

Onboarding Guide – Buddy

New employees, whether new to the college or department, need extra time and support when they start. Their manager will provide the foundation for this journey, and you will play an important role as their Onboarding Buddy. In this role, you will help provide day-to-day information and answer questions as they arise. The key to success in this role is developing a strong rapport with the new employee. Be approachable and open-minded and offer the employee the right information at the right time and in the right way.

To ensure the buddy system is effective:

- **Establish Rapport:** Spend time getting to know the new employee during their first week. Learn about their professional background, previous experience, as well as any life experiences they would like to share with you.
- **Ensure Open Communication:** Encourage questions and curiosity and be sure to respond with patience. If you don't know an answer, do your best to connect them with someone who does.
- **Be Inclusive:** Ensure the new employee is invited into team discussions and social events.
- **Be Impartial:** Don't impose your opinions on the new employee. Let them form their own judgements. They may see situations through a different filter that might even alter your perceptions.
- **Provide the Background:** Help the new employee understand how Fleming's practices evolved. This will help them better understand our culture, beliefs, and values.
- **Model Behaviours:** Display the behaviours and attitudes that reflect Fleming College's mission, vision, and values: focus on students and employers, be community-minded, responsive, innovative, collaborative, inclusive, and accountable.

Do your best to work with the new employee and their manager to ensure an effective and well-rounded onboarding experience.

Pre-Boarding

Task	Description	Completion Date
Prepare for your role	Understand your role in the onboarding experience; ask for clarification if needed	



First Day

Task	Description	Completion Date
Introductions	<ul style="list-style-type: none"> <input type="checkbox"/> Meet the new employee and begin to develop a rapport 	
Housekeeping	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure the new employee knows how to: <input type="checkbox"/> Access office supplies <input type="checkbox"/> Locate/operate printer and photocopier <input type="checkbox"/> Navigate computer systems <input type="checkbox"/> Locate their mailbox <input type="checkbox"/> Set-up their voicemail <input type="checkbox"/> Purchase a parking pass 	
Getting Acquainted	<ul style="list-style-type: none"> <input type="checkbox"/> Describe the “practices and norms” of your work area (eg: hours of work, lunch schedules, dress code, faculty-student relationship, etc.) 	
Technology & Digital Work Environment	<ul style="list-style-type: none"> <input type="checkbox"/> Provide an overview of myCampus <input type="checkbox"/> Provide an overview of Evolve <input type="checkbox"/> Share with them any shared network drives <input type="checkbox"/> Help them get connected on Fleming WiFi <input type="checkbox"/> Provide an overview of My Absences <input type="checkbox"/> Have them explore the Portal pages 	

First Week

Task	Description	Completion Date
Campus Tour	<ul style="list-style-type: none"> <input type="checkbox"/> Arrange a local campus tour with the Student Recruitment team <input type="checkbox"/> Provide a tour of the local Administrative Services areas, as applicable. For example: <input type="checkbox"/> HR department <input type="checkbox"/> IT Support <input type="checkbox"/> Lunchroom <input type="checkbox"/> Mailroom 	

Task	Description	Completion Date
	<input type="checkbox"/> Parking/Security	
The Perks	Inform the employee about special programs: <ul style="list-style-type: none"> <input type="checkbox"/> Computer Purchase Plan <input type="checkbox"/> Transit Pass <input type="checkbox"/> The Spa + Clinic <input type="checkbox"/> Continuing Education Courses for eligible employees <input type="checkbox"/> Walking Trails <input type="checkbox"/> Perks unique to your local campus 	

First Month

Task	Description	Completion Date
Keep Answering Questions	<ul style="list-style-type: none"> <input type="checkbox"/> Be available to answer the new employee's questions as they arise. <input type="checkbox"/> Continue to make them feel comfortable and excited to be a part of the Fleming family. 	