First-Year Employee Experience (FYEE)
Manager and Onboarding Buddy Guide

Onboarding your new employees:

This is a customizable **Manager Guide** for you to create a first-year experience for new employees that will set them up for success. There is an accompanying **Employee Guide** that you can tailor to the exact needs of your unit/department and your new employee. For additional support in customizing this guide, or your Employee Guide, reach out to orgdev@tamu.edu.

Four C's of Successful Onboarding:

- Compliance – legal and policy-related rules and regulations associated with new role
- Clarification – new hire understands their new role and expectations
- Culture – integrate new hire and teach them formal and informal culture norms
- Connection – build working relationships between team members and stakeholders

In this guide:

- Guiding thoughts
- Introducing your new hire
- Welcoming your new hire
- Milestones

Guiding Thoughts

1. **Consider what level your new employee is starting at:** Expectations for Directors will vary from those of administrative support. Be sure you tailor each Employee Guide to appropriately match those expectations.
2. **Give your new hires the space to observe, learn, and think:** Don't overwhelm them with the minutia of decision-making or project involvement too early. In the first 30 days, their focus should be on getting comfortable and seeing how things work.
3. **Relationships matter:** By day 60, your new hire should be in execution mode, so use their first two months introducing them to stakeholders and creating the foundation for good relationships with leadership and their peers.
4. **Welcome questions:** Your new hires can't get the help they need if they aren't comfortable asking questions. Create an environment that supports open conversation.
5. **Seek first to understand:** Allow your new hire to challenge why things are the way they are. This gives them the opportunity to learn the whys behind the operations of the team so they will have a better understanding of processes.
6. **Buddy up:** Consider appointing a person in your office to be the buddy for your new hire. Buddy duties could include: regular check-in with the new hire; point of contact for direction on who they may need to reach out to for questions (IT, HRG, etc.); any actions showing support for the new hire that doesn't need to come directly from the manager.

7. **Human Resources Generalist (HRG) connection:** Invite your HRG to some of the first week activities with your new hire. This is an opportunity for your new hire to meet their HRG in-person and for the HRG to start building a relationship with them.
8. **Managers' Minutes:** Managers are encouraged to attend Managers' Minutes and monthly Deep Dive sessions to stay informed on HR-related topics and get guidance on employee and team management strategies, including onboarding.

<u>**Introducing Your New Hire**</u>

Your Team	Extended Team
☐ *<insert names/emails/profiles>*	☐ *<insert names/emails/profiles>*
Supporting Team	**Other People to Meet**
☐ *<insert names/emails/profiles>*	☐ *<insert names/emails/profiles>*

<u>**Welcoming Your New Hire**</u>
Week Before Their First Day:
- ☐ Take the TrainTraq course: "Working in Workday for Managers" #2114108
- ☐ Send a welcome email which give your new hire a rundown of things they need to know for their first day in the department, including parking instructions/map, where/what time to report to work, building map, and specific office location instructions.
- ☐ Customize the "FYEE Employee Guide" for your unit/department and your new hire's needs.
- ☐ Designate an Onboarding Buddy who will help support the new hire.
- ☐ Update internal org chart and division/department website with new employee profile.
- ☐ Request appropriate access (Canopy/FAMIS, Maestro, Concur, Workday, Aggiebuy, Compass, eCampus, building access, etc., as needed)
- ☐ Prepare the physical space your new hire will be working in – order equipment and supplies as needed (computer, phone, headphones, webcam, etc.). Create a "welcome gift" for their desk when they arrive. Suggestions for welcome gift: departmental swag, a note or card signed by colleagues, a journal or notebook, Aggie gear, snacks.
- ☐ Request network drive access (IT).
- ☐ Add new employee to appropriate email distribution lists (if email is already activated).
- ☐ Request Travel Card and/or Pro Card, as needed.
- ☐ Create a list of required TrainTraq courses the new hire will need to complete.
- ☐ Complete LinkedIn Learning courses (if you haven't already):
  - o *"Onboarding New Hires as a Manager"* (32 min.)
  - o *"Coaching New Hires"* (28 min.)

First Day:
- ☐ Meet and greet new hire.
- ☐ Introduce your new hire to their Onboarding Buddy.
- ☐ Send an organizational/departmental email welcoming and introducing your new hire.
- ☐ Take your new hire on a tour of the office and building.
- ☐ Introduce them to the team and their Human Resources Generalist (HRG).
- ☐ Review security/emergency protocols.

- ☐ Take your new hire and Onboarding Buddy (invite HRG, if they are available) to lunch or arrange a team lunch where everyone can get to know each other.
- ☐ Review the "FYEE Employee Guide" with your new employee and set expectations for milestone check-ins.
- ☐ Send TrainTraq email with the list of required trainings that you created.

First Week:
- ☐ Introduce new hire to other stakeholders they will be interacting with in their role.
- ☐ Review position description with new hire and clarify any questions they may have.
- ☐ Confirm all necessary access has been granted.
- ☐ Confirm all equipment is working correctly.

Milestones *(Managers can customize "How to get there". The "Outcomes" will be used for survey questions, so they must remain the same.)*

30-Day Outcomes*	How to get there*
My new hire understands Texas A&M University mission, core values, history and traditions	☐ Discuss TAMU mission and core values at your first 1:1
My new hire is familiar with our building and campus	☐ Provide a building map ☐ Campus Map ☐ Take on a building and campus tour
My new hire feels connected with the team	☐ Introduce to stakeholders they may want to meet with 1:1 ☐ Add to appropriate Teams channels
My new hire and I are getting to know each other	☐ Have new hire complete "Getting to Know You" questionnaire. Give new hire a copy of the "Getting to Know You" questionnaire you have completed.
My new hire feels supported	☐ Assign your new hire the TrainTraq course: Working in Workday for Employees #2114109 ☐ Onboarding Buddy schedules recurring touch base meetings with new hire ☐ Review 30-day outcomes from the FYEE Employee & Manager Guides ☐ Send 30-day FYEE feedback survey (in development – this is intended to be an automatic email)
1:1 topic suggestions	☐ TAMU culture

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	☐ Building/campus familiarity
	☐ Getting to know the people and culture of the team
	☐ New hire support

60-Day Outcomes*	How to get there*
My new hire knows the mission of our department/unit	Onboarding Buddy or manager meets with new hire to review: ☐ Department website ☐ Department projects/initiatives ☐ Job resources
My new hire has a clear understanding of their role and position description	☐ Discuss position description and clarify duties
I know my employee	☐ Resource: [Knowing Your Employees](#) ☐ Schedule recurring 1:1s (weekly/bi-weekly/monthly) ☐ Set expectations with employee (communication/feedback preferences, strengths, motivation, reporting time off, etc.) ☐ Take a personality test and share with my new hire. Ask them to take one and compare personality styles ([16Personalities](#) or [MBTI](#))
My new hire feels supported	☐ Review 60-day outcomes from the FYEE Employee & Manager Guides
1:1 topic suggestions	☐ Department mission and goals ☐ Position description ☐ First project ☐ Connecting with employee ☐ New hire support

90-Day Outcomes*	How to get there*
My new hire is aware of professional development opportunities	☐ Onboarding Buddy should ensure new hire has logged into [LinkedIn Learning](#) and explored [Organizational Development](#) website ☐ Discuss potential learning opportunities with your new hire in 1:1

My new hire understands my leadership purpose and style	☐ LinkedIn Learning course suggestion: *"Finding Your Leadership Purpose with Doug Conant"* (42 mins.) ☐ Share your leadership style
My new hire has defined their purpose in their role	☐ Discuss the purpose your new hire has defined for themselves (in a 1:1)
My new hire feels supported	☐ Review 90-day outcomes from the FYEE Employee & Manager Guides ☐ Send 90-day FYEE feedback survey (in development – this is intended to be an automatic email)
1:1 topic suggestions	☐ Professional development ☐ Purpose ☐ Goals ☐ New hire support

6-Month Outcomes*	How to get there*
My new hire feels engaged with the campus community	☐ Invite your new hire and their Onboarding Buddy and/or HRG to attend a campus event or new hire social with you. This is an opportunity to reinforce the support network for the new hire. ☐ Attend a University Staff Council (USC) meeting or Living Well event with your new hire.
My new hire feels supported	☐ Review 6-month outcomes from the FYEE Employee & Manager Guides ☐ Send 6-month FYEE feedback survey (in development – this is intended to be an automatic email)
1:1 topic suggestions	☐ Review goals, accomplishments, struggles ☐ Engagement with campus community ☐ Project/work progress

1-Year Outcomes*	How to get there*
My new hire feels supported	☐ Review 1-year outcomes from the FYEE Employee & Manager Guides ☐ Conduct a Stay Interview ☐ Send 1-year FYEE feedback survey (in development – this is intended to be an automatic email)
1:1 topic suggestions	☐ Stay Interview: Core Features and Advantages, 5 Key Questions, Preparation