



Southwest  
— HEALTH —

## The Buddy Program Guide

### What is a buddy?

A buddy is someone who partners with a new employee during their first 3 months of employment. While primarily responsible for offering advice and guidance the day-to-day aspects of working at Southwest Health, the buddy may also offer encouragement and knowledge resources, as they help introduce the new employee to the Southwest Health Culture.

Key Characteristics of a buddy include:

- **Communicator:** A buddy should encourage open communication. The buddy should provide relevant information to the new employee and encourage a process of continued, self-directed learning.
- **Role Model:** The buddy should be a model employee and exemplify Southwest Health D.R.I.V.E. Behavior Standards.
- **Motivated:** The buddy should have a positive outlook on his/her work and use that perspective to help build self-confidence and loyalty in the new employee. The buddy should lead by example.
- **Strong Performer:** The buddy can help guide the new employee in many situations based on his/her experience and knowledge obtained by the Journey to Excellence.

*A Buddy can contribute to the success of a newly hired employee by:*

*>Listening to concerns*

*>Sharing insights about "how things are done around their department"*

*>Discuss why you like working here and the Southwest Health Behavior Standards – D.R.I.V.E.*

#### **What is a buddy?**

*Buddies are colleagues who are willing to serve as resources for newly hired employees and help them feel connected to the team by answering questions and providing opportunities to socialize.*

#### **Buddies welcome new employees and:**

*>Identify needs and answer questions*

*>Introduce them to colleagues the organization, and the facilities*

*>Are available for support during the employees first three months of employment*

# Why have a buddy?

The purpose of new employees being assigned a buddy is to help welcome employees and reaffirm their decision to join Southwest Health. It provides new employees with a reliable, motivated, single point of contact for their basic questions regarding their work experience at Southwest Health. It also helps establish orientation as a process, rather than a single learning event. Other advantages of having a buddy include:

- Build on the knowledge obtained in the New Employee Orientation and department orientation
- Enable new employees to become knowledgeable about department practices and organizational culture in a shorter period
- Ensure that routine queries regarding basic operational issues are dealt with expeditiously
- Reduce the initial confusion and uncertainty faced by all new employees
- Maximize the productivity of manager/new employee meetings by allowing them to focus on job specific issues
- Increase the new employees' self-confidence allowing him/her to focus on adding value to the organization

## What the Buddy Expects from their new employee:

The new employee will receive constructive criticism in good spirit

The new employee will display a "coachable" attitude

The new employee will display an eagerness to learn

## Buddy Selection Criteria

- Must work here for at least 1 year
- Cannot be a low performer
- Within the department (For smaller departments – buddies can be outside of the department, employees can identify themselves as wanting to be a buddy)
- Buddies are chosen by the director
- Buddies agree to being a buddy
- Must be a full or part time employee

### Formal Relationship

#### **What a buddy is not?**

**Mentor:** Someone, typically more experienced, who is involved with the all-round development of an individual

**Manager:** Someone responsible for the new employee's job performance. If queries arise regarding performance, disciplinary or policy matters, the buddy is free to give his/her opinion and advice on how to approach the situation. However, he/she is not in a position to resolve the matter. The new employee must be directed to their manager for resolution of the relevant issue.

- Introductions – DAY 2 department orientation – introduction
- 1st meeting - first week  
Give them their welcome package -can be breakfast, lunch or coffee  
Each buddy should pick up a complimentary meal ticket from HR
- 2nd Meeting – second week – second week checklist
- 3rd Meeting – third week – third week checklist
- 4th Meeting and 5th meeting within the next three months
- Call/e-mail question, as needed. Buddy to set acceptable perimeters
- Turn in all checklists to director at the end of the three months

## ***Buddy Responsibilities***

### **Informal Relationship**

- The buddy can provide continued support beyond the 3-month expiration of the formal relationship if such support is warranted and welcomed by the new employee

### **Termination of the Relationship**

The buddy relationship operates under a “no-fault” mechanism: at the request of either party, the buddy relationship can be terminated at any time. The new employee will be assigned a new buddy, and the buddy is assigned a different new employee. Contact your manager if you wish to start this process.

- Don't be judgmental. Simply offer feedback
- Maintain a good attitude and a teaching spirit

### Having a buddy is a win/win/win Scenario

This offers significant benefits to the new employee, the buddy, and Southwest Health:

Buddy Benefits	New Employee Benefits	Southwest Health Benefits
Recognition as strong performer	One-on-one assistance	Increased employee motivation and retention
Expanded network	Jump start on networking	Increased employee communication
Opportunity to motivate others	Single point of contact	Shared quality work process
A fresh perspective	Knowledge of “how things really get done”	Share quality work processes
Enhanced leadership and mentoring skills	A smoother acclimation period	Increased employee productivity

# Week 1

Buddy Name:

New Employee Name:

Date:

Give a mini re-tour of department and facility the new employee works in. Ask everyone you walk past, have you met \_\_\_\_\_?

- How was your orientation?
- What do you think of our organization so far?
- How do you feel about our behavior standards?
- Talk about upcoming Southwest Health events and news
- Where to eat and Meal Cards
- Are you able to access e-mail
- Purchasing –do you have all the supplies you need?
- Give them their welcome package

Notes:

# Week 2

Buddy Name:

New Employee Name:

Date:

- How are things going?
- What's your favorite part of your position?
- Do you have everything you need?
- Do you know what all the acronyms mean?
- Talk about upcoming Southwest Health events and news
- If they are new to the area share community resources
- Remind new employee about staff member benefits – have they been utilizing any of them (i.e. 40% off eye center merchandise, gym , ect.)

Notes:

# Week 3

Buddy Name:

New Employee Name:

Date:

- How are things going?
- Do you have any concerns?
- Do you have everything you need?
- Review the teams on the Journey to Excellence? Names and what they do?
- Have you been able to access your paystub? Do you know where to find it?
- If appropriate invite the new employee to lunch with other employees

# Meeting 4

Buddy Name:

New Employee Name:

Date:

Notes:

# Meeting 5

Buddy Name:

New Employee Name:

Date:

Notes: