

# THE RETURNER JOURNEY

• The returner journey map

## The returner journey map

A journey map is a visual representation of the experience your returner will have with you. It tells the story of the returner's experience with your business and helps to ensure that it is positive across all stages of the process.

The returner journey map will help you to step inside the shoes of the returner and see the experience from their perspective. Importantly, it may help you to unearth the 'moments that matter'. These are transformative snippets of time that have a lasting emotional impact on how individuals feel, influencing their relationship with their peers, managers and employees.

A sample returner journey map can be found on the next page. Use this journey map and tailor it to the returner journey with your business, or work with your reference group and returners to develop your own.

# **Meet Sophie**



**AGE:** 37

**STATUS:** Married

#### **PERSONALITY:**

- Thoughtful
- Reliable
- Funny
- Intuitive
- Quiet
- Kind

#### **SKILLS**

#### **TECHNOLOGICAL COMPETENCE** LOW HIGH **INTERPERSONAL**

LITERACY

LOW

#### **BIOGRAPHY**

Sophie has been out of the workforce for four years, during which time she has been raising her two children. Prior to this, Sophie was a mechanical engineer and worked for a global engineering company. Sophie feels that she is now ready

"I feel privileged to have taken the time to raise my children, but I am now ready for my next challenge"

to re-enter the workforce.

#### **CONTACT SOPHIE**



LOW



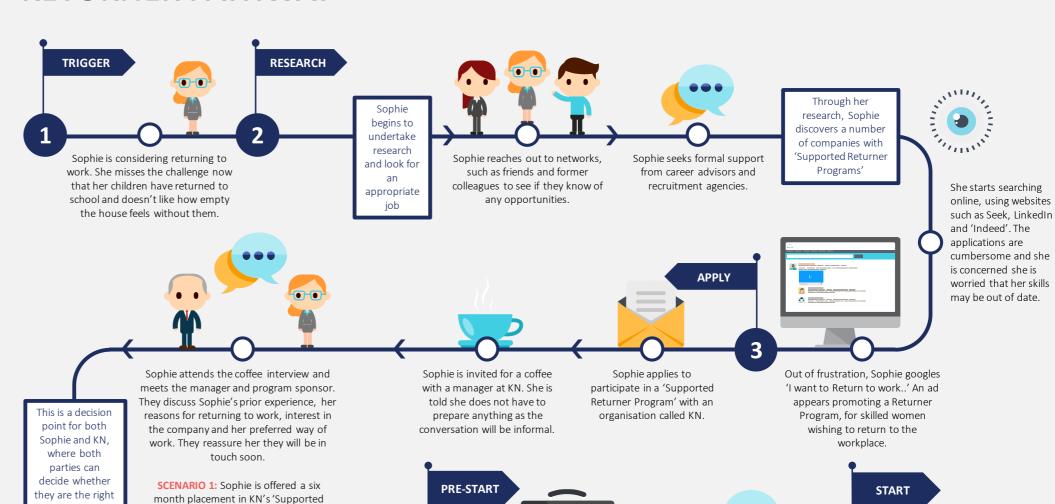








## **RETURNER PATHWAY**



**SCENARIO 2:** Sophie is told over the telephone that she will not be offered a position in KN's 'Supported Returner Program' in this round, however will be waitlisted. KN provides Sophie with constructive feedback and next steps

This is a

decision point

for both

Sophie and KN, where both parties can

decide

whether they

are the right fit

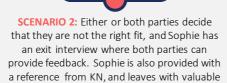
for each other

Returner Program' with the opportunity

for the role to become permanent .

**SCENARIO 1:** Both parties agree that Sophie should continue at KN, and a formal position at KN is offered to Sophie

fit for each other



experience and newfound confidence.

As the end of the programme approaches, Sophie is invited to submit feedback on her manager, her experience in the programme and is invited to consider if she would like to continue in the company.

Sophie has regular opportunities to connect with other Returners and networks across the business.

Sophie receives a welcome pack, including information about the

program, details about the

organisation and an invitation to

connect with her mentor. She fills

out a quick survey opting in to

online training programs

Sophie is learning a lot on the job with the support of her new team. Her learning is supplemented by online training and dedicated coaching sessions offered throughout the programme.

the months ahead

On her first day at KN, Sophie attends induction with other Returners and meets her project team. She has been assigned to an exiting project where her skills and experience are highly valued and utilised.



Sophie is introduced to her

mentor for the duration of

the program. They discuss

Sophie's nervousness's about

returning to work, tour the

worksite and agree on regular

times to catch up.





Sophie meets regularly with her manager to discuss her goals for the programme and her tailored L&D plan for