Ten Thousand Coffees

Diversity, Equity and Inclusion Solution Overview

Engage every employee with a DEI experience that drives engagement, promotion and retention.

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Ten Thousand Coffees

Learn more about us at
tenthousandcoffees.com

Overview

True diversity, equity and inclusion happens when we democratize opportunity for everyone.

2020 marked a real change in the corporate business environment. The murder of George Floyd and rise of #BlackLivesMatter movement put a spotlight on racial injustice and pushed companies and leaders to realize their collective power to advance diversity, equity and inclusion.

As a first step, corporations around the world invested heavily in Anti-Racism and Unconscious Bias training for all employees. But we know real DEI requires systemic change, which means creating opportunities for everyone, not just the "high potentials."

> *"Optics-centered diversity, equity and inclusion strategies will not move the needle on your DEI metrics or ESG obligations. Diverse talent need opportunities to advance in their careers - mentoring and networking is one of the most effective ways to get there."*
>
> **Dave Wilkin, Founder, Ten Thousand Coffees**

Mentoring drives engagement, promotion and retention.

Here what we know:

✔ Representation of equity-seeking groups at management level **increases by up to 24% with a mentoring program.**

✔ Research shows diverse talent **need formal mentoring programs** as they often lack confidence to reach out.

✔ **60% of managers** who are men are uncomfortable mentoring women.

The problem? Traditionally, mentoring programs aren't scalable or measurable. Existing practices are manual, time consuming – and 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 relationships they need to succeed. We do this by providing software that delivers:

REACH & SCALE
Scale your talent initiatives by matching 1000s of employees in your organization with the click of a button.

MEASURABLE RESULTS
We provide data on employee sentiments, program insights, engagement levels, adoption rates – all in real-time making the feedback actionable.

MEANINGFUL CONNECTIONS
Create an inclusive, connected culture through high-quality matches by delivering a 98% match rate.

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

EASY TO USE
Our software is embedded in your pre-existing platforms. Designed to fit into employees' flow of work.

REWARDS PARTICIPANTS
Our platform recognizes the mentors that are advancing diverse talent at your organization in real-time.

The best part? Your employees will love 10KC. Here's what our past participants say:

98% want to continue their relationship/ connection post program:
- **47%** as a mentor
- **31%** as an informal connection
- **20%** as a sponsor

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

93% want to be notified about future program offerings
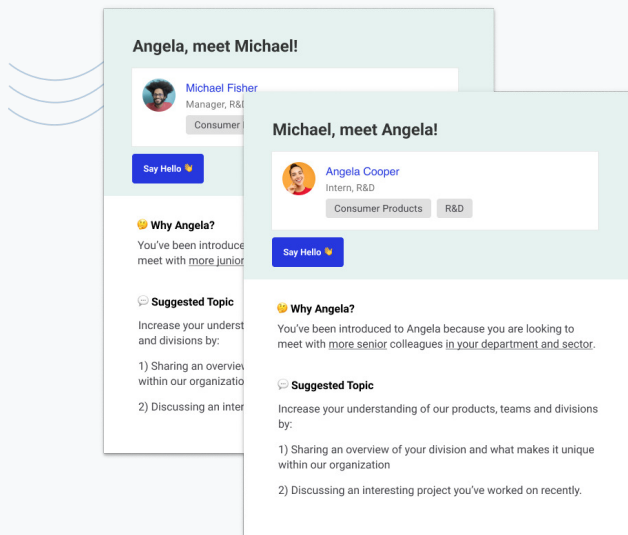
Mentorship Program
📅 12 weeks | Selected

• Belonging at work	56%	10% ▲
• Strategic managment	45%	5% ▲
• Communication	42%	12% ▲
• Confidence	38%	7% ▲

How it Works

Create an inclusive community through high impact development experiences.

10KC Features

1. Smart Match Introductions

Match every employee, especially those within Employee Resource Groups (ERGs).

Introduce diverse talent to senior leaders within their division or talent within your broader organization.

Outcome(s)

↑ Sense of belonging

↑ Cross-team learning opportunities

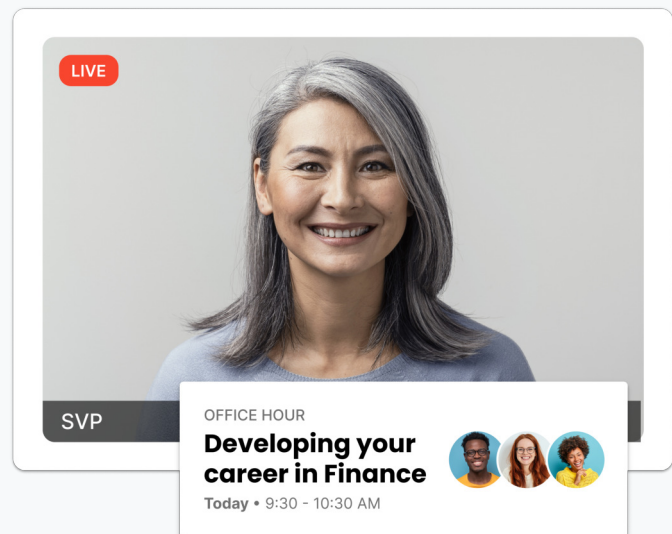↑ Connection between diverse talent and senior leaders

2. Group Matching with Office Hours

Throughout the experience, Leaders & SMEs will host events to create two-way dialogue, visibility and exposure to leadership

Outcome(s)

↑ Employee engagement

↑ Visibility of diverse talent to senior leaders

↑ Listening opportunities

OFFICE HOUR
Developing your career in Finance
Today • 9:30 - 10:30 AM

Program pairings

Ken — Mentor	⇄	Michaela — Mentee
Daniel — Mentor	⇄	Kim — Mentee
Arielle — Mentee	⇄	Christine — Mentor

MENTORSHIP PROGRAM TOPIC

Goal Setting

MENTORSHIP PROGRAM TOPIC

Prioritization & Time Management

3. Mentoring Programs

Deploy guided 1:1 conversations with structured curriculum customized for Women, Black Employees, LGBTQ+ and more to ensure purposeful connections and conversations.

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

Outcome(s)

↑ New skills & opportunities that enable promotion

↑ Likelihood of finding a company sponsor

↑ Real-time data on employee sentiments
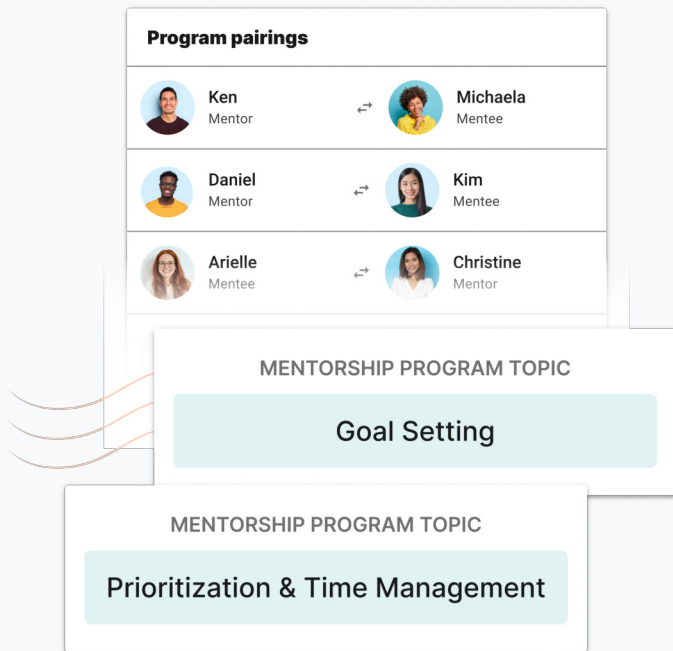
What makes a good mentor?

✔ 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

Michaela Fisher (she/her)
Marketing Analyst at CompanyCo

Individual Contributor   Marketing   New York

Women's Alliance • Black Professionals Network

Before

This is Michaela.

- Michaela is early in her career.
- Michaela doesn't see a lot of senior leaders who look like her.
- She wants to connect with other equity-seeking groups but doesn't really know how.
- She wants to meet with senior leaders (networks are key to promotion), but is intimidated.
- How does she know that a career path at Company Co. exists for her?

Michaela's 12-month 10KC Experience

→ **Smart Networking**
In 12 months, she'll have met with 8-12 new targeted connections to support her career path and professional development goals. Connections can be colleagues or leaders within or across ERGs (i.e. Women's Alliance, Black Professionals ERG), functions, skills, locations.

→ **Visibility and Access to Senior Leaders**
In 12 months, she'll have connected with 4+ leaders and Subject Matter Experts (SMEs) for 2-way learning opportunities and gained direct exposure and visibility to leadership.

→ **Mentoring and Skills Development**
Six 1:1 Guided Conversations + Structured Curriculum with a Mentor (running 6 months) where Micheala will learn the skills she needs to advance in her career.

After

- Michaela has a network of diverse peers that make her feel she is supported.
- She has first-hand insight into Company Co. inclusion strategy and believes the company is committed to meeting its diversity, equity and inclusion goals.
- She's built the skills and relationships she needs to best position her for promotion.
- Michaela feels like there's a place for her at Company Co.

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Sample Mentoring Program

Meeting new people can sometimes be intimidating. We curate the experience and ensure success using our SmartMatch technology and Discussion Resources.

Sample DEI Mentoring Program

🗒 **Meeting 1:** Getting to Know Each Other & Setting Goals

🗒 **Meeting 2:** Overcoming Career Roadblocks

🗒 **Meeting 3:** How to be an Ally

🗒 **Meeting 4:** Embracing Change

🗒 **Meeting 5:** How to Beat Burnout

🗒 **Meeting 6:** Reflection & Next Steps

Our pre-built library of mentoring programs allows you to have a program up and running in minutes. Have something specific in mind? Pick the solution of your choice:

Women's Mentoring Program

Black Professionals Mentoring Program

Indigenous Professionals Mentoring Program

LGBTQ+ Mentoring Program

Diverse Talent Mentoring Program

and more

Our team will work with you to design programs tailored to meet your diversity, equity and inclusion needs.

Effective DEI

What makes an effective DEI strategy?

Winning Ideas

10KC Solution

Go Beyond Bias Training
¾ of diversity training programs use negative messages focused on legal implications and financial threats of non-inclusive workplaces. These "control tactics" can actually result in greater animosity towards equity-seeking groups.

Systemic Change = Opportunities for Everyone
True diversity and inclusion requires systemic change. Systemic change means making opportunity available to everyone. At 10KC, we can match all employees with the click of a button.

Embrace Mentorship
When leaders take the time to mentor their proteges, they are more likely to provide sponsorship opportunities like key assignments and training which result in better promotion of equity-seeking groups.

20% Sponsorship Rate
20% of 10KC participants self-identify as wanting to sponsor mentees post-program with 88% of participants reporting 10KC helped them meet their development goals.

Foster Connections
"Working side-by-side breaks down stereotypes, which leads to more equitable hiring and promotion."
Source: HBR.

98% Match Rate
At 10KC, our program is rooted in best practices and proven curriculum to drive purposeful conversations in order to meet employee and organizational goals.

Social Accountability and Transparency
When employees know their decisions are being closely monitored, they make better decisions. For example, companies with diversity task forces measuring DEI accountability metrics see an increase of 9 to 30% in representation of equity seeking groups among management.

Real-time Data
Our dashboard not only provides actionable insights on adoption and engagement, but also visibility and transparency into a mentor's efforts so that they can be rewarded.

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Business & Program Outcomes

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

Productivity

Well-being

Development

Engagement

## Key Business Outcomes

↑ **Engagement**

↑ **Promotion**

↑ **Retention**

Individuals who take part in Mentoring programs are **5x more likely to get promoted** and **5x more like to receive a raise.** Source: Forbes

A sense of belonging decreases turnover risk by 50%

Program Outcomes

✓ Connect with diverse peers to foster a sense of belonging

✓ Build a network of 12+ connections that drive productivity and promotion

✓ Greater confidence in reaching out to senior leaders for help

✓ Identify new colleagues to collaborate with

✓ Gain visibility to senior leadership

✓ Understand and help inform the company's diversity, equity and inclusion strategy

✓ Develop skills needed to build your career

✓ Find a trusted source within the organization

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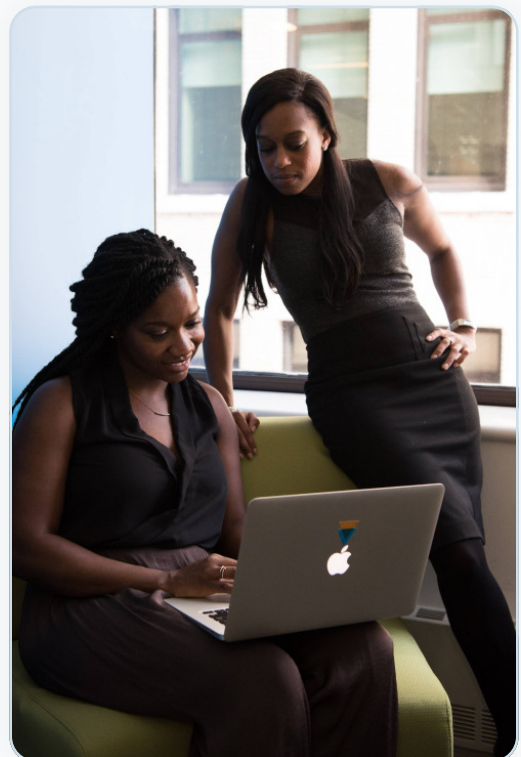
Client List & Testimonials

Join the hundreds of companies who've trusted 10KC with scaling their DEI initiatives that drive engagement, promotion and retention.

"The modern approach to mentoring is leveraging technology. Often times mentoring programs are pen to paper, or Excel files - it's a manual process. With Ten Thousand Coffees' smart algorithms and data matching we have an opportunity to capitalize in a really meaningful way, and embed this in our wider talent management systems. We're able to track progress and success."

Elizabeth Nelson
Director, Diversity & Inclusion

THOMSON REUTERS

"We're building a diversity and inclusion roadmap that's focused on impact, that'll be measured and communicated to our employees. Through technology and tools like Ten Thousand Coffees, our hope is that we'll democratize access to networks. We're looking to scale up because everyone needs to be part of the conversation."

David Simmonds
SVP Communications

McKESSON

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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