

Overview

With the guidance and oversight of the manager, an onboarding buddy can:

- Provide human connections and bridge social connections for the new hire.
- Offer an informal sound board that encourages questions from the new hire.
- Supplement leadership-driven onboarding by delegating specific tasks.

This resource provides guidance to **both hiring manager and onboarding buddy**.

Hiring Manager: Selecting and Engaging an Onboarding Buddy

1. Identify the right Onboarding Buddy

Look for someone, typically a peer figure, which is:

- Familiar with the team, department, and organization.
- Performing well; consistently meets goals and demonstrates our values.
- Has the time to assist (expect 3-4 hours in the first week, then 1-2 hours per week for first 30-60 days).

The ideal buddy will make the new hire feel **welcomed, supported, and empowered** to ask questions.

2. Select Tasks to Delegate Select tasks based on the buddy's experience and strengths. Remember that delegation does not mean lack of responsibility. As the new hire's leader, you are accountable for onboarding your new team member.

Onboarding Tasks

General onboarding topics in the Onboarding Plan may include:

- My NewRiver – questions and frequently used pages
- Timekeeping – time entry and time off request questions
- Outlook – signatures, folder set-up, shared mailbox procedures
- IT – navigating IT Help Desk
- Facilities (if applicable) – building tour, rally point, printers, office supplies.
- Total Rewards – favorite perks or benefits

Role-Specific Tasks

Team or role-specific training, mentoring, or shadowing. May include:

- Systems or tools
- Process and procedures
- Manuals or reference materials
- Team SharePoint or folders

Routine Check-Ins

Weekly meetings and informal emails, chats, or phone calls that encourage questions, uncover training gaps, and let the new hire know they're supported.

3. Engage the Onboarding Buddy

Participation should be **voluntary** to create the best experience.

- Discuss the opportunity, explaining what tasks they would assist.
- Encourage clarifying questions and identify any concerns.
- If the response is positive, ask if they'd like to take on the role of Onboarding Buddy.
- Review the Onboarding Plan together and assign tasks to the Buddy.
- Prompt the Buddy to send an informal welcome email prior to start date.



4. Stay Informed of Progress

Upon start date, you should:

- Ensure Buddy meets with new hire within the first few days.
- Confirm that new hire is engaging in conversation and asking questions.
- Ensure new hire feels supported and review Onboarding Plan progress.

Onboarding Buddy: Supporting Your New Teammate

1

Say “Hello”

Before their first day, reach out with a quick email.

- Introduce yourself, your role, and background/interests.
- Offer your contact information for questions.
- Let them know you will be scheduling a meeting during Week

1. Your goal is to make them feel **welcomed and supported**.

2

Schedule Time

Week 1 – Schedule 1 hour for an initial get-to-know-you conversation, and additional time as needed, based on onboarding tasks assigned.

Weekly – Schedule weekly touch points through Day 30 or 60, based on need.

3

Be Accessible and Available

- Invite them to shadow you doing daily tasks or working in systems/tools.
- Connect them with others across the team and department.
- Ask “What questions do you have today?” or “How can I support you?”
- Encourage **open and honest dialogue**.
- Update your manager on any additional needs of the new hire.