

THE EMPLOYEE LEARNING JOURNEY

FIVE STAGES OF BUILDING WORKPLACE CAPABILITY



ONBOARD

Build a strong foundation by introducing employees to organizational culture, role expectations, essential tools, and workplace procedures.

Key activities:

- Provide structured onboarding and orientation.
- Clarify responsibilities and performance expectations.
- Introduce team members, systems, and available resources.
- Establish short-term goals and check-in opportunities.

Desired outcome: Employees understand their roles, feel supported, and know where to find resources.



BUILD SKILLS

Develop the competencies employees need to perform effectively through purposeful, relevant learning experiences.

Key activities:

- Identify individual skill gaps and development needs.
- Deliver role-specific training and microlearning.
- Incorporate simulations, demonstrations, and guided practice.
- Provide learning resources and opportunities to ask questions.

Desired outcome: Employees develop essential knowledge, skills, and confidence to perform their responsibilities.



APPLY LEARNING

Strengthen retention and skill development by creating opportunities to transfer newly acquired knowledge into real workplace situations.

Key activities:

- Apply skills to authentic job-related tasks.
- Use job aids, checklists, and performance-support tools.
- Participate in collaborative projects and problem-solving activities.
- Practice decision-making with increasing independence.

Desired outcome: Employees demonstrate their learning through observable workplace behaviors and improved task performance.



RECEIVE FEEDBACK

Support continuous improvement through meaningful feedback, reflective conversations, and targeted professional guidance.

Key activities:

- Conduct regular performance check-ins.
- Provide specific, constructive, and timely feedback.
- Recognize accomplishments and identify improvement opportunities.
- Adjust development plans based on performance evidence.

Desired outcome: Employees understand their progress, strengthen performance, and identify clear next steps for development.



GROW & ADVANCE

Encourage long-term professional growth by connecting ongoing learning opportunities with employee aspirations and organizational needs.

Key activities:

- Develop personalized career growth plans.
- Offer mentoring and leadership development opportunities.
- Support upskilling, reskilling, and cross-functional learning.
- Prepare employees for expanded responsibilities and future roles.

Desired outcome: Employees build long-term capabilities and contribute to organizational growth and adaptability.

Key Message: Effective Employee Development is a continuous cycle of learning, application, feedback, and growth, not a one time training event.