New Employee On-boarding Partner

New Employee: _______________________

Start Date: ________________________

On-boarding Partner: ___________________

What is an On-boarding Partner? – Is someone who partners with a new employee during their first two to three months of employment. The partner should provide guidance, encouragement, and be a primary resource for a new employee. The partner should help introduce the new employee to the campus culture and community.

Why have an On-boarding Partner? – The purpose is to help welcome employees and reaffirm their decision to join Case Western University, and the Division of Student Affairs. It provides new employees with a reliable, motivated, and single point of contact for basic questions, regarding their work experience in Student Affairs. It also helps establish orientation as a process and not a single day event. Other advantages of having a partner:

- Builds on the knowledge that has begun in the orientation process.
- Enables new employees to become knowledgeable about department practices and organizational culture in a shorter period of time.
- Ensures routine inquiries can be handled quickly, you don’t have to wait to ask your supervisor.
- Reduces initial confusion and uncertainty all new employees have.
- Maximizes the productivity of manager/new employee meetings by allowing them to focus on job specific issues. Frees up supervisors time.
- Increases a new employee’s self-confidence decreasing the time it takes to adding value to the department.
- Increase employee motivation and retention
- Jump-start on networking

Why should I be a Partner?

Partner Benefits

- Recognition as a strong performer
- Expanded network
- Opportunity to motivate others
- Create and maintain a fresh perspective
- Enhance leadership skills

What are good qualities to look for in an On-boarding Partner?

- Friendly and good communicator
- Role model - A good employee who exemplifies Student Affairs values
- Good performer – Does their job well and is a good team player
- Motivated – Person with a positive outlook
- It has been suggested that your PDC representative would consider taking on this role
• Must be allowed some time away from their own work – to work with the new employee

**What a partner should expect from a new employee?**

• Welcome to suggestions
• Trusted with information given
• Willingness to learn
• Open and friendly
• Don’t use your partner as your personal problem solver – they are there to assist and guide

**What not to expect from your partner?**

• Not a coach
• Not a mentor
• Not a manager

**Partner Responsibilities**

• Contacting the new employee with a Welcome email, let them know who you are and what your purpose is.
• Contact the new employee on their arrival to begin their new job
• Establish a rapport
• Provide a Campus Tour and a Student Affairs Division Tour,
• Make introductions
• Answer general questions
• Refer them to the Operations Group if they have specific question in any of their areas
• Help socialize the new employee to the campus culture and history – check out the Blue Book
• Take them to lunch time social events, help get them involved in the PDC, SAC, volunteering for The Late Night Breakfast, or Relay for Life.
• Show them the wonderful selection of places to eat in and around campus
• Talk about the Wellness Program – Go to the Veale gym together

**Tips for Partners:**

• Don’t worry about being an “expert” If you can’t answer a question then together find someone who can and then you both will know the answer.
• Be patient. It takes time to develop a relationship and you don’t have to cover everything on the first day, first week, or first month.
• Be positive.
• Don’t try to force a relationship. Try to identify the new employee’s personality and style of communication and work with it.
• Don’t be judgmental. Simply offer feedback.
• Maintain a good attitude and a teaching spirit.

**Tips for the New Employee:**

• Don’t be afraid to ask questions, no question is stupid or silly so go ahead and ask.
• Evaluate any suggestions just because something was right for someone it may not feel right for you. Be open to new ways of looking at ideas.
• Be patient – The partner system is a great way to learn, but remember as you go along you will continue to meet new people that specialize in different areas of your job that can help you as well.

**Timeframe of the Relationship**

The formal partner process will terminate in three months or if either party requests it. This is a “no fault” process. If termination is requested early on a new partner can be assigned.