

BEING A MOC CONNECTOR



Thank you for agreeing to be there for a new hire!

WHY?

You have been asked to be a MOC Connector for a new hire, congratulations! This is because you exemplify the values of UTC and the best representative to make that great, first and lasting important impression on our new talent. You play a key role in making those first critical connections that help set our new hires up for success. Thank you.

WHAT?

The role of the MOC Connector is different from that of a manager, mentor or coach. The MOC Connector's core purpose is to encourage and provide peer support. You are asked to greet the new hire and "show them around". Help them get to know us and learn about our UTC culture. The expectation is to check-in daily and meet up once a month for their first three months.

How?

The manager who has asked you to be a Connector will meet with you before the new hire arrives and discuss your role and expectations. There is an agreement that you will sign indicating you understand the role and the time commitment. Please feel free to share any concerns that you may have at this time.

TIPS FOR BEING A CONNECTOR

Here are some tips that can help you make the most of the experience:

- You are not expected to be an expert on everything, don't worry about living up to this ideal. Sometimes learning together is the most helpful!
- Focus on what the new hire needs to be comfortable, productive and feel included.
- Remain patient; relationships take time to develop. Just give the new employee time to adjust to you and feel comfortable with using you as a trusted source
- Stay positive.
- Remember, the new hire more than likely feels overwhelmed during the first couple of weeks in a new job and will need time to digest all the information. They may not have a lot of questions right away, but knowing you are there will be helpful to them!

Also, remember that there is an underlying assumption that the new hire will be receptive to the assigned Connector. The new hire also shares the responsibility for successful integration into the organization.

You should encourage the new employee to ask questions, be open and willing to learn, to share knowledge from previous jobs, and to share feedback on their experience with the onboarding process.

FAQs

- **What if the new hire tells you that they are having an issue with a co-worker?**
 - This is the type of issue that the Connector should report to the new hire's direct supervisor right away. New hires often determine within 30 days of starting a new job whether they want to stay or leave. If a new hire has a problem with a co-worker right away and it is not addressed, we could potentially lose our new hire.
- **What if the new hire reports an issue with their direct supervisor?**
 - The Connector can certainly share their insight about the direct supervisor (such as, how to effectively communicate with them or any information that may help the new hire address the issue). The Connector should encourage the new hire to reach out to Human Resources as this is the type of issue that needs to be addressed and resolved quickly, or we risk losing our new hire.
- **What if the new hire shares that they are dissatisfied with their new role/position/environment?**
 - New jobs can be hard. The Connector can start by actively listening. Ask what is it that they are struggling with—it could be a feeling of overwhelm, the people (not feeling welcomed), the physical location (isolated from others or inadequate workspace), the unfamiliarity with campus, etc. You as their Connector are there to be a support system, but you are not there to fix problems, feel overwhelmed with responsibility or overstep boundaries. Suggest that the new employee discuss the issues with their supervisor.
- **What if the new hire shares that they feel they are being mistreated (e.g., targeted by a bully or the victim of discrimination or harassment based on their age, sex, race, etc.)?**
 - Any type of employee misconduct (directed against or perpetrated by the new hire) must be **immediately reported** by the Connector. NOTE: *Although this may be uncomfortable, this is **absolutely necessary**.*
 - Reports can be made to the new hire's supervisor, the Office of Equity and Inclusion (OEI) or the Office of Human Resources as soon as possible.

CHECKLIST FOR CONNECTORS: DAY ONE

- Meet and greet new hire. Stop by the employee's office/site and introduce yourself as their Connector.
- Show new hire where bathrooms, kitchen (if applicable), copier, etc. are located if no one else has done that.
- Provide the new hire with your contact information and explain your role at UTC.
- Confirm with new hire plans to meet up/stop by during the next few days.

FIRST FEW DAYS/WEEKS/ONGOING:

- Introduce new hire to staff in the department and/or show key locations around campus (library, Starbucks, ARC, etc.)
- Share information about yourself and the benefits of working at UTC
- Answer any questions they may have about the department, the campus or the institution
- Invite them to offerings/activities/programs on campus

REMINDERS

- Keep the manager/supervisor updated on your progress/activities throughout the set duration