Service Excellence
MGT
MANAGEMENT DIVISION

Buddy Program Guide

BOARD OF GOVERNORS OF THE FEDERAL RESERVE SYSTEM

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To the Manager

Assign a Buddy

As the manager, you may not have the time to always “be there” for the new team member. That’s the great thing about having an assigned “buddy.” The buddy will help welcome your new employee to the section and give them a reliable single point–of-contact for their basic questions regarding their work, the section, and the Board.

> *“My goal is to foster a unified, high-performing culture that makes the most of all staff members’ strengths and provides opportunities for challenging work and professional development.” — Michell Clark, Division Director*

What is A Buddy?

A buddy is someone who partners with a new employee during their first few months of employment. The buddy is the new hire’s primary resource for information and support regarding the day-to-day aspects of working in the division and at the Board. The buddy may also offer encouragement and knowledge resources as they help introduce the new employee to the culture of the Board.

What Makes A Good Buddy?

The assigned buddy should be someone who has strong job performance and demonstrate the Management Division values. The buddy should be a peer, in a similar role and/or department as the new employee, if possible. It is very important that the assigned buddy be someone who is knowledgeable about questions the employee may have, and has the desire to share his/her skills and knowledge with others.

In selecting someone consider the following:

- Knowledge- (technical, operational, Board culture, processes, protocol, etc.)
- Communication and interpersonal skills
- Working style
- Motivation
- Job performance
- Interest in the role

The manager/supervisor should. . .

- ✓ If possible, be available to meet with the new employee on the first day or coordinate their pick-up with the buddy or someone else within the section.
- ✓ Introduce the new hire to staff within the section and other sections within the division.
- ✓ Discuss policies and procedures the employee should know about such as vacations, personal time, work hours, travel, etc.

To the "Buddy"

Thank you for agreeing to be a buddy to our new employee. As a buddy you will play an important role in helping your colleague adjust to his or her new role in the division/section.

What Should You Expect?

As the new hire's primary division resource for information and support, you should be available to the new employee during their first month, especially during the first week, and are able to be available for questions and brief meetings with the new hire.

If you will be out for multiple days for vacation, travel, meetings, or other reasons, please let the hiring manager know so that they can determine whether to assign someone else during your absence.

Buddy Checklist

Prior to the new hire's start date

- ✓ Meet with the new employee's immediate supervisor to review the "buddy" checklist and to go over expectations and questions you may have.
- ✓ Block off some time during the first few days the new employee will be here. **Recommended:** schedule a 30-minute "check-in" meeting in the afternoon at the end of the first week.
- ✓ If applicable, division/section handouts should be available in a folder on the new employee's desk on the day of arrival. Touch base with the new employee's supervisor regarding what additional information to include prior to his or her arrival.

Possible documents to make available:

- List of team members with brief bios (if available)
- Strategic Plan presentation

B&As onboarding package includes: token gift, welcome letter from the director, list of official staff and bios, floor maps of I Square, division values, communication booklet, emergency sheet, and door signs. Packet and gift are placed on employee's desk for the first day.

- ✓ Send an e-mail to the new employee, introducing yourself as their dedicated buddy and explain that you will be their informal resource for information and support during their first few weeks. Include your contact information and ask whether they have any questions.
- ✓ Think about people who the new hire should be introduced to or meet within their first two weeks.

New hire's first day

If the new person is an internal Board transfer, they will start their first day in the division by coming straight to the office. Otherwise, the new hire will be in the HR orientation until the early afternoon, probably arriving at the office around 2:00 p.m.

- ✓ Meet and greet on the first day. If you are not in the office, please call or e-mail the new hire.

Take the new hire on a tour (include key points: such as restrooms, conference rooms, pantry, vending area, ATM, fax machine, supply closet, copy machine, mailbox location, café/food court, etc.)

Buddy Checklist cont.

During the first week

- ✓ Have lunch with the new hire. Feel free to invite other colleagues.
- ✓ Advise the new hire to review the division and section website(s) and Inside the Board. Help point out key pages such as benefits information, e-Personnel/PeopleSoft, E2 Solutions, FedLearn, cafeteria menus, Board policies, etc.
- ✓ Indicate your willingness to discuss questions at any time and encourage new hire to ask questions about Fed policy and work procedures. Let them know how you can be contacted during the day and will be available to meet on a regular basis.

Other suggestions that could be helpful:

- ✓ Review Outlook and Lync. If needed, give assistance in how to set up a meeting, find open conference room, etc.
- ✓ Help new employee with access to pertinent data applications, i.e., ordering business cards, travel card (if applicable).

- ✓ *During the new hire's first week, B&A sends out a welcome e-mail with information on hot topics, B&As function, their DA contact, help-desk contact, performance management training, division onboarding program, and other links to various Board and division webpages.*

During the remainder of the first month

- ✓ Schedule a quick meeting (formal or informal) once a week with the new hire to check in on how they are doing. Suggested questions to ask during your check-in meetings:
  - Do you have any questions about the Board or its policies? Any concerns?
  - Do you have any questions regarding anything you need to do to follow up on orientation?
  - Is there anything I can help you with?
- ✓ Invite new hire to pertinent meetings or events.

Note: This is only a guide. Items listed are not all inclusive, but there may be additional items for the buddy to cover based on conversation with new employee's supervisor.

Buddy Tips!

- ➢ It takes time to develop a relationship. Don't try to cover everything right away. Growth occurs over time.
- ➢ Don't try to force a relationship. Follow the lead of the new hire.
- ➢ Keep a good attitude. You are helping create a positive environment and image for the new hire. Sometimes this means allowing new hires to form their own opinions.
- ➢ Model the Management Division's values we are looking for in our employees.
  If you don't know the answer to a question, find someone who does.
  Feel free to contact the hiring manager or supervisor for guidance if anything comes up that you're not sure how to handle.

Notes