

## THE BUDDY SYSTEM

### Welcome to SAIT

SAIT is a unique and innovative work and learning environment. We are committed to creating a transformative learning experience for adult learners that enables the conversion of information into knowledge, and knowledge into action. Faculty and staff play a critical role in this transformative learning process.

Learner success and achievement are supported by highly interactive, practical, experiential, and technologically advanced, pedagogical (teaching and learning) approaches. The learning experience is further enhanced by partnerships with business and industry, collaboration with other post-secondary institutions, participation in applied research, and involvement in international education and training. Learners are at the CORE of all SAIT activities and participate fully in the creation and implementation of their experiences and outcomes.

SAIT is a large and diverse organization and it takes time for new employees to get their bearings. As navigating the SAIT landscape can feel overwhelming at times, the Buddy System has been developed to guide the Orientation/Onboarding process for all new SAIT employees.

The Buddy System creates opportunities for you to connect with other SAIT faculty and staff, receive information and support, and access resources that will assist you to do your important and valued work at SAIT. The Buddy System will help you to feel comfortable and supported as you achieve a level of excellence that is encouraged and expected in ALL SAIT employees.

### Purpose

The Buddy System contributes to a productive and positive work environment and participating as a *Buddy* ultimately benefits all new AND established SAIT employees. Buddies set a positive example and encourage new and existing employees to work openly and respectfully with one another. Buddies answer questions clearly and in a timely manner, to ensure that work information and resources are easily accessible.

*Put simply, a Buddy offers ideas and information and is someone who:*

- B** rings people together to guide, assist, and support
- U** nderstands the ropes and the larger SAIT culture
- D** elivers information and responds to your questions
- D** evelops strategies to help integrate your learning
- Y** our own personal resource and first contact



## Roles and Responsibilities

The Buddy System will only succeed if ALL participants are aware and committed to assigned roles and responsibilities. Although all SAIT employees partner in the Buddy System, by providing support and service whenever possible, specific individuals will be more directly involved with new employees to ensure a supportive and successful Orientation/Onboarding process. Participants in the Buddy System include:

1. SAIT
2. Supervisor
3. Buddy
4. New Employee
5. Administrative Assistant

New employees ALSO have key responsibilities that contribute to Buddy System success. Roles and responsibilities are detailed in the chart below.

### 1. SAIT

SAIT provides for successful orientation of new employees, active engagement in the SAIT community, workplace satisfaction, and employee excellence and retention. This commitment is clearly communicated in the Buddy System program. We ALL have a role in attracting and retaining "employees of excellence." Indeed, our active participation and commitment SIGNIFICANTLY benefits the SAIT community at large.

### 2. Supervisor

What to Do	Why
▪ Select Buddy to work with new employee	▪ Appropriate matching benefits everyone
▪ Set up group (Buddy) orientation for multiple hires	▪ Buddies share information/support one another
▪ Call new employee/provide Buddy contact info	▪ Communicates support to new employee
▪ Meet with new employee on first day	▪ Gets relationship off to a good start
▪ Introduce Buddy to new employee	▪ Communicates commitment of Department/School
▪ Review "For New Employee" section on the intranet	▪ Ensures accuracy of information you provide
▪ Review "Buddy Checklist" thoroughly	▪ Ensures understanding of your role/commitment
▪ Review relevant checklist items <i>with</i> new employee	▪ Ensures clarity of your role/tasks
▪ Provide feedback to ES on the onboarding process	▪ Continued improvement of <i>process</i>



### 3. Buddy

What to Do	Why
<ul style="list-style-type: none"> <li>▪ Welcome new employee on first day</li> </ul>	<ul style="list-style-type: none"> <li>▪ Gets relationship off to a good start</li> </ul>
<ul style="list-style-type: none"> <li>▪ Review "For New Employees" section on the intranet</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ensures accuracy of information you provide</li> </ul>
<ul style="list-style-type: none"> <li>▪ Review "Buddy Checklist" thoroughly</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ensures understanding of your role/commitment</li> </ul>
<ul style="list-style-type: none"> <li>▪ Review all checklist items <i>with</i> new employee</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ensures clarity and promotes follow through</li> </ul>
<ul style="list-style-type: none"> <li>▪ Keep close contact with new employee</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provides support and comfort</li> </ul>
<ul style="list-style-type: none"> <li>▪ Complete all tasks assigned to you</li> </ul>	<ul style="list-style-type: none"> <li>▪ Communicates your commitment</li> </ul>
<ul style="list-style-type: none"> <li>▪ Encourage new employee to complete all tasks</li> </ul>	<ul style="list-style-type: none"> <li>▪ Completing tasks builds self-confidence</li> </ul>
<ul style="list-style-type: none"> <li>▪ Invite new employee for coffee/lunch</li> </ul>	<ul style="list-style-type: none"> <li>▪ Inclusion contributes to overall job satisfaction</li> </ul>
<ul style="list-style-type: none"> <li>▪ Be positive and professional at all times</li> </ul>	<ul style="list-style-type: none"> <li>▪ You are the "first face" of SAIT to new employee</li> </ul>
<ul style="list-style-type: none"> <li>▪ Provide feedback to ES on the onboarding process</li> </ul>	<ul style="list-style-type: none"> <li>▪ Continued improvement of <i>process</i></li> </ul>

### 4. New Employee

What to Do	Why
<ul style="list-style-type: none"> <li>▪ Be positive and inclusive</li> </ul>	<ul style="list-style-type: none"> <li>▪ You will meet many interesting people</li> </ul>
<ul style="list-style-type: none"> <li>▪ Be open to new challenges</li> </ul>	<ul style="list-style-type: none"> <li>▪ SAIT has a great deal to offer</li> </ul>
<ul style="list-style-type: none"> <li>▪ Meet with Supervisor on Day One</li> </ul>	<ul style="list-style-type: none"> <li>▪ Discuss orientation process/details</li> </ul>
<ul style="list-style-type: none"> <li>▪ Be open to support from Buddy</li> </ul>	<ul style="list-style-type: none"> <li>▪ Your Buddy will be an invaluable resource</li> </ul>
<ul style="list-style-type: none"> <li>▪ Work cooperatively with staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Healthy workplace relationships are key</li> </ul>
<ul style="list-style-type: none"> <li>▪ Be proactive</li> </ul>	<ul style="list-style-type: none"> <li>▪ Show that you are interested and engaged</li> </ul>
<ul style="list-style-type: none"> <li>▪ Seek support from Admin Assist</li> </ul>	<ul style="list-style-type: none"> <li>▪ They are there to support you and your work</li> </ul>
<ul style="list-style-type: none"> <li>▪ Review "For New Employees" section on the intranet</li> </ul>	<ul style="list-style-type: none"> <li>▪ This section is designed to guide and support</li> </ul>
<ul style="list-style-type: none"> <li>▪ Review items on Buddy Checklist</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provides overview of upcoming tasks/activities</li> </ul>

### 5. Administrative Assistant

What to Do	Why
<ul style="list-style-type: none"> <li>▪ Review Departmental Pre-Boarding Checklist</li> </ul>	<ul style="list-style-type: none"> <li>▪ Attend to pre-boarding tasks needing attention</li> </ul>
<ul style="list-style-type: none"> <li>▪ Complete all tasks listed on Pre-Boarding Checklist</li> </ul>	<ul style="list-style-type: none"> <li>▪ Communicates readiness to new employee</li> </ul>
<ul style="list-style-type: none"> <li>▪ Review "For New Employees" section on the intranet</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ensures accuracy of information you provide</li> </ul>
<ul style="list-style-type: none"> <li>▪ Review "Buddy Checklist" thoroughly</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ensures understanding of your role/commitment</li> </ul>
<ul style="list-style-type: none"> <li>▪ Review relevant checklist items <i>with</i> new employee</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ensures clarity of your role/tasks</li> </ul>
<ul style="list-style-type: none"> <li>▪ Be available to new employee and Buddy</li> </ul>	<ul style="list-style-type: none"> <li>▪ Answer questions clearly/in timely manner</li> </ul>
<ul style="list-style-type: none"> <li>▪ Update new employee on any upcoming events</li> </ul>	<ul style="list-style-type: none"> <li>▪ Promotes inclusion and engagement</li> </ul>
<ul style="list-style-type: none"> <li>▪ Provide feedback to ES on the onboarding process</li> </ul>	<ul style="list-style-type: none"> <li>▪ Continued improvement of <i>process</i></li> </ul>

### Capacity Building at SAIT

**When we experience SUCCESSFUL ONBOARDING as a new employee, we are motivated to "pay it forward" and serve as a Buddy to new employees in future.**

**This Builds Capacity at SAIT.**