

Onboarding Buddy

QRC



Your role

A peer support partner who helps new teammates successfully transition to their team

Your goal

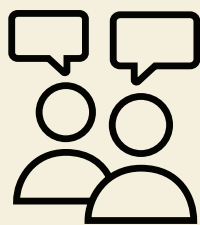
To help new hires feel welcomed, confident, connected and supported

Remember: You're not responsible for performance management, coaching or disciplinary discussions. These are the direct supervisor's responsibility.



Great buddies ...

- NAVIGATE team culture, processes and norms
- ENCOURAGE questions – there are no “bad” questions
- CONNECT colleagues and key partners
- CELEBRATE progress and milestones
- COMMUNICATE concerns early to the supervisor
- FOCUS on building confidence, not perfection

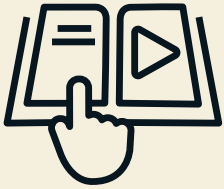


Check-in questions

- “How are things going this week?”
- “What questions do you have?”
- “What’s feeling comfortable so far?”
- “What still feels unclear?”
- “How can I support you?”
- “Have you made connections with others on the team?”
- “Are there any resources you need help finding?”

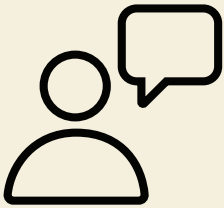
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Helpful resources

- Team processes and workflows
- Department tools and systems
- Reference materials and job aids
- Key contacts and subject matter experts
- SharePoint, Teams or internal sites
- Organizational structure and department partnerships
- Learning and development opportunities
- FAQs



Know when to redirect

Connect the new hire with their supervisor for:

- Performance concerns or feedback
- Goals, development and growth discussions
- Work priorities and role expectations
- Attendance, scheduling or time-off questions
- HR, benefits, payroll or employee relations concerns
- Sensitive or confidential workplace matters

Remember: If you're unsure, involve their supervisor.



Building connections

Help your new teammate:

- Understand how their role contributes to the company's success
- Build relationships within and outside of their department
- Learn about employee engagement opportunities and affinity groups
- Discover company culture and traditions
- Identify resources that will help them succeed

Remember: Your support can make a huge difference in a new hire's experience.