



Polyskilling Series: Mapping Experiences

Prepared by:
Vikas Jangam
Design Researcher

Improving Onboarding experience at g2o R&D

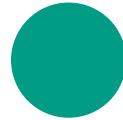
I chose this topic because it is relatable to me and I found some scope for real impact.

Most importantly, all the stakeholders would be available to talk to

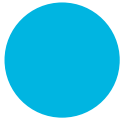
People I spoke to



2 employees at g2o R&D



1 HR Personnel



1 Associate Advocate

Process followed

1

Created an Assumptive map

- Vetted all my hypothesis
- And all my prior knowledge on the topic

2

Interviewed stakeholders
(employees and HR)

3

First draft of UX Map

Took feedback from peers

4

Presented the revised map
to a primary stakeholder –
HR personnel.

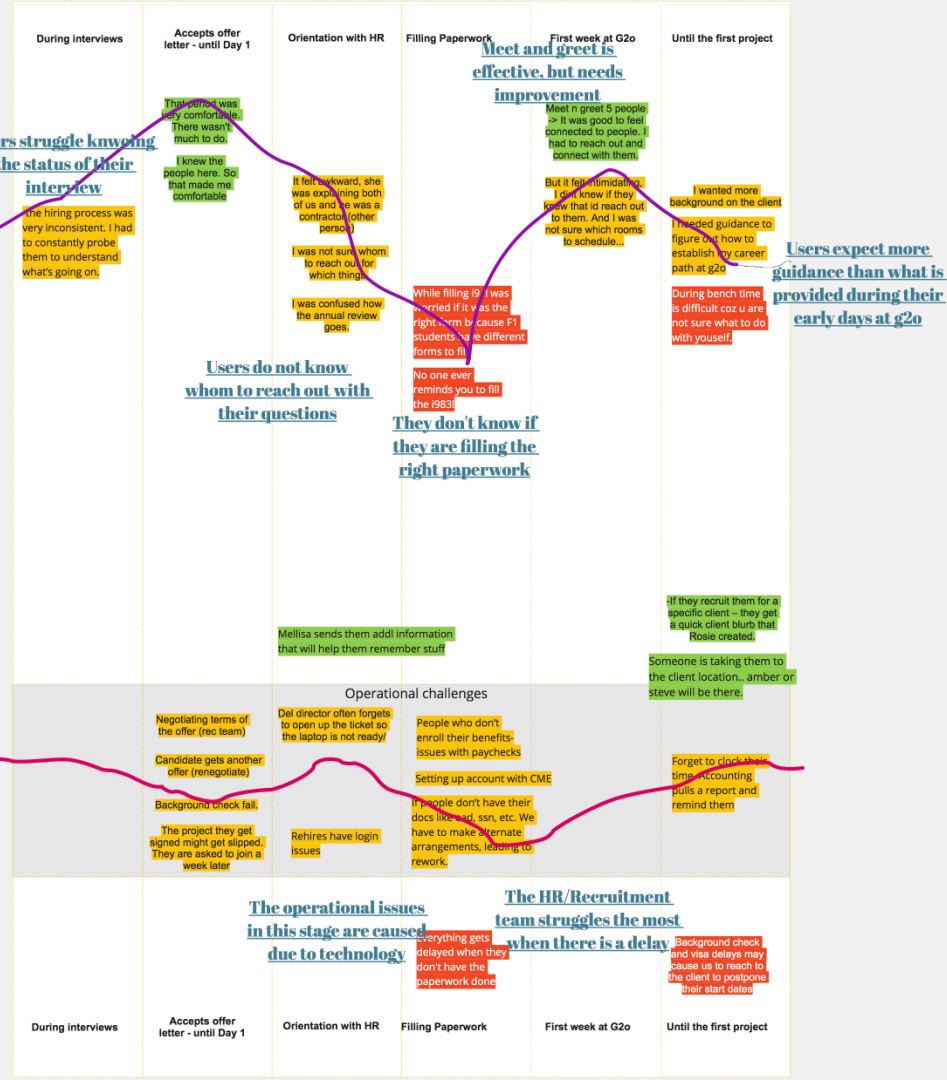
Received feedback

Final version of the map

https://miro.com/app/board/o9J_kwWbFCg=/

Candidate experience

HR Experience



Key takeaways from Stakeholder review

Map was self explanatory

Stakeholder was able to easily read the map without any help.

The breakdown of phases, visual hierarchy, color coding and graphs were aptly interpreted

Key takeaways were appreciated

Additionally I summed up key takeaways at every inflection point on the graph. Siobhan found it very useful.

Expected more correlation between the two graphs

Siobhan asked if there was a way to overlay the maps to see the difference in experiences

Lots of learning

“If this is truly representative of our employees, I’m alarmed! We have a lots of yellows and reds”

“Nobody seems to be enjoying paperwork”

We talked in phases– compared user vs HR experience, common issues, patterns, etc.

Maps sparked new discussions and insights. “We have no metrics for the last phase”

Personal takeaways

- Journey maps help empathize and see the big picture
- Should have talked to more users.
- More correlation
- I think it's a good start, but long way to go
- Im glad! I'm more confident than ever to built a journey map