

MENTOR ONBOARDING GUIDE



Everyone remembers how difficult the first few weeks on a new job can be. Those initial experiences went a long way in determining how quickly you became an effective, fully contributing member of our agency. Now, it is your turn to help ensure that our new employee's first days and months on the job provide a successful launch to their career. You are responsible for helping the employee get settled into the agency, their workplace, and the local area.

Being a mentor is not a substitute for the supervisor, but is someone who can answer the new employee's questions about the work environment and the workplace culture in a positive and encouraging way. Your basic role is to meet with the new employee regularly and be available to answer questions, provide resources and insights about the agency. You will be their "go to" person and be available to help them find their way around at work. You can expect to serve as a mentor for around the first 3 months from the time they start with our agency. You are one of the keys to the success of the new employee during the onboarding process.

WHY HAVE I BEEN SELECTED?

You are an experienced employee and have demonstrated excellent performance and have good people skills. You have the demonstrated ability to build trust with the new employee, and are familiar with our high performance culture and agency mission and vision. You "know the ropes" and are an effective source of advice and encouragement.

Selection Criteria Used

- Demonstrates high performance.
- Is given time to be accessible to the new employee.
- Is proud of the organization.
- Is a peer of the new employee.
- Has patience, good communication and interpersonal skills.
- Is a positive role model (well regarded and accepted by current peers).
- Preferably has been employed more than one year.

MENTOR RESPONSIBILITIES

- Be an informational resource for the new employee on day to day tasks, policies, procedures, etc.
- Help in the socialization process.
- Be a resource on unwritten policies, workplace culture and norms.
- Assist in training the new employee.
- Be a tour guide.
- Identify resources.
- Provide introductions.
- Meet regularly with the new employee to build a relationship, provide advice, and answer questions.

WHAT A NEW EMPLOYEE EXPECTS FROM HIS/HER MENTOR

- General advice
- Clear information
- Guidance and encouragement
- Positive attitude
- Confidentiality
- Honest feedback
- Help in understanding the culture of our agency and state government
- Assistance in building networks and insight into how to make them effective and productive

- Establishment of the best form of communication – e-mail, telephone, in-person

TIPS FOR MENTORS

- You don't need to be an "expert." Your personal work experience is important to the new employee.
- Be patient and positive. It takes time to develop a relationship.
- Do pace yourself, you will not be able to cover everything at once. Allow enough time for growth and for things to sink in.
- Do try to build a great relationship.
- Look for a preferred style of communication and/or cultural identification.
- Do accept and value differences. The new employee may have a different style from yours. Let the new employee develop.
- Try to be an active listener.
- Don't be judgmental.
- Keep a good attitude and stay in a teaching spirit.

MENTOR BENEFITS

- Give something back to your department
- Demonstrate leadership and teamwork
- Share accumulated knowledge and experience
- Gain a better understanding of yourself through helping others
- Maintain or create a fresh perspective
- Make new friends in the workplace!

AVAILABLE TOOLS

We have a website solely dedicated to onboarding that contains a variety of tools to help you guide your new employee through a best in class onboarding experience. Thoroughly review the information in the Mentor section located on the SPD training website under Onboarding.

Mentor	Employee	Manager
<ul style="list-style-type: none"> • Checklist with timeline of key activities • Mentor Onboarding guide • Suggested mentor activities • Talking points for meetings between mentor and employee • Email templates 	<ul style="list-style-type: none"> • Checklist with timeline of key activities • Online Orientation tools • Agenda for Orientation • Forms to complete prior to Onboarding • Required training instructions 	<ul style="list-style-type: none"> • Checklist with timeline of key activities • Manager Onboarding guide • Talking points for informal and formal meetings with your new employee • E-mail template

If you have questions about creating an onboarding plan for your new employee, contact your HR representative.
www.in.gov/spd/onboarding