**Ten**
**Thousand**
**Coffees**

# Connectivity
# Solution
# Overview

**Create purposeful connections throughout your organization that drive employee engagement, promotion, and retention.**

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Ten Thousand Coffees

Learn more about us at
**tenthousandcoffees.com**

# Overview

## Leadership teams are facing a crisis of disconnection

Hybrid work environments are becoming the norm, with <u>75% of employees</u> saying they want the flexibility these environments offer and <u>2/3 of employees</u> saying they'd look for a new employer if their organization didn't offer a hybrid option.

But for HR professionals and leaders, this shift has come with added complexity, as <u>65% of workers</u> report feeling less connected to their coworkers in a hybrid environment. As a result, organizations must be more intentional about how their employees build relationships and develop their careers going forward.

> *"Hybrid work is here to stay and it means organizations - now more than ever before - need to be intentional and purposeful about how their employees are connecting to ensure a sense of belonging."*
>
> **Dave Wilkin, Co-founder, Ten Thousand Coffees**

## An organization's connectivity - or lack thereof - drives a business' bottom line.

**Here's what we know:**

✓ 62% of employees would leave their employer for one where they feel more connected to colleagues (<u>Ten Thousand Coffees, 2021</u>)

✓ An employee's network is a <u>5x better predictor of performance</u> than personality, experience, cognitive ability and education combined

✓ A sense of belonging <u>increases retention by 34%</u>

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The problem? Current solutions for connectivity are fragmented, unstructured and require lots of manual work. The result: Solutions that don't scale and are inherently biased.

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# Solution

## Ten Thousand Coffees is an enterprise software platform for mentoring, networking, and informal talent development experiences.

We help every employee get the skills and relationships they need to succeed. We do this by providing software that delivers:

**REACH & SCALE**
Match 1000s of employees in your organization with the click of a button.

**MEANINGFUL CONNECTIONS**
Create high impact employee connections leveraging our Smart Match algorithm, which delivers high quality and unbiased matches with a 98% match quality score.

**EASY TO USE**
Our software is embedded in your company's existing IT systems. Designed to fit into employees' flow of work.
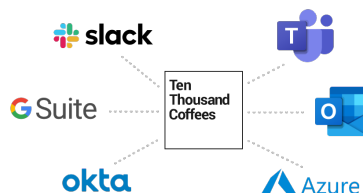
**MEASURABLE RESULTS**
We provide data on employee sentiments, program insights, engagement levels, adoption rates – all in real-time making the feedback actionable.

**FLEXIBLE DEVELOPMENT PROGRAMS**
We provide off-the shelf programs for all your employees. Already have a program? Great! Use our platform to deploy it to everyone.

**REWARDS PARTICIPANTS**
Our platform recognizes the employees that are connecting and building culture at your organization in real-time.

## The best part? Your employees will love 10KC.

**Here's what our past participants say:**

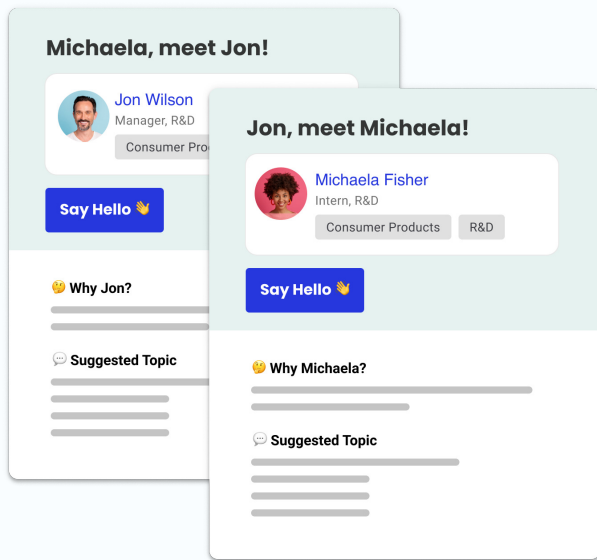**98%** want to maintain the connection they have made post program

**88%** said the program helped them make progress towards their development goals

**93%** want to be notified about future program offerings

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# How it Works

## Create an engaged community through our high impact workplace connectivity solution.

### 10KC Features



Michaela, meet Jon!

Jon Wilson
Manager, R&D
Consumer Pro...

**Say Hello** 👋

🤔 Why Jon?

💬 Suggested Topic

Jon, meet Michaela!

Michaela Fisher
Intern, R&D
Consumer Products   R&D

**Say Hello** 👋

🤔 Why Michaela?

💬 Suggested Topic

## 1. Smart Match Introductions

Automatically match employees with peers, leaders and mentors to build the network they need to feel supported.

Easily break the ice with guides that keep ideas and conversations flowing.

### Outcome(s)

↑ Career Mobility

↑ Cross-Team Collaboration

↑ Connection to Colleagues

↑ Enterprise Understanding

## 2. Group Matching with Office Hours

An interactive format for leaders, experts and employees to align on leadership objectives and gain learning and development opportunities.

Ensure purposeful connections and conversations with solution templates curated to your audience's interests.

### Outcome(s)

↑ Access to Senior Leaders

↑ Skill Development

↑ Sense of Belonging

↑ Career Development



LIVE

OFFICE HOUR
**Leadership Development: Why Soft Skills Matter**
Today • 9:30 - 10:30 AM

MENTORSHIP PROGRAM TOPIC

**Goal Setting**

MENTORSHIP PROGRAM TOPIC

**Prioritization & Time Management**

## 3. Mentoring Programs

Create guided 1:1 mentorship programs with structured curriculum and resources tailored to your business needs.

Already have a great mentorship program? Use our platform to deploy it at scale.

### Outcome(s)

↑ Skill Development

↑ Enterprise Understanding

↑ Career Development

↑ Role Effectiveness

## What makes a good mentor?

✓ Generous Listener

✓ Provides Affirmation

✓ Challenges Mentee

✓ Gives Feedback

✓ Intentional Role-modeling

✓ Personal integrity

✓ Empathy

✓ Approachability

Source: HBR

**Interests**

● Leadership

● Communication

**Offering**

Developing new professional connections

Career advice

**Seeking**

Developing new professional connections

Career advice

# Employee Experience

## Before

### This is Michaela.

**Michaela Fisher** (she/her)
Marketing Manager at CompanyCo

Marketing · New York

Women's Alliance • Black Professionals Network

Michaela is a new employee at Company Co.

She works in a hybrid workplace and has little opportunity to meet her colleagues face-to-face.

She wants to network and learn from company leaders, but feels intimidated to reach out.

How does she make the right connections at Company Co. to feel like part of the team?

## Michaela's 12-month 10KC Experience

### New Colleagues across the Organization

- In 12 months, she'll have met with 8-12 new targeted connections to support her career pathing & professional development goals. Connections can be colleagues or leaders within or across functions, skills, ERGs, locations - they are based on individual goals.

### Access to Senior Leaders and Subject Matter Experts

- In 12 months, she'll have connected with leaders & Subject Matter Experts (SMEs) for two-way learning opportunities and gained direct exposure to leadership.

### Mentorship & Skill Development   OPTIONAL

- For 6 months, she'll participate in 1:1 Guided Conversations + Structured Curriculum with a Mentor, where Micheala will learn the skills she needs to advance in her career.

## After

Michaela no longer feels siloed within her team.

She's made connections across departments and leadership levels based on shared interests and goals.

She has built a community that she feels comfortable reaching out to for guidance.

She has a better understanding of how her work fits into the company mission and is buzzing with ideas for future areas of collaboration.

**Michaela feels a sense of belonging to Company Co.**

# Ten Thousand Coffees is more than a connectivity program. We deliver a holistic experience.

Our software provides purposeful connections and opportunities for employee engagement in a disconnected workforce by providing each individual with a genuine sense of mastery, purpose and autonomy.

## Here's how we do it:

### 1. Community Approach

When employees join Ten Thousand Coffees, they're building connections to leaders, subject matter experts and an entire community - no matter where they work from.

Participants can build connections with peers and colleagues who are going through the program. This builds engagement across your organization.
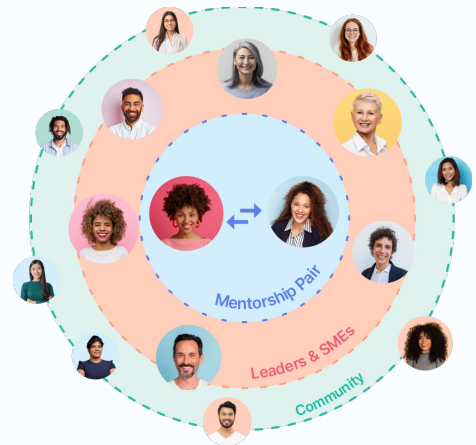
### 2. Participant Resources

We provide the tools to turn a casual connection into a meaningful development experience.

Our program toolkits and competency building resources help foster meaningful relationships. They build new skills by focusing on employees' personal and professional goals and interests.

### 3. Formats for Everyone

Ten Thousand Coffees' solution provides both 1:1 formats for introductions as well as interactive roundtable formats for leaders and subject matter experts to connect with employees.

This flexibility provides leaders, who may not have the time to connect with employees individually, with a scalable way to participate. For employees, it provides visibility to senior leaders and insight into company strategy.

# Sample Mentorship Program   OPTIONAL

**Creating a sense of belonging can be difficult in hybrid work environments.  Having a trusted source, like a mentor, is one of the best ways to drive connection and engagement in the workplace.**

📅 Meet bi-weekly for 6 months

⇄ Early to Mid-Career Mentees ⟷ Senior Mentors

### Sample Mentoring Program

**Session 1:** Getting to Know Each Other & Setting Goals

**Session 2:** Identifying Barriers to Career Growth

**Session 3:** Working with Others

**Session 4:** Embracing Change

**Session 5:** How to Stand Out

**Session 6:** Reflection & Next Steps



Our mentorship program curriculum includes 12 development areas based on key mindsets and behaviors needed for career growth. Looking for an ERG-specific program? We offer several off-the-shelf programs:

**Black Professionals**     **LGBTQ+ Professionals Program**     **Women in Leadership Program**

**and more**

# Effective Connectivity

## What makes an effective connectivity program?

### Winning Ideas

#### Foster connections intentionally

Employees who collaborate cross-functionally learn more, are more productive, and gain skills quicker. Yet, only 41% of employees believe their organization is effective at fostering connections among teams.

#### Prioritize Inclusivity

Connectivity programs are important for diverse talent, as research shows they often lack the confidence to reach out to senior leaders. Inclusive connectivity programs must ensure that all employees have visibility to senior leadership.

#### Promote open dialogue around well-being

As much as employees value the flexibility of hybrid work, it can also lead to isolation, which has been tied to a higher risk of turnover, as well as lower productivity and quality of work (Cigna, 2020). Companies need to work intentionally to foster well-being, connection and belonging, virtually.

#### Uses data

An effective connectivity program has clear objectives that can be measured. Yet, under 10% of companies believe they have a good understanding of which talent dimensions drive performance in their organizations, because their analytics are focused on the attributes rather than interactions of their people.

### 10KC Solution

#### 98% Match Quality Score

Our Smart Match algorithm, which boasts a 98% match rate, unbiasedly matches employees based on shared interests and goals as a means to create a genuine connection and cross-team collaboration.

#### Office Hours

Ensure equal access to career opportunities with our Office Hours feature, which allow leaders & SMEs to connect and engage with employees across the organization on important topics.

#### Participant Resources

We provide conversation starter questions, guided exercises and toolkits to help employees share not only their career goals but also how they're managing both inside and outside the office.

#### Real-time data

Track the value of every new connection by collecting feedback in real time after each discussion. Make sure you're moving closer to your business's talent development goals with access to clear data that proves ROI.

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# Business & Program Outcomes

**At 10KC, we pride ourselves on delivering a solution that drives measurable outcomes.**

## Key Program Outcomes

- ↑ Role Effectiveness
- ↑ Cross-Team Collaboration
- ↑ Enterprise Understanding
- ↑ Leadership Skills
- ↑ Networking Skills
- ↑ Mentoring Skills
- ↑ Career Advice
- ↑ Professional Development
- ↑ Career Insights
- ↑ Career Development
- ↑ See Growth Potential
- ↑ Feeling Valued
- ↑ Connection to Colleagues
- ↑ Sense of Belonging
- ↑ Intent to Stay
- ↑ Mentor Recognition

## Key Business Outcomes

- ↑ **Engagement**
- ↑ **Promotion**
- ↑ **Retention**
- ↑ **Inclusion**

Thanks a lot! I learned a lot from our chat!

Let's set up another session to discuss how my team can leverage the insights you showed me.

That would be great.

"One of the ways that you make people feel less alone and more creative is you engineer interactions... You allow people to connect who don't know each other well."

**- Adam Grant, Organizational psychologist and bestselling author**

(quoted from INC)

# Client List & Testimonials

**Join the hundreds of companies who've trusted 10KC with scaling their connectivity solutions to drive engagement, promotion and retention.**



Company logos: IBM, EY, Capital One, OMERS, AIG, Cigna, McKESSON, BMO, TELUS, RBC, Labatt, CORUS, THOMSON REUTERS, CADILLAC FAIRVIEW, Ascend Pan-Asian Leaders

*"You can see who's connecting naturally, who opts in, how many people they've connected with. We also see who hasn't opted in. That's the kind of person we might spend more time focusing on and encouraging our leaders to connect with. The technology is so helpful. We can notice trends and make sure employees aren't getting lost in the shuffle."*

**Susie Gould**
**Deals People Leader at PwC**

*"Humans are wired to connect and a hybrid work environment shouldn't impede an employees' opportunity to connect with others. With hybrid work environments here to stay, companies and leaders need to adapt and symbiotically enable employee connections in an easy and automated way."*

**Karissa Bussard**
**Global Senior HR Partner of Digital Technology, GE**
at 10KC's Virtual Innovator Coffee Series Webinar

# Our Solutions

## 10KC is an all-in-one enterprise platform for Mentorship, Connectivity, DEI, Onboarding, Early Talent and Leadership Development.

### Mentorship

Enable employees to reach their career goals through effective mentor-mentee relationships.

### Connectivity

Build culture and a sense of belonging by fostering connection among employees.

### Diversity, Equity & Inclusion

Advance the development and careers of diverse employees and allies.

### Onboarding

Accelerate employee productivity and belonging through buddy programs, networks and culture-building solutions.

### Early Talent

Give Early Talent (interns, new grads) the connections, skills and support needed to jumpstart their career.

### Leadership Development

Develop and grow high potential talent and people managers to lead in the new world of work.

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Trusted by the world's leading employers to create best-in-class talent development experiences

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