

How AXIOM Transformed Onboarding for the Leader in the COVID-19 Vaccine

Background & History

When the pandemic hit in early 2020, our client who produced one of the first globally approved vaccines in the fight against COVID-19, came to AXIOM for help in onboarding a new global, virtual workforce.

AXIOM was already providing instructional design and development services to this client, and pre-pandemic, hiring and onboarding was steady and consistent. The Learning department was accustomed to bringing in new employees to one of their corporate locations for 3 days of hands-on instructor-led onboarding training. Once the pandemic hit, this client needed to hire and onboard hundreds of people as quickly as possible as their primary focus became battling the virus. They needed comprehensive, engaging virtual onboarding content and they needed it fast! They also needed to ensure that each and every employee understood what the company does, who it helps, and could relay that mission in non-scientific terms.

AXIOM's solution: The creation of subject-specific Toolkits

This client used a combination of Toolkits and modules developed for various topics such as COVID-19, Legal, Benefits, Contracts, Management, IT, and Values & Culture. Most included digital online modules developed in Articulate Rise. Although done using a rapid development tool, the online modules were engaging, interactive, and included multimedia such as videos, reference materials, and job aids. This was consumed by the new hire as pre-work. They then attended a 15 minute "ask the expert" virtual meeting. Here the new hires were free to ask questions regarding what they learned in the online learning. This session was a "water cooler" event with subject matter experts and gave learners a chance to discover more about the topic at hand. The new onboarding toolkits utilized a virtual space with active learners online, were more interactive, and extremely productive.



Challenge

The need to hire and onboard hundreds of people



Partnership

High level of trust



Success

The creation of subject-specific Toolkits

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Another challenge and priority for our client was maintaining their values and culture. Their concern was, due to the large amount of hiring, the company's key values and culture would be lost amongst all of the other priorities. They wanted to ensure these were top of mind when developing training and onboarding, and that this was engrained in their new hires from day 1.

AXIOM's solution: Virtual *Living the Values* – an instructor-led training program.

The new training included a common message with a focus on how the client would be working in the interim and how their employees would be supported. It was important for the company to recognize how difficult the pandemic environment was for its people, and to impart the message that you can still do everything you used to do.

AXIOM's learning also provided best practices for:

- How to work in a virtual environment?
- How to be a team member in a virtual environment?
- How managers manage virtually?
- How teams hold meetings?
- How to collaborate in a virtual space?

Results that Speak Volumes

AXIOM's expert instructional designers provided not only design and development expertise, but also expert consultation. AXIOM acted as the client's sounding board. Through their guidance, AXIOM was able to provide assurance that, in their experience with other clients, what they were looking to accomplish was, in fact, possible! AXIOM helped the client's staff and leadership feel supported in a new environment that was emotionally stressful and was certainly unknown territory.

