

# Leader's Grab and Go guide

# ONBOARDING

# BUDDY

## Why do we need an onboarding buddy?

### FOR LEADERS

- Improves the onboarding experience and overall engagement of new employees.
- Helps to delegate some of the workload associated with onboarding.
- Provides an opportunity for leaders to identify potential future leaders or high performers within their team.

### FOR EMPLOYEES

- Provides a sense of belonging and support during the early stages of employment.
- Offers a safe space to ask questions and seek advice.
- Helps navigate company culture and politics.
- Facilitates faster integration into the team and organisation.
- Increases retention rates and job satisfaction.



# Selecting onboarding buddies—Managers two step guide



## Step 1—the why

We can use Onboarding Buddies to help new team members feel welcome and supported, while also showing them the ropes of our company's culture and how their job works.

They act as a complementary tool to your own onboarding effort.

Onboarding Buddies can help by introducing new team members to their colleagues, helping them build relationships and feel more like part of our team.

Pairing your new team member with an Onboarding Buddy is a great way to make sure new team members get off to a good start, and feel confident and happy in their new job.

**Note:** An Onboarding Buddy is not your replacement for onboarding new team members. The Moments that Matter are your responsibility to complete and cannot be delegated. Onboarding Buddies are there to support you to help your new starter feel warmly welcomed.

## Step 2—the process

FOLLOW THESE TIPS TO CREATE A SUCCESSFUL ONBOARDING BUDDY EXPERIENCE

- Select someone in your team who is experienced, approachable, and who wants more responsibility, or enjoys sharing our company culture and is a natural fit to your new starter in job role. For example a new foreman with a senior foreman, a plant operator with a paver operator or a junior administrator with a senior administrator.
- Ensure you give the Onboarding Buddy all the necessary information about your new team member(s) ([see Onboarding checklist for buddies](#) at the end of this document).
- Clarify what you want the Onboarding Buddy to do. Use the Journey Map to help you explain their role in the onboarding journey as a social Onboarding Buddy and to help new team members settle in.
- An Onboarding Buddy can support up to two new starters but don't overload them. They have a day job.
- Schedule some weekly check-ins with the Onboarding Buddy. Make sure you are involved and aware of your new starter's progress and offer support where needed.
- Show appreciation for the Onboarding Buddy's efforts in supporting their new team mate.

## Onboarding Buddy—checklist for managers



| Timeline                      | Task  | Key points to consider   | Notes | Completed date |
|-------------------------------|---|--|-------|----------------|
| Before new team member starts | Identify potential Onboarding Buddies based on interest and workload capacity   | Consider potential Onboarding Buddies' experience, attitude, and communication skills. |       |                |
|                               | Explain why you chose the Onboarding Buddy and confirm their availability and willingness to take on the role.                                      | Be clear about the expectations and responsibilities of the Onboarding Buddy role.     |       |                |
|                               | Brief the Onboarding Buddy on their responsibilities during the onboarding process and provide them with the Onboarding Checklist.                  | Familiarise the Onboarding Buddy with the onboarding process and checklist.            |       |                |
|                               | Provide the Onboarding Buddy with information about the new team member, including their name, start date, time, location, and a bit of background. | Help the Onboarding Buddy get to know the new team member before they start.           |       |                |
| Day 1                         | Introduce the Onboarding Buddy to the new team member and encourage them to use this opportunity to get to know each other better.                  | Help facilitate a positive first impression and encourage open communication.          |       |                |
|                               | Ask the Onboarding Buddy to lead or accompany you on a site/building tour, including any necessary PPE.   | Help the new team member become familiar with their work environment.                  |       |                |
|                               | Ensure the Onboarding Buddy takes the new team member to lunch and breaks.  | Facilitate social interactions and help the new team member feel welcomed.             |       |                |

## Onboarding Buddy—checklist for managers

| Timeline | Task   | Key points to consider  | Notes | Completed date |
|----------|--|---|-------|----------------|
| Week 1   | Check in every few days in the first week and have an End of Week One Check-in scheduled.  | Keep track of the new team member's progress and make sure they feel supported. |       |                |
|          | Encourage the Onboarding Buddy to keep checking in on their teammate to help them feel like part of the team. Ask the Onboarding                           | Help the new team member feel like they are part of the team.                   |       |                |
|          | Buddy to provide regular updates on how things are going, and encourage ongoing communication to ensure they don't lose touch.                             | Ensure that communication remains open and ongoing.                             |       |                |
|          | Request feedback and recommendations from the Onboarding Buddy on how to improve the onboarding process for future new team members.                       | Continuously look for ways to improve the onboarding process in your team.      |       |                |
| Ongoing  | Ensure the Onboarding Buddy and new team member stay in touch at least once a week to maintain their relationship. Have a conversation with the Onboarding | Help the new team member feel supported and connected to the team.              |       |                |
|          | Buddy and new team member about how to continue building their relationship beyond the onboarding process.   | Encourage ongoing communication and relationship-building.                      |       |                |



# Onboarding buddy —your two step guide

## Step 1—the why

**Note:** This page and the following checklist is for the Onboarding Buddy

Starting a new job can be overwhelming and scary for some people. That's why we look for friendly and experienced team members, whom we call Buddies to help new starters feel welcome and supported.

You can show new team members how things work here and get them up to speed.

Onboarding Buddies also introduce new team members to other colleagues, help them feel like they belong, and ensure they start off on the right foot.

Being a Onboarding Buddy is an important and valued role, so thank you for helping out!

## Step 2—the process

### CONGRATULATIONS ON BECOMING AN ONBOARDING BUDDY

This is a real honour and a real development opportunity. Here are some things you can do to do a great job of helping your new teammate settle in.

- Reach out to new team members as soon as you can. Don't wait for them to come to you. Ask if they need help or have any questions.
- Be approachable and show that you're excited to help. Smile, make eye contact, and be welcoming.
- Introduce your new teammate to your team and other people they'll work with. Show them around the workplace, and help them build relationships.
- Try to be up to date with any recent changes or updates so you can share them with your new teammate.
- Encourage them to ask questions and seek help when needed. Pay attention to their concerns and provide reassurance where needed.
- Remember that everyone learns at their own pace, so be patient and provide ongoing support and guidance .
- Celebrate the new team member's successes and milestones. Encourage them when they face challenges.

## Onboarding Buddy—checklist for buddies

| When    | Task   | Key information  | Notes | Completed date |
|---------|--|--|-------|----------------|
| Day 1   | Introduce yourself                               | Be welcoming and approachable to help calm their nerves.   |       |                |
|         | Show them around the site or building            | Highlight key areas (eg restrooms, kitchen, emergency exits, site office etc).                             |       |                |
|         | Take them to lunch                               | This is a great place to introduce them to people in a more relaxed location.                              |       |                |
|         | Introduce them to team members                   | Make sure they know who they'll be working with.   |       |                |
| Week 1  | Check in with the new starter each day           | See how they're settling in and if they have any questions or concerns you can help with.                  |       |                |
|         | Make sure they know about team events / meetings | Keep them informed as they might not know about weekly or special events yet.                              |       |                |
|         | Check in before the week finishes                | Ask how they're feeling about their first week. Tell them you're looking forward to seeing them next week. |       |                |
|         | Manager check in                                 | Let your manager know how things are going from your perspective.  |       |                |
| Ongoing | Be available to answer questions                 | Make sure they know they can come to you with any questions or concerns.                                   |       |                |
|         | Help them feel part of the team                  | Encourage team members to involve them in activities or conversations.                                     |       |                |
|         | Encourage regular catch-ups                      | Check in with them regularly to ensure they're doing well and offer support if needed.                     |       |                |