

Onboarding Buddy Guide

New Team Member Onboarding

Purpose

As a new team member is getting settled into their new role, several people within the department will help orient them to the position. Assigning an 'Onboarding Buddy' to a new team member is an effective onboarding strategy that matches new team members with experienced team members for their first few months of employment.

What is the Role of an Onboarding Buddy?

As a buddy to a new hire, your role is to foster a trusting relationship and help them get to know organizational culture, team dynamics, norms, and expectations. As a buddy, you do not need to be an expert or know everything! Instead, focus your attention on assisting the new team member with an open mind and good attitude and be there to identify resources as needed. Your role may include:

- Offering encouragement and resources to help introduce them to the team and organization
- Explain basic operational process or workflow
- Support their immediate productivity on the job
- Model behavior and culture
- Aide in socialization
- Help build confidence
- Be a trusted resource

Why Are Onboarding Buddies Important?

New Team Member Benefits	Buddy Benefits
One-on-one help	Growth and development
Accelerated peer relationships & networking	Leadership and mentoring skills
Increased sense of belonging	Networking opportunities

Helpful Tips & Suggested Actions

Use the following tips and suggested actions to help welcome the new hire. Examples below align with our [Customer Experience](#) philosophy of Connecting with Care, a program that promotes ideal behaviors through "service standards" that guide both our actions and interactions.

Set the Stage: "I will create a warm, welcoming environment that promotes confidence in a productive interaction."

Prior to Day 1

- Have a conversation with your leader to clarify roles and expectations.
- Become familiar with this buddy resource.
- Schedule regular 1:1's or check-ins during the first 90 days for you and the new team member to have time to connect. Decide together how you want to have these check-ins, including frequency, length, and method.
- Give them your contact details.
- Suggested: Reach out to the new team member via email welcoming them to the team and introducing yourself.

Fairview

After Day 1

- Welcome the new team member.
- Provide a tour of workspace and building (if applicable).
- Introduce team member to co-workers (if applicable).
- Encourage questions by asking, “What questions do you have for me?”.
- Help new team member understand applications, tools, and technology required for their role.
- Learn about their work experience, hobbies, and goals.
- Suggested: organize a time to meet with new employee over coffee or lunch.

Share the Moment: “I will show respect by being present, actively listening, and connecting on an emotional level.”

- Use reflective listening to verify understanding; show genuine interest.
- Listen to ideas and concerns.
- Share experiences.
- Provide insight into culture.
- Ask questions like “What do you need?” or “How can I help?”.

Support What’s Next: “I will proactively ensure understanding of the road ahead and will reinforce a positive experience by expressing gratitude.”

- Help new team member understand team processes.
- Provide insight into employee perks (wellbeing, benefits, etc.,).
- Help find answers.
- Suggested: Invite them to meetings or shadow you.