

From Profiles To Onboarding Methods

A Guideline for Onboarding Leads Supporting Digital Adoption

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The Problem

Amgen is undergoing a global digital transformation, rapidly shifting from legacy software to a new platform. This disruptive change alters established working practices and challenges employees in adapting to new workflows. Onboarding leads currently lack a clear and suitable approach to design user-friendly training methods that ensure a smooth transition and support the success of the digital transformation.

Research Question

How can a **clear, extensible, and verifiable** method be developed to define different system user profiles and align them with the training methods available within the company, in order to support a smooth digital transformation?

Preparation: Method List

Before training starts, onboarding leads create a structured list of available methods, organized by six dimensions, to guide later matching with user profiles.



01

02

Survey

System users are invited to complete a short survey that captures their working preferences across six dimensions through behavioral and scenario-based questions.



Profile Generation

Survey results are translated into individual profiles, each showing six dimensions and indicating the user's tendencies in training and working orientation.



03

04

Profile-to-Method Matching

Employee profiles are compared with the labeled method list, and the overlap across six dimensions defines which training methods fit each individual best.



Group Method Integration

Individual method lists are merged into a group view, showing which methods are shared across members and can be applied collectively in training.



05

Merged Onboarding List

The final output for onboarding lead is a merged onboarding list that shows which methods are most suitable for the group.

