

# ASSIGNING A MOC CONNECTOR FOR YOUR NEW HIRE



**The role of the MOC Connector is different from that of a Manager, Mentor or Coach.  
The MOC Connector's core purpose is encouragement and peer support.**

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## WHY?

Bringing on a new hire can be both exciting and stressful. As a manager, you play a critical role in shaping a new hire's first few weeks and months, but a broader onboarding team effort beyond what HR offers can ensure a more positive and engaging experience.

Partnering up a new hire with an engaged employee on your team who is understanding, and an example, of UTC's values and goals can decrease the learning curve and increase confidence and productivity. It can also enhance job satisfaction by help building an immediate personal connection between a new hire and their UTC department, especially with their peers.

**The overall goal is for new hires to acclimate to UTC quicker and become more productive sooner and to keep talent on our campus.**

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## HOW IS A CONNECTOR SELECTED?

A MOC Connector should be chosen by the supervisor of the new hire.

When choosing a Connector, keep in mind:

- The Connector should be in physical proximity to the new hire
- The Connector should embody leadership qualities and is a good representative of UTC
- The Connector should be trustworthy and respected by their peers
- The Connector should have a workload that would allow them time to provide support to a new hire and invest in a new work relationship.
- The Connector should have sufficient knowledge about the new hire's role or nature of the work
- The Connector should be excited and enthusiastic about this opportunity.

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## WHAT ARE THE FUNCTIONS OF THE CONNECTOR?

- Greet the new hire and be willing to check-in daily for the first few weeks and meet regularly (e.g. 1x mo. for 30 minutes) for at least 3 months (and informally from then on as the relationship warrants).
- Serve as a resource for questions on organizational/departmental expectations, policies, procedures and workplace norms (information that will help a new hire get set up for success).
- Be a point of contact, support and encouragement for the new hire as they integrate into their role.
- Make introductions to campus colleagues and assist with navigating the campus if needed.
- Maintain a professional work relationship.
- Be a role model for the new hire and positively represent the department and UTC.
- Check in with the new hire's supervisor to provide feedback and/or share any concerns.

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## WHAT DO I NEED TO KNOW AS THE MANAGER?

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- Assigning and meeting with a Connector does not take the place of weekly one-on-one meetings with you.
- As the manager, you should continue to encourage communication and ask open-ended questions to get to know the new hire's work style, preference and personality. The new hire should be able to know how to reach you and have regular opportunities to spend time receiving feedback, setting goals and expectations and getting to know how to best work with you and be successful at UTC.
- When assigning a MOC Connector, communicate time and engagement expectations up front to both parties. You can use the document **Being a MOC Connector** to help the Connector understand this role. You can also use the **MOC Connector Agreement** to establish formal expectations, if needed.
- Checking-in with the MOC Connector periodically can help ensure that they are doing well and are feeling supported.
- Remind the new hire that there are several resources for information and support outside of the relationship with the Connector. Provide additional resources and avenues to meet other UTC staff members and develop professionally.
- Remind your new hire that they can come to you with any questions or concerns; provide resource and contact information for UTC's Office of Human Resources.

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## SAMPLE EMAILS AND RESOURCES

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### Sample EMAIL:

Dear **Connector's Name**,

Thank you for agreeing to be a MOC Connector! You will serve as a Connector for (New Employees Name), Job Title, Start Date.

Please see the outlined process below.

- Greet the new hire and introduce yourself on the first day
- Check-in daily of 5-15 minutes in length for the first few weeks to answer questions the new hire may have and build a relationship
- Meet formally once a month for at least 30 minutes in length to formally check-in and support the integration of the new hire into our department/campus
- Serve as a resource for the new employee on expectations, introduce the new hire to campus colleagues and help them navigate the campus and assist with identifying relevant policies, procedures and workplace norms
- Create a comfortable informal environment where the new employee feels safe bringing up concerns and asking questions
- Be a friendly point of contact for the new employee
- Provide informal support and encouragement for the new employee
- Serve as a representative of our department/UTC!

Be sure to review the Connectorlines and I will follow up with you for a meeting to go over expectations and answer any questions that you might have.

As a reminder, I will send an email to new employee on their first day and copy you.

**Thank you for accepting serving as a MOC Connector for (NEW EMPLOYEE'S NAME)!**

### **Sample EMAIL TO THE NEW EMPLOYEE:**

Dear NEW EMPLOYEE,

Welcome to UTC! In order to help you be successful in your first few months with us, we have assigned a peer to welcome and assist you. We call them MOC Connectors. Yours, **Connector's Name**, Title, Department, has been identified as your Connector.

What this means for you? You have been assigned a trusted and motivated UTC teammate who can offer advice, resources, and guidance regarding the day-to-day aspects of working in our department. The Connector is like a welcoming friend to help you integrate into our department and beautiful campus. The idea is that you will have someone who is available to Connector you through organizational dynamics, UTC norms and the organizational structure.

Your **Connector (name)** has been asked to check in with you regularly to see if you have any questions, concerns within your first 3 months of employment...and hopefully beyond! Our hope is to provide you with a way to get all your questions answered and have a friendly face that can welcome you into our MOC family and help set you up for success here.

If you have any questions or concerns, please let me know. You and I will meet once you get on campus and go over this information again.

We are excited that you have joined our team!

Sincerely,

Manager's name

# **SAMPLE AGREEMENT FOR CONNECTORS (OPTIONAL)**

## **PARTICIPATION AGREEMENT**

**BY SIGNING BELOW, I CONFIRM MY VOLUNTARY PARTICIPATION IN MY DEPARTMENT'S MOC CONNECTOR PROGRAM DESIGNED TO HELP NEW EMPLOYEES ACCLIMATE TO THEIR NEW JOB, MY DEPARTMENT, AND UTC. I UNDERSTAND THAT SERVING AS A CONNECTOR IS AN IMPORTANT RESPONSIBILITY, ESPECIALLY IN THE FIRST MONTHS OF A NEW EMPLOYEE'S CAREER.**

### **I AGREE TO:**

- 1. ACT AS THE ASSIGNED CONNECTOR FOR A NEW EMPLOYEE DURING THE FIRST 3 MONTHS OF THEIR EMPLOYMENT IN MY DEPARTMENT, SPECIFICALLY:
  - a. TO MEET EVERY MONTH (SUGGESTED TIME: 30 MINUTES).**
  - b. TO CONDUCT REGULAR CHECK-INS FOR 5-15 MINUTES DAILY, IF POSSIBLE.****
- 2. SERVE AS A POSITIVE AND WELCOMING UTC RESOURCE FOR THE NEW EMPLOYEE.**
- 3. PROVIDE THE NEW EMPLOYEE WITH SUPPORT AND ENCOURAGEMENT.**
- 4. CREATE A COMFORTABLE INFORMAL ENVIRONMENT WHERE THE NEW EMPLOYEE FEELS SAFE BRINGING UP ANY CONCERNS AND CREATE AN OPEN SPACE FOR ASKING QUESTIONS.**
- 5. THROUGH MY CONDUCT AND MY WORDS, SET A POSITIVE EXAMPLE, WHICH MEANS MODELING BEST PRACTICES IN MY CONDUCT, PERFORMANCE, AND ATTENDANCE.**
- 6. PROMPTLY CONSULT WITH MY DIRECT SUPERVISOR OR HR WHEN THE NEW EMPLOYEE HAS QUESTIONS I CANNOT ANSWER AND IMMEDIATELY REPORT TO MY DIRECT SUPERVISOR ANY REPORTS OF SERIOUS MISCONDUCT PERPETRATED BY OR AGAINST THE NEW EMPLOYEE (E.G., BULLYING, SEXUAL HARASSMENT, DISCRIMINATION, ETC.)**

**CONNECTOR NAME**\_\_\_\_\_

**DATE**\_\_\_\_\_

## **RESOURCES:**

[Every New Employee Needs an Onboarding Buddy](#), **HARVARD BUSINESS REVIEW, 2019**

[Buddy Systems for new employees: the ultimate Connector](#), **HRONBOARD**

[Good Buddy or Bad Buddy? Devil's in the Details](#). **SHRM 2009**

[Onboarding a new employee? 15 tips to make the process more efficient](#), **FORBES, 2021**

[Easy onboarding techniques to welcome and inspire new, young hires](#). **FORBES 2017**

[To retain new hires, make sure you meet with them in their first week](#), **HARVARD BUSINESS REVIEW, 2018**

[Designing a Buddy Program](#). **HR.COM, 2001**

[Wellbeing in the workplace and its relationship to business outcomes](#). **GALLUP**

[K@TE class: Ensuring Onboarding Success](#)

[Ideas for a Buddy system for New Employee](#). 2014