

BALL STATE UNIVERSITY

QUICK TIP

SELECTING AN ONBOARDING PARTNER

WHAT IS AN ONBOARDING PARTNER?

An onboarding partner is a fellow employee who supports a new employee during his/her first months on the job.

WHY ASSIGN AN ONBOARDING PARTNER?

The purpose of providing an onboarding partner is to help welcome the new employee and affirm their decision to join Ball State University. An onboarding partner helps to reduce the initial confusion and uncertainty a new employee may experience by being available to answer basic questions, facilitate connections, offer advice and guidance regarding the day-to-day aspects of working at Ball State University, and assist in explaining and navigating the culture.

SELECTION CONSIDERATIONS

The manager/supervisor is typically responsible for selecting the onboarding partner for the new employee—where applicable. Thoughtful consideration should be given to the following characteristics:

- Understands and positively contributes to the Ball State University culture.
- Expresses interest in being an onboarding partner.
- Demonstrates a positive attitude about Ball State University.
- Familiar with the employee's role and work unit.
- Is a solid performer, well regarded, trusted, and respected by others.
- Willingness and ability to be accessible to the new employee.
- Maintains confidentiality

SETTING EXPECTATIONS

An onboarding partner should understand what is expected of them prior to the new employee joining your team. Every onboarding partner relationship will be unique based on the needs and style of each person, however, a general understanding of the responsibilities and commitment is important to success. The time commitment will differ based on the relationship and specific onboarding process. Typically the onboarding partner role will not exceed 1-2 hours per week during the first few weeks, and less thereafter. Expectations will vary according to specific onboarding programs and unique unit needs, but general responsibilities include:

- Welcome the new employee (on or before the first day), introduce themselves and describe their role.
- Assist with introductions and connections to others.
- Act as an informational resource on general procedures, norms, day-to-day operations.
- Help the new employee integrate and understand the culture.
- Provide opportunities to experience new things (both within the unit as well as the campus community).
- Check in often with the new employee during the first weeks/months.
- Answer questions and refer to appropriate resources.