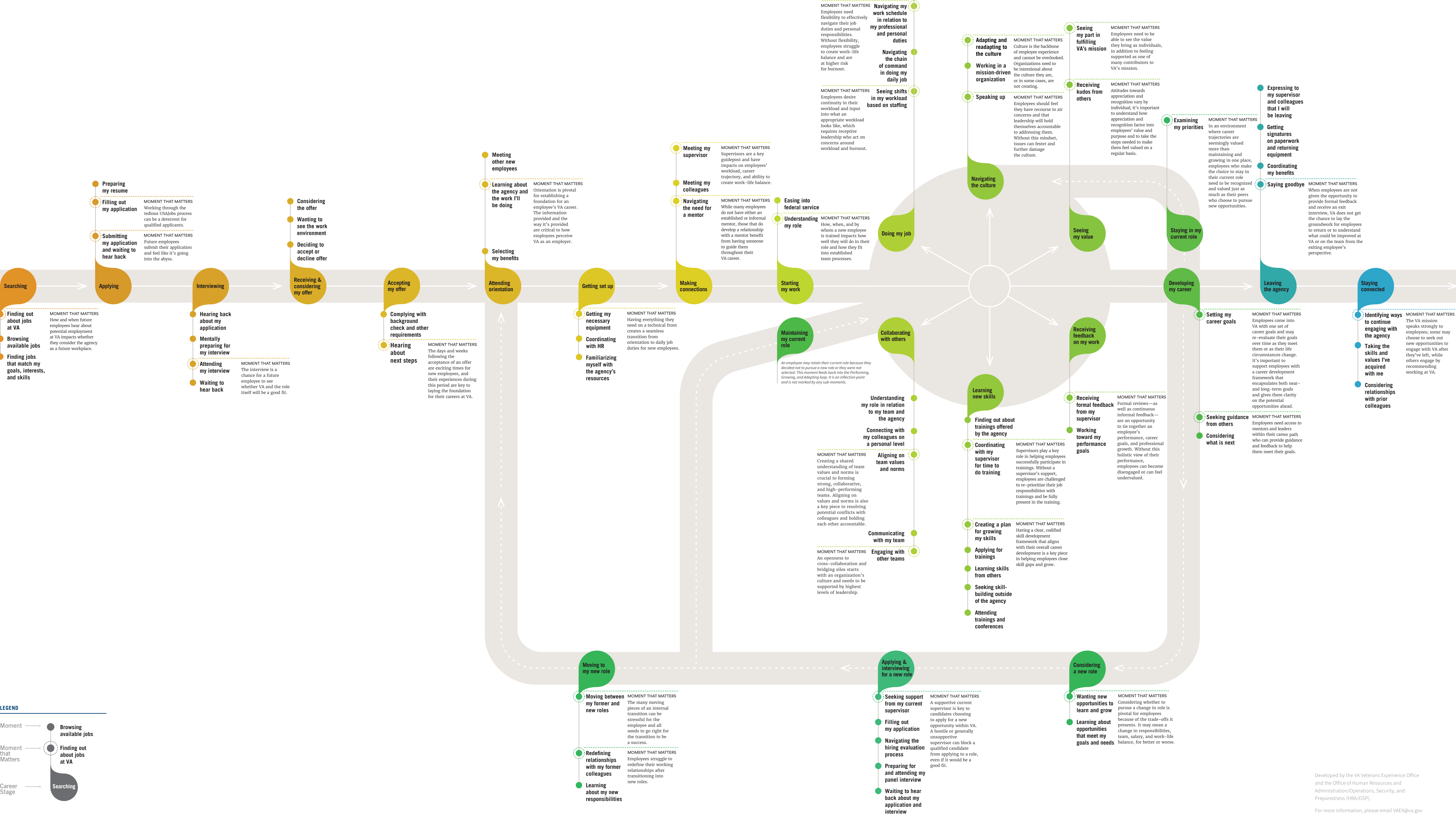


JOURNEYS OF VA EMPLOYEES MAP

This map covers 23 career stages any VA employee may encounter, from searching to staying connected. These stages are organized in five phases in which each employee's goals and aspirations are distinctly different. Each employment stage lists out moments employees typically experience and calls out key Moments that Matter which may have significant impact on employees' experiences.

Not all VA employees are the same and there is no "one" VA employee. There are, however, a broad set of shared moments many employees will encounter. Different employee personas will experience and navigate these moments in varied and disparate ways. Using this journey as a guide to organize and align around, VA can plan for and design better experiences for employees.



JOURNEYS OF VA EMPLOYEES MAP

Improving VA Employees' Experience

A PROJECT BY THE VETERANS EXPERIENCE OFFICE (VEO) AND THE OFFICE OF HUMAN RESOURCES AND ADMINISTRATION/OPERATIONS, SECURITY, AND PREPAREDNESS (HRA/OSP)

The Veterans Experience team spoke with VA employees from across the country to learn more about the diversity of their experiences. The stories we heard emphasized employees' deeply positive relationships with VA, an organization dedicated to the wellbeing of Veterans, their families, caregivers, and survivors. We also heard about opportunities to improve the employee experience, so we might form trusting relationships with employees throughout their VA careers.

The purpose of this effort is to catalyze action through analysis of insights, so we can align what we do with the needs and expectations of those who work for us.



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NO TWO VA EMPLOYEES ARE THE SAME