



# Changing the New Hire Experience with Artificial Intelligence

How Hiring Managers Should Use Intelligent Agents to Support Every New Hire

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## Introduction

Onboarding new employees is an important yet overwhelming responsibility for both Human Resources and hiring managers. Countless forms need to be signed and accounts need to be set up. Some of this is handled by HR, but other tasks are owned by hiring managers. It's easy for things to get lost in the shuffle or even be repeated when multiple people are involved in the process.

Providing an exceptional onboarding experience is crucial for any business. In fact, studies show that almost 20% of turnover in any organization happens within the first 3 months of employment. Needless to say, a good onboarding experience translates into employee retention.

A common solution to the onboarding process is the idea of the buddy system. It can be effective, but not necessarily efficient. A human can't be replaced when it comes to demonstrating the culture and values of a business, but there needs to be a centralized place to access instant, accurate information. That's where artificial intelligence (AI) comes in.

An AI-powered, always-on resource provides companies with a new tool that frees up time normally spent delivering documents and answering common questions, so employees and managers can connect in more meaningful ways.

## ONE CHANCE TO MAKE A FIRST IMPRESSION

Company culture starts day one. Cultivating an atmosphere that people enjoying working in guarantees that work gets done and done well. While a great deal of the onboarding process is executed by HR, anyone hiring a direct report must have the knowledge and tools available to ensure that new employees adjust to the environment and succeed in his or her role.

As a hiring manager, you know exactly what it will take for someone new in your department to succeed, and it's your job to get them there. Teaching new hires about the day-to-day minutiae of their role isn't where your part in the onboarding process ends.

As an extension of the business, you can provide context to many aspects of company culture, as well as connect your new hire with key players in your department's ecosystem. Lastly, and maybe most importantly, beginning your working relationship with the expectation of open communication is crucial to your employee's success. After all, bad managers are the number one reason employees leave companies.

There are countless factors to keep in mind when onboarding new employees. However, there are some onboarding related tasks that you should delegate. The most common method businesses achieve this is through the buddy system.

**Bad managers are the number one reason employees leave their company.**

## THE BUDDY SYSTEM

The buddy system is designed to accelerate a new employee's transition, the goal being a quicker integration for new hires. The faster new hires feel acclimated, the quicker they can contribute to their teams and ultimately, the company's bottom line.

Typically, a peer who understands and exemplifies an organization's culture and practices is selected to be the designated "pester-able person." The new employee can go to this person when he is not sure who to direct his question to, or is too embarrassed to ask. The buddy can show a new hire around the office, make introductions on a more social level, and teach them what to expect on a high level.

Matching your new hire with the right buddy is an important decision that will greatly affect your employee onboarding and must be handled thoughtfully.

**Choosing the right buddy is a decision that will greatly affect your employee's onboarding experience.**

## PICKING THE BEST BUDDY

A good buddy does more than point out whose food is off limits in the communal fridge. In order to make the right choice, it's important to have criteria potential buddies must meet. A good buddy must:

- Embody the company culture, values, and goals
- Be a good communicator
- Be dedicated, a strong performer
- Have time to be accessible to new employees
- Be a peer of the new hire

It's also beneficial to choose a member of a team that works closely with your own. For instance, if I'm a marketing coordinator and I'm paired with a Customer Success specialist, I have a head start on collaborating with a colleague I will work closely with in the future. This is beneficial in terms of sharing job-related challenges and goals we might strive for across both departments.

When the right buddy participates, you can feel confident that an important part of your new employee's onboarding is a positive experience.

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## WHY BUDDIES HELP YOU

The buddy system doesn't just help your new hire, it helps you, too. You can offload certain onboarding tasks to the buddy like building tours, attaining access badges, and tutorials about how to work the copier. Now, you have more time to spend on training your new hire on her day-to-day tasks and long-term goals so she can get up to speed quicker.

Ultimately, you are responsible for confirming that the buddy is performing his or her duties, so having open communication with both your new hire and her buddy is essential. You can cross tasks off the list and ensure that your employee is getting everything she needs, but you can also identify if there are any gaps in your new team member's knowledge.

It's an opportunity to become a better manager. Realistically, one person can't give new employees every piece of information they need to know. When you check in with your new hire, you can discern what she is learning and if there are gaps in her knowledge, you can provide additional guidance. Since managers are a major factor in job satisfaction, showing support is a strong step in the right direction.

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## WHY BUDDIES HELP YOU

The human touch is absolutely crucial to onboarding processes. But how long is it appropriate for a new employee to lean on their buddy? How much of the buddy's time is actually wasted answering questions that could be found in knowledge bases like Confluence or the company intranet?

AI provides a solution to those questions. Intelligent new tools are being introduced to businesses with the goal of streamlining processes like onboarding so HR, hiring managers, and (most importantly) new hires can focus on important aspects of their new role so they can get up to speed more quickly.

**AI streamlines processes like onboarding so HR, hiring managers, buddies, and new hires can focus on the most important aspects of their role.**

## INTRODUCING THE AI-POWERED BUDDY

For new employees, their biggest obstacle is a lack of knowledge. When knowledge is dispersed in many places, finding the right person to ask the right question takes too much time. Do they go to HR, their manager, their buddy, or an online resource?

Artificial intelligence can mitigate the confusion and provide a single point of access for information. AI-driven assistants can pull information from anywhere, but even if your business doesn't have an existing knowledge base, that's not a problem. Intelligent agents are, well, intelligent. They learn as you teach them, so the first time you answer a question like, "where's the blue conference room?" is also the last time.

AI allows new hires to ask questions about vacation policies or where to sign up for benefits, then immediately provides an answer. Whether the agent lives on a chat platform or in a regular internet browser, employees know exactly where to go to ask questions and are confident that they will receive accurate answers. You can reallocate the time new hires spend searching for the answers, which benefits both you and the buddy. The buddy can now focus on conveying company values and you can spend time explaining core responsibilities and goals - a much more effective use of your time as a manager.

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## USING AI TO GO ONE STEP FURTHER

As a hiring manager, you have a great deal of tasks you need completed in your employee's first week, month, or 90 days. Intelligent agents can send you and your new hire reminders to guarantee specific tasks gets done in the appropriate amount of time.

Additionally, managers can establish onboarding workflows customized for new team members. The intelligent agent acts like a buddy by providing the right information at the right time in an appropriate context. Both you and your new employee can view the workflow items, deadlines, and mark tasks as complete as you move through the process. If it's necessary for your new hire to download software in the first two weeks of work, AI-driven buddies can send a message with a reminder of the task, include the link to download and any other relevant information like company domain, and then allow the user to check off the task as completed. That way, you and your newest team member know what has been accomplished and what still needs to be done until he or she is fully onboarded.

**Intelligent agents acts like buddies by providing the right information at the right time in an appropriate context.**

## CONCLUSION

A major portion of onboarding is the responsibility of hiring managers, but with so much on your plate already, the need to automate certain tasks is apparent. Luckily, AI is introducing an increasing amount of opportunity for businesses to make processes like onboarding more efficient. A buddy is a great way to introduce new employees to the company culture, but oftentimes that person is just answering common questions over and over.

AI-driven agents provide a conversational interface with a repository of company information that employees can access 24/7. Common questions can be answered instantly and onboarding workflows can be created so that nothing falls through the cracks and new hires have the best experience possible. This way, the humans involved in the onboarding process can devote their time to fostering productive working relationships and explaining key information related to the new employee's role.

With an efficient, streamlined onboarding process, you're well on your way to guaranteeing the success of every new employee you hire.

If you're interested in learning how Talla can boost your onboarding processes, visit [Talla.com](https://talla.com).

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## TALLA

Talla is your Service Assistant, bringing an AI-powered service desk to HR, IT, and other internal service teams. Manage and prioritize inquiries, automate answering FAQs, and proactively educate your employees, all within chat apps like Slack and Microsoft Teams. Deliver a better employee experience to your team and keep everyone knowledgeable, engaged, and productive. Founded in 2015, Talla is based in Boston, MA.

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