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# Building Scalable Culture Through Onboarding and Enablement



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# Values



**Add value all the time**



**Do the right thing for  
your clients**



**Protect and value your  
people**



# Hiring Traits

Skilled Communicator

Collaborative

Empathetic

Producer

Problem-Solver

Continuous Learner

Teachable







**ONBOARDING**



The background is a solid dark purple. It features several lighter purple geometric shapes: a large rounded rectangle in the upper center containing a circle, a large rounded rectangle in the lower center containing two horizontal bars, and a large rounded rectangle on the right side. There are also smaller horizontal bars and a semi-circle at the bottom right.

# **ENABLEMENT**



# Enablement phases



**Adding value to clients**



**Continuous learning**



**Leadership training**



# SCALING







# MONITORING PROGRESS





# Tools

▼ Onboarding & Enablement

- Enablement products
- ▼ Culture
  - 20% time
  - Company overview
  - Contracts and FTE
  - Expium and Atlassian
  - Meeting culture
  - Remote communication culture
  - Supportive culture and mental health
  - Vision, Mission, Values (VMV)
- Work in public

▼ Tools

- ChromeOS
- Gmail
- Google Calendar
- Google Chat
- Google Drive
- Google Meet

Two Dimensional Filter Statistics: ONE unresolved tasks				
Assignee	TO DO	IN PROGRESS	IN REVIEW	T:
Aubin Coste	8	1	2	11
Brad Wood	3	1	0	4
Dietmar Doerschlag	2	7	2	11
Jacqueline Lorin	15	0	0	15
Jesse Christophel	8	1		
Joshua Selesnick	3	0		
Kylie Braun	1	1		
Martin Mactaggart	11	3		

Onboarding & enablement board				
Kanban board				
QUICK FILTERS: Only My Issues   Reported by me   Recently Updated				
TO DO 90	IN PROGRESS 14	IN REVIEW 4	DONE 21 OF 299	Release...
▼ Brad Wood 9 issues				
ONE-516 Complete the Atlassian Operations Professional accreditation				
ONE-517 Complete the Atlassian Sales Professional accreditation				
ONE-518 Complete the Atlassian Technical Sales Professional accreditation				
ONE-506 Benefits enrollment homework				
ONE-501 Jira for Enablement introduction homework				
ONE-502 Profile photo homework				
ONE-503 Company info homework				
ONE-504 Employee handbook homework				
ONE-505 IT Security homework				

Jira

Dashboards

Projects

Issues

Boards

Plans

Assets

Create

Search

Management dashboard

System Dashboard

Data hygiene

ONE dashboard

ONE dashboard

Filter Results: ONE tasks to review

T	Key	Summary	Assignee	Reporter
✓	ONE-479	Project management methodologies homework	Dietmar Doerschlag	Tony Hartsfield
✓	ONE-478	JQL homework	Dietmar Doerschlag	Tony Hartsfield
✓	ONE-451	Project roles and permissions homework	Aubin Coste	Tony Hartsfield
✓	ONE-450	Global permissions homework	Aubin Coste	Tony Hartsfield

1-4 of 4

Filter Results: ONE stale "in progress"

T	Key	Summary	Assignee	Reporter	Updated
✓	ONE-445	Read all of Atlassian's documentation on Agile practices	Aubin Coste	Tony Hartsfield	26/Jan/23
✓	ONE-269	Pass your second Atlassian certification	Kylie Braun	Bryan Darr	12/Dec/22
✓	ONE-430	Sandboxes homework	Martin Mactaggart	Tony Hartsfield	12/Feb/23
✓	ONE-432	Resolutions homework	Martin Mactaggart	Tony Hartsfield	26/Feb/23

Activity Stream

Activity Stream

Today

Aubin Coste changed the status to In Review on ONE-451 - Project roles and permissions homework

5 hours ago

Comment

Vote

Watch

Aubin Coste updated 2 fields of ONE-451 - Project roles and permissions homework

Changed the Remaining Estimate to '2h'

Logged '3h'

5 hours ago

Comment

Vote

Watch

Aubin Coste commented on ONE-451 - Project roles and permissions homework

Hey,

I made a video explaining how the previous permission scheme impact the project it is attached to:

https://watch.screencastify.com/v/n1OYOUgJMAMPw0Krspyq

5 hours ago

Comment

Watch

Dietmar Doerschlag started progress on ONE-480 - Boards homework

2 days ago

Comment

Vote

Watch

Dietmar Doerschlag changed the status to In Review on ONE-478 - JQL homework

2 days ago

Comment

Vote

Watch

Dietmar Doerschlag updated 2 fields of ONE-478 - JQL homework

Changed the Remaining Estimate to '5h 29m'

Logged '16m'

2 days ago

Comment

Vote

Watch

Dietmar Doerschlag started progress on ONE-478 - JQL homework

2 days ago

Comment

Vote

Watch



The background features a series of 3D cubes in various shades of blue, creating a sense of depth and perspective. The cubes are arranged in a way that some are in the foreground and others recede into the background. The word "SUCCESS" is centered in the middle of the image, written in a bold, white, sans-serif font. The overall composition is clean and modern, with a strong emphasis on geometric shapes and a monochromatic color palette.

**SUCCESS**



**“The onboarding process welcomed me into the company culture and expectations. I felt like I had joined a company that clearly valued my growth by having a clear pathway towards the skills needed to contribute to the team.”**

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**Karl Hoeschen, Atlassian Certified Professional**



**“The system for enablement brought me the knowledge I needed in videos, exercises, and coaching to grow my skill set. This process was fast-paced, but included productive reviews and time to process so I never felt burned out.”**

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**Sarah Wright, Atlassian Certified Expert**





**6-8 → 3-4**

Good team members want to be productive immediately

**“I can't say enough good things about Expium. They're amazing. They're timely. They helped us out. They're just great.”**

**“I have not had better support for Atlassian products since working with Expium.”**

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Recent client quotes



# Principles

Enable employees to provide value

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Invest in people

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Build relationships & onboard cohorts

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Onboard live to ensure good impressions

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Subscriptive self-paced learning

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Just-in-time learning

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Repeat major principles throughout lifecycle







Thank you!