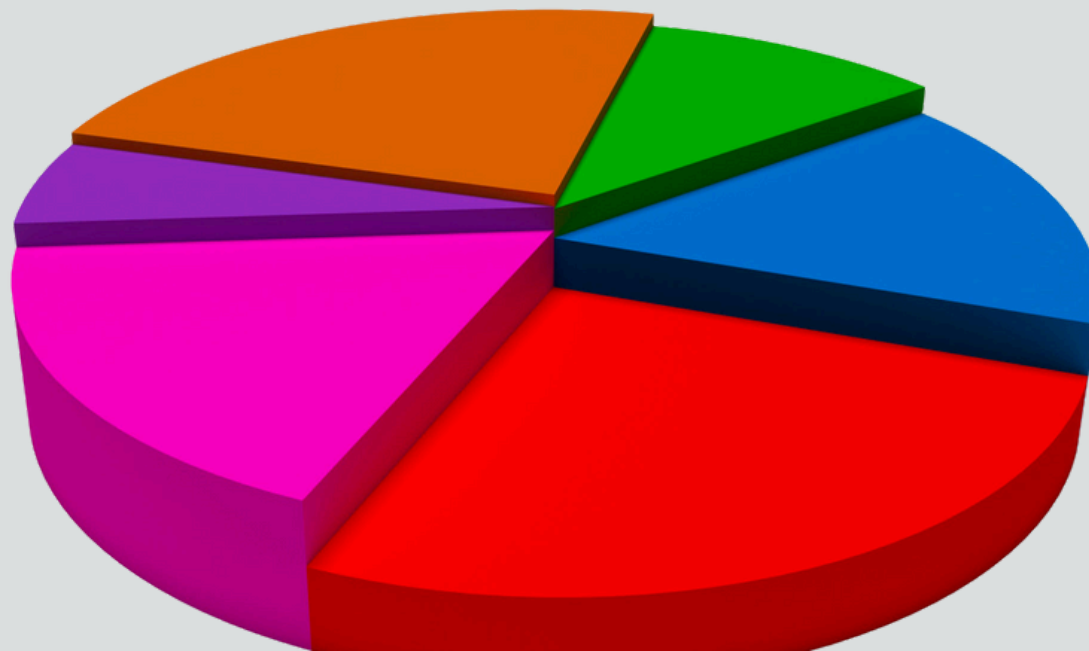
Faster onboarding and consistent performance from new hires.

Performance Gap Identified:

New employees understood policies but struggled to apply expectations in real work situations.

Root Cause:

Knowledge was delivered without structured practice, guidance, or reinforcement on the job.



LEARNING STRATEGY

The onboarding solution was designed as a blended learning experience:

- Self-paced learning for foundational knowledge
- Scenario-based activities for decision-making
- Job aids to support performance on the job
- Manager check-ins to reinforce expectations

This approach reduces cognitive overload and supports gradual skill building.

Choices such as blended learning, scenario-based activities, and distributed delivery were made to balance engagement, scalability, and immediate applicability. Trade-offs included limiting one-on-one coaching in favor of scalable manager check-ins and focusing on high-impact behaviors over exhaustive content coverage.



ONBOARDING DELIVERY ARCHITECTURE

First 30 Days:

Orientation, role clarity, tools, and expectations

60 Days:

Guided practice, scenario-based learning, feedback

90 Days:

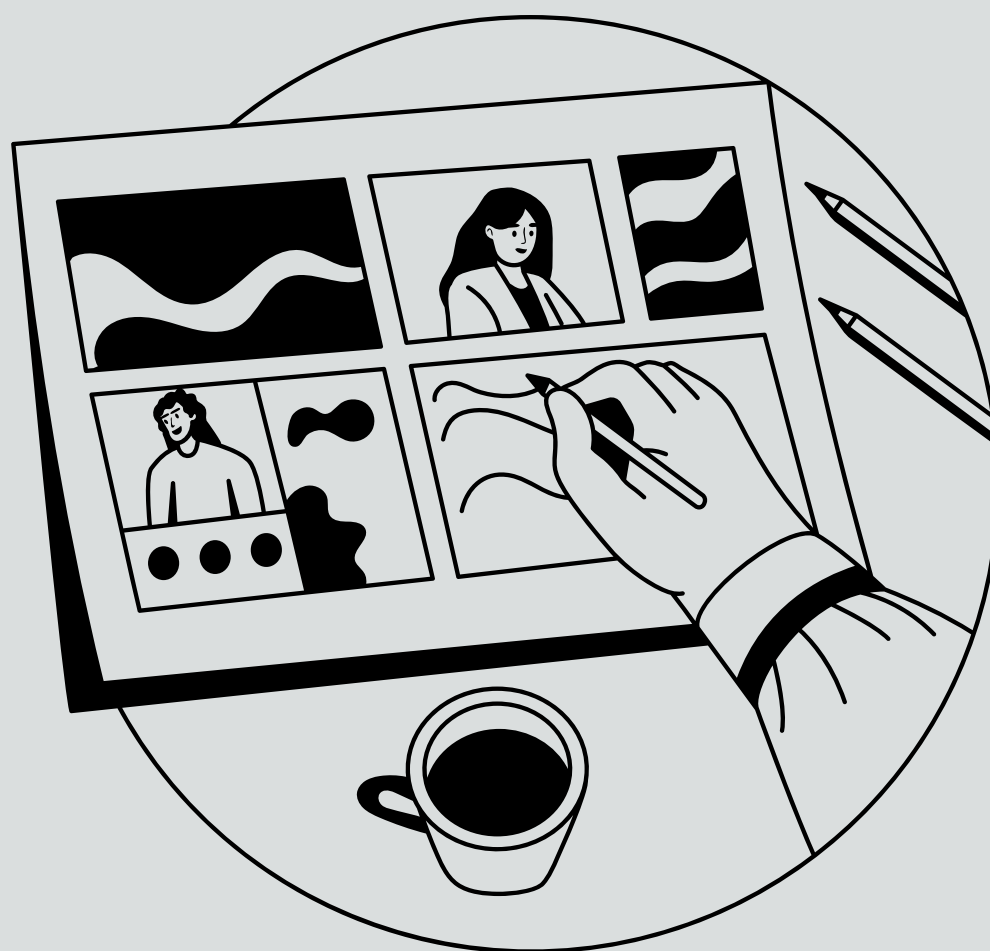
Independent performance with job aids and manager support

Learning is distributed over time to support retention and confidence.



ARTIFACT 2: ANNOTATED STORYBOARD

This storyboard demonstrates intentional design decisions to support skill application rather than passive content consumption.



STORYBOARD DESIGN LOGIC

Module Focus: Role Expectations & Decision-Making

Design Choices Explained:

- Scenarios used instead of long explanations to test judgment
- Short content blocks to manage cognitive load
- Immediate feedback to correct misconceptions

Each screen was designed with a clear learning purpose, not aesthetics alone.



ARTIFACT 3: PERFORMANCE- BASED ASSESSMENT

This assessment evaluates decision-making in realistic workplace scenarios to ensure learning translates to measurable performance.



ASSESSMENT STRUCTURE

Learners are presented with workplace scenarios and asked to choose the most appropriate response.

Performance is measured using:

- Decision quality
- Alignment with company standards
- Ability to handle common challenges

Feedback is provided immediately, with guidance for improvement.



ARTIFACT 4: PERFORMANCE JOB AID

In some situations, training alone is not enough.

This job aid supports employees at the moment of need, reducing errors and dependency on managers while reinforcing learning in the flow of work.



JOB AID PURPOSE

Instead of requiring new hires to memorize procedures, this job aid:

- Provides step-by-step guidance
- Reduces dependency on managers
- Supports consistent performance

This approach improves efficiency without additional training time.

Before



After



INTENDED IMPACT

This onboarding solution is designed to:

- Reduce time-to-productivity
- Increase role clarity and confidence
- Improve early performance outcomes
- Create a consistent onboarding experience across teams



WHAT THIS PROJECT DEMONSTRATES



This project demonstrates my ability to:

- Design learning solutions aligned with business outcomes
- Think strategically beyond content creation
- Build performance-focused onboarding systems
- Create instructional assets used by both learners and managers