

Onboarding Guide for Team Members

What to expect in your first 90 days

Welcome to Duke Health!

Welcome to Duke Health! We are delighted that you have brought your talents here, where you will play a critical role in one unified commitment to Advance Health Together for the Triangle community and beyond. As a new team member, we want to ensure you are supported as you begin your career. In this onboarding guide, you will find resources to aid you in navigating your new role, benefits, and everything else necessary to ensure you have a successful first 90 days at Duke Health.

Duke Health's Mission

Advancing Health Together

Duke Health's Culture Commitments and Aligned Behaviors

Committing to culture takes active work by all team members. Whether it's strengthening our skills, adapting to new processes, or celebrating our actions, we have to be diligent in shaping our culture. Our [Culture Commitments](#), Put People First, Be Clear and Empower, and Adapt to Improve, reflect who we want to be as an organization.



Put People First

We listen, support, trust in, and encourage each other as equally valuable members of the team.



Be Clear and Empower

We are transparent and consistent about expectations, decisions, the decision-making process, and accountability. We trust and value the perspectives of and decision-making by those closest to the work.



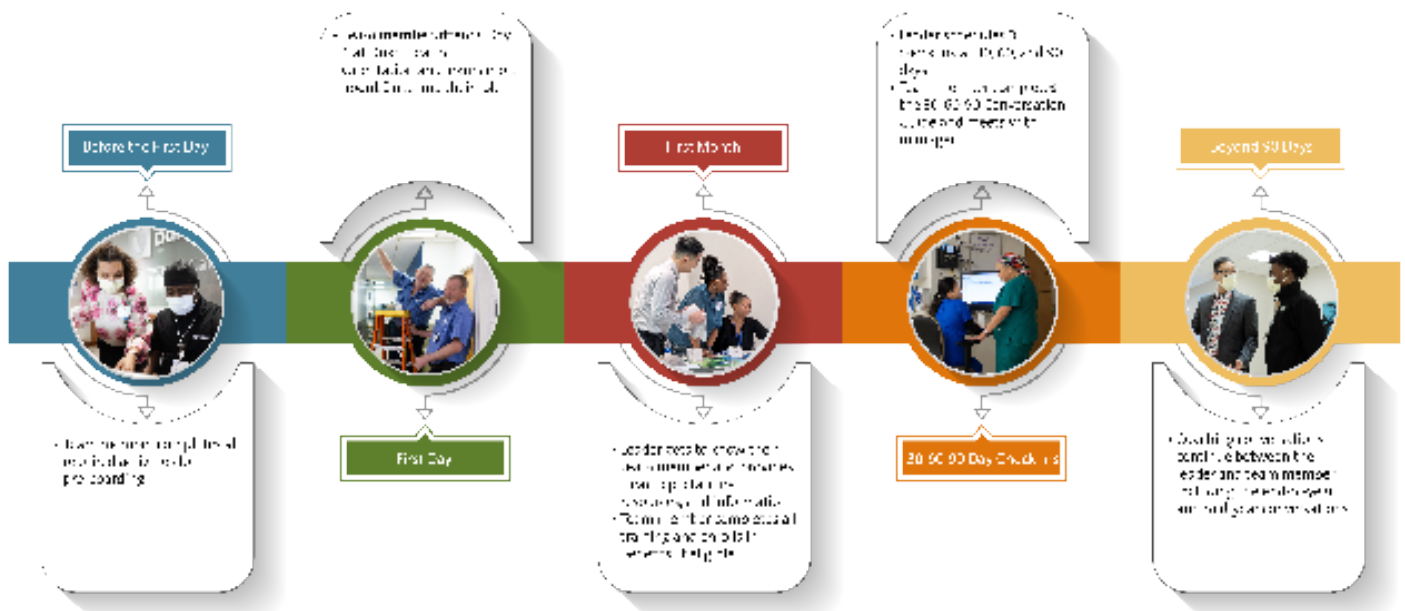
Adapt to Improve

We collaboratively test creative ideas/methods and adjust nimbly based on new information and feedback from across the system.

Onboarding road map

Supporting your Path to Success

As a new team member, you will work with your leader to use the road map throughout your onboarding journey.



Orientation and Evaluation

The first 90 days of employment are called the [orientation and evaluation period](#). During this time, the team member and leader work together to ensure they have the tools, skills, and knowledge to perform well in their role.

Your orientation and evaluation period starts on your first day of regular employment and lasts until you have completed 90 consecutive calendar days of regular employment status.

Your first day at Duke Health



Day 1 at Duke Health Orientation

On your first day, you will participate in an orientation program called [*Day 1 at Duke Health*](#). This is the only system level requirement on the first day. Other required first day activities are entity and department specific. This interactive virtual experience is designed to immerse you in all things Duke Health, the mission, vision and values, history, key facts, benefits, and connect you in networking opportunities



with other new Duke Health colleagues. Prior to this afternoon orientation, you will receive a link to access the experience which is best viewed on a computer, not a mobile device.

First Day Checklist

During your first day, you will have the opportunity to learn about Duke, your team, and information and resources you need to be successful. Some activities may include:

- Meet team members, leader, preceptor, peer guide and/or buddy
- Review department information
- Review job descriptions and expectations
- Review first week schedule of activities
- Obtain your DukeID card
- Learn about parking options
- Get connected to IT resources
- Share the [Duke Acronym](#) website

Your first 30 days



Learn about Duke and your benefits

Within your first 30 days, be sure to enroll in certain benefits such as medical, dental, vision and reimbursement if eligible. Review additional action items on the [Duke website](#).

First Week Checklist

During your first week, you'll want to make sure you get connected in multiple ways to ensure you have the information and resources you need to begin contributing and be productive. Some activities may include:

- Review Duke's mission, vision, and guiding principles
- Gain an understanding of how your role supports your team
- Review job responsibilities and expectations
- Review department priorities and key projects for the coming year
- Complete online training

First Month Checklist

During your first month, you will be acclimating to Duke and enrolling in benefits. Some activities may include:

- Complete orientation modules in the Learning Management System (LMS)
- Enroll in benefits, if eligible through [Duke@Work](#)
- Be sure to understand critical messages and expectations
- Take advantage of the many cultural events and unique offerings available at Duke

Your 30-60-90 day check ins




Coaching Conversations

At Duke Health, we use coaching conversations to discuss your progress and performance. Coaching conversations are meant to be an honest dialogue about how you are doing. During the first 90 days, coaching conversations will be scheduled for you to discuss your well-being, what's going well, what could be better, and ways your manager can support you.

How to Prepare

Throughout the orientation and evaluation period, your manager will schedule regular coaching conversations to make sure you are acclimating to your role. These will fall around the 30, 60, and 90 day marks. At the conclusion of your orientation and evaluation period, you and your manager will sign the form for your records.

This [conversation guide](#) will help you prepare for the types of questions that may be asked during the conversation. Use the form as a guide or complete the form prior to your meeting, so you will know what to expect.



Conversation Guide
 30 day 60 day 90 day

Name: _____ DukeID: _____ Date: _____

The primary goal of this conversation is to connect with you, see how you are doing, and learn what you need to be successful in your first 90 days. Team members can use the spaces below to prepare for the conversation. This document can also be uploaded to Duke@Work.

Team Member Well-being	
As you think about your well-being use the questions below: <ul style="list-style-type: none"> How are you balancing everything going on between work and home? Do you feel safe at work? What part of your job, team, or organization do you love or find most rewarding? If you could change one thing about your role or your responsibilities, what would it be? What did you love in your last position that you're not doing now? Are there additional things that we can do to more fully take advantage of your talents and interests? In what ways do you feel supported? Do you feel you have the information, tools, and resources you need to be successful? 	

Team Member Performance	
What's going well?	
What could be better?	
How can your leader support you?	

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Connecting to Resources



Connecting you to People and Resources

During your first 90 days and beyond, there are many ways to get connected to groups of people and resources at Duke Health. Be sure to check out the [benefits unique to Duke](#).

Get Connected to the Duke Health Community with Affinity Groups

By gathering team members around a unifying purpose, mission, background or activity, affinity groups can help us find a sense of community in a big and complex organization. These groups are started and maintained by interested team members and their allies, and supported by executive sponsorship. The bonds that we form help us feel more connected with each other, the institution, and our community at large.

You can join an [affinity group](#) at any time, but make sure you get connected after finishing your orientation and evaluation period. There are many options to help you get connected.

Personal Assistance Service

[Personal Assistance Service](#) (PAS) is the faculty/team member assistance program of Duke Health. Our staff of licensed professionals offer assessment, short-term counseling, and referrals to help resolve a range of personal, work, and family problems. PAS services are available at no charge to Duke team members and immediate family members.



Support Team



Wrap Around Support

During your first 90 days you will meet many people who can support you. Each of these people will have a different role to answer questions, help you adjust to your new role, and connect you with the people and resources needed to do your job. Below are the roles that each person will play.

Manager

Your manager will be the person you report to. They will help you by clarifying expectations about your role and setting priorities. This person will also have the coaching conversations with you and lead you into your career journey.

Human Resources

Each entity has a Human Resources team. They are available as you begin your onboarding process and can support you if issues arise.

Peer Guide

Many departments will connect you with a buddy, who will informally check in during onboarding. Peers are a great resource for learning about team dynamics, organizational traditions, work culture, and answer questions as you acclimate to the new role.

Administrative Professionals

Administrative Professionals are often the person who connects all the dots between the Hiring Manager, HR, IT, etc. They are the “go-to” person in the first few weeks at Duke due to their knowledge of the organizational structure, location of facilities, and administrative/onboarding processes.