

Tips Sheet: Quick Guide for Great First Calls & Common Questions

1. Before the First Call

- a. Review Buddy Info: Familiarize yourself with their name, role, duty station, and background (if available).
- b. Schedule Wisely: Propose a time that works for both time zones.
- c. Prepare Your Introduction: A short, warm personal and professional intro helps set the tone.

2. First Call Guide (30–45 mins max)

- a. Warm Welcome
 - i. Start with a smile and a friendly tone.
 - ii. Ask about their journey as UN Volunteer so far.
 - iii. Share your own experience briefly to build rapport.
- b. Encourage Open Dialogue
 - i. Make space for them to ask anything.
 - ii. Emphasize this is a *safe space*.
- c. Helpful Topics to Cover
 - i. Living & working conditions i.e. accommodation, transport, internet, safety.
 - ii. Workplace culture i.e. how teams collaborate, communication norms.
 - iii. Onboarding i.e. highlight any must-dos (security briefings, UNV e-Campus, etc.).
 - iv. Well-being i.e. coping with homesickness, staying active, connecting locally.

3. After-Call Guide

- a. Follow up after the first call with helpful links or a kind message.
- b. Stay in touch, even a monthly check-in makes a difference.
- c. If unsure, direct to the UNV Support Team. You're not expected to have all the answers.

Your role as a buddy is essential in making new volunteers feel at home, valued, and connected. Thank you for supporting the spirit of solidarity and service!