

THE COMPANY Onboarding Overhaul Recommendations

PHASE 1

Implement a structured ~6-week formal onboarding program for new hires through the following actions:

1. **Create and implement new hire feedback surveys to be run by TD. One survey to be sent to the new hire at 30 days, and one at 90 days.**
 - a. **Scope of work:** EC create 2 surveys in SurveyMonkey, send to new hires via email on milestones, collect data to impact onboarding structure.
 - b. **Target Completion Date:** 1 Nov 21
 - A. First surveys will not be sent prior to new hires starting in Nov 21
 - c. **Teams involved:** TD Elena Cuomo
2. **Create and implement a hiring manager feedback survey to be run by TD. This survey will be sent to the hiring manager after their new hire's first 90 days.**
 - a. **Scope of work:** EC create 1 survey in SurveyMonkey, send to hiring managers via email on 90-day milestone, collect data to impact onboarding structure.
 - b. **Target Completion Date:** 1 Nov 2021
 - c. **Teams involved:** TD Elena Cuomo
3. **Create an eLearning certification for managers to complete prior to their new hires start day.**
 - a. **Scope of work:** EC create eLearning for managers to understand new processes and expectations in Storyline 360 to be housed in Highspot and deployed to hiring managers when they are in the hiring process.
 - b. **Target Completion Date:** 15 Dec 21
 - c. **Teams involved:** TD Elena Cuomo
4. **Create a manager checklist and a new hire checklist for each role. Managers will download the checklist to use for each new hire's onboarding that they bring on board. The timeline of the checklist will begin at the time of offer accepted.**
 - a. **Scope of work:** EC create a manager checklist for the pre-boarding and onboarding process. This will require in depth conversations with HR to ensure the checklist covers all necessary tasks prior to the new hire start day. These checklists will work in conjunction with the role specific spots (see number 5).
 - b. **Target Completion Date:** Sales/SE: 15 Sept 21, ISR/ASM: 15 Oct 21
 - c. **Teams involved:** TD Elena Cuomo, HR, HR Ops
5. **Create easy-to-navigate onboarding portals in Highspot for ISR, ASM, SE, SALES.**
 - a. **Scope of work:** EC create week by week pages with necessary collateral for new hires to complete self-guided learning based on role-specific skills, tasks, and responsibilities. Create the basis of what this will be based around and continue to add to it as materials are completed.
 - b. **Target Completion Date:** Sales/SE: 1 Aug 21, ISR/ASM: 1 Sept 21
 - c. **Teams involved:** TD Elena Cuomo, Sales Ops
6. **Create either eLearnings or learning paths to introduce new hires to flagship products.**
 - a. **Scope of work:** EC work with relevant SMEs to create '101' product courses/learning paths. These courses will cover basic product functionality, how it fits in the market, and use cases/target market. The priority product courses will be Product 1, Product 2, Product 3.
 - b. **Target Completion Date:** 20 Nov 21
 - c. **Teams involved:** TD Elena Cuomo, Relevant product SMEs
7. **Create collateral defining organization structure and inter-team relationships.**

- a. **Scope of work:** EC will create collateral to be housed in Highspot that identifies relationships between and provides a high-level understanding of the responsibilities of teams within THE COMPANY and other teams within The Company that they will work closely with.
 - b. **Target Completion Date:** 15 Oct 21
 - c. **Teams involved:** TD, Sales Ops, HRBP
8. **Create a learning path to guide new hires through an introduction to satellite imagery, where Maxar fits in the commercial satellite market, key company differentiators, and the company mission.**
- a. **Scope of work**
 - b. **Target Completion Date:** 15 Dec 21
 - c. **Teams involved:**

Timeline

Month	Task	POC - Tentative
<i>July</i>	1. Sales Onboarding Highspot Portal 2. SE Highspot Onboarding Portal 3. Mgr & New Hire Surveys 4. Sales Mgr & New Hire Checklist 5. SE Mgr & New Hire Checklist 6. Product 3 101 Learning Path	1. POC/SME names removed
<i>August</i>	1. Product 3 101 Learning Path 2. Org/Team Relationship Training Collateral	1. 2.
<i>September</i>	1. SE/Sales Highspot Onboarding Portal Complete 2. Product 1 Learning Path 3. Company Intro eLearning 4. Mgr Certification (this happens last)	1.
October	1. ISR/ASM Mgr + New Hire Checklist 2. ISR/ASM Highspot Portal	1.
<i>November</i>	1.	1.
<i>December</i>	1.	1.
<i>January</i>		1.
<i>Feb</i>	1. Product 1 201 2. Product 2 101 (real deal), 201	1.
<i>March</i>		

Understanding IT Workflows and Communication

Talent Development does not have control over the workflow of IT, but this does affect our team members greatly. Therefore, TD will be escalating feedback and concerns to HR to get the information into the hands of those who can make change happen in this area.

PHASE 2

- 1. **Iterate on the tasks and actions from Phase 1 based on feedback provided by managers and new hires in the surveys and 1V1 conversations.**

2. **Implement a buddy/mentor system. This will be an experienced teammate, not a direct manager or team member, who will provide a safe space for the new hire to ask day-to-day questions and help them assimilate into Maxar's culture.**
 - a. **Scope:** EC needs to do more research, strategy, and planning on this deliverable.
 - b. **Target completion date:** 2Q2022
 - c. **Teams involved:** TD
3. **Create Product 101 eLearnings/learning paths for high revenue, high opportunity products.**
 - a. **Scope:** EC work with relevant SMEs to create '101' product courses/learning paths. These courses will cover basic product functionality, how it fits in the market, and use cases/target market. This second round of 101 learning paths will be determined through polling customer facing teams
 - b. **Target completion date:** 2Q2022
 - c. **Teams involved:** TD, Relevant Product SMEs
4. **Create Product 201 learning paths/elearnings for flagship products that already have a 101 foundational course or path.**
 - a. **Scope:** EC work with relevant SMEs to create '201' product courses/learning paths. These courses will cover in depth product functionality, how it fits in the market, and use cases/target market. This second round of 101 learning paths will be determined through polling customer facing teams
 - b. **Target completion date:** 2Q2022
 - c. **Teams involved:** TD, Relevant Product SMEs