Genesys Works Buddy Supervisors

The Purpose of a Buddy Supervisor:

A Genesys Works buddy supervisor supports a supervisor who would like to share their responsibilities in mentoring and supervising intern(s) to ensure our Genesys Works Young Professionals have a meaningful internship experience.

The Benefits of a Buddy Supervisor:

- Decreased workload for lead supervisor
- Increased touchpoints for intern(s) with company employees
- More evenly distributed supervisor duties across the team
- Management experience for non-manager employees
- Intern exposure to a wider variety of roles and mentors

How to Identify a Buddy Supervisor:

While a buddy supervisor does not need to have all of the following qualities, consider identifying someone who:

- Reports directly to the main supervisor of the intern(s)
- Is a strong individual contributor but wants or needs experience managing people
- Is a recent college graduate or newer to the workforce
- Is consistently present in the office
- Does similar work to the intern(s)
- Is eager to take on this opportunity (this will ensure that a baseline meaningful internship turns into a next level internship)

How It Works:

- Supervisor presents buddy supervisor opportunity to qualified team members
    - Ideally, there should be one buddy supervisor per two Genesys Works interns
- Once the buddy supervisor has been identified, both supervisors review the Genesys Works Supervisor Toolkit policies and resources and communicate with the program coordinator about the buddy supervisor addition
- Both supervisors should meet with intern(s) to communicate the shift in supervisors and to outline expectations
- Buddy supervisor assumes day-to-day responsibility for intern(s) and meets weekly for check-ins

with intern(s)

  - Weekly check-ins can look different depending on the structure and workflow of the team
  - For some buddy supervisors, this may look like scheduled weekly check-ins; for others, this may look like more frequent, less formal touchpoints
- Lead supervisor keeps an eye on the big picture and communicates regularly (at least twice a month) with buddy supervisor to discuss intern progress
  - This communication can occur in a variety of ways depending on what works best for the team
- Lead supervisor meets with intern(s) at least once/month
- Program coordinator maintains communication with *both* supervisors
  - Program coordinator sends emails to both supervisors
  - Program coordinator sends calendar invites to both supervisors
  - Both supervisors participate in the Genesys Works intern performance review process

As always, reach out to your program coordinator if you have any questions!