

Ten
Thousand
Coffees

High Potential Talent Solution Overview

Empower your high potential talent with cross-functional leadership skills for the evolving world of work



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Overview

High potential talent development creates a strong pipeline of future leaders

Preparing employees for leadership roles requires a focus on developing T-shaped employees. Having hard skills and domain expertise is only a starting point - you'll also need to build broader leadership skills like navigating and embracing change, being an inclusive leader and ally, and building mutually-beneficial relationships across the organization, to thrive in progressively senior roles.

With baby boomers retiring in increasingly large numbers, there is pressure to ensure the next generation of leaders is ready. From a business continuity standpoint, organizations need to proactively identify employees who have the capacity to become future leaders and provide development that accelerates their readiness for senior leadership roles.



"Watching out for certain characteristics like determination and motivation, expertise and performance ability, culture fit and social skills, can help organizations spot their high potential talent. But once spotted, programs need to be in place to reward, retain, and grow talent to meet and exceed their potential."

Dave Wilkin, Co-founder, Ten Thousand Coffees

High potential talent and their development must be a top priority

Here's what we know:

- ✓ High potential talent brings 91% more value to an organization, and in comparison to their peers, exerts 21% more effort.
- ✓ Losing a HIPO can cost organizations up to 3.5 times their annual salary, in addition to lost work productivity and expertise.
- ✓ Organizations with an agile HIPO strategy are 70% more likely to have a strong succession bench.

The problem? High impact development requires a hyper-personalized approach, which historically has been difficult to deliver at the scale required to build a deep leadership bench.

Solution

10KC is an enterprise software platform for mentoring, networking and talent development experiences.

We help high potential talent build the skills and relationships they need to succeed. We do this by providing software that delivers:

REACH & SCALE

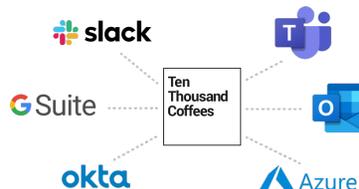
Match all HiPos in your organization with the click of a button.

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 pre-existing platforms. 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 TRAINING PROGRAMS

We provide off-the shelf programs for all your employees. Already have a high potential program? Use our platform to deploy it.

REWARDS PARTICIPANTS

Our platform recognizes the employees that are connecting, advancing 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

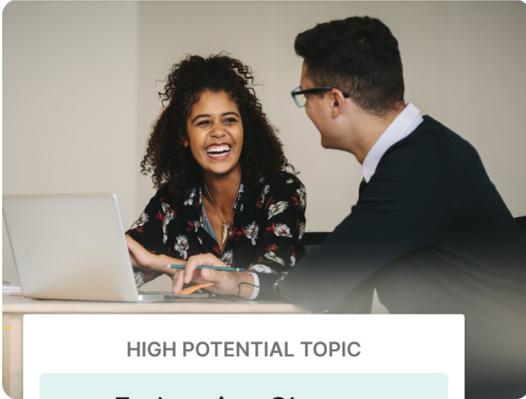
88% said the program helped them make progress towards their development goals

93% want to be notified about future program offerings

How it Works

Empower your employees through our high impact leadership development experience.

10KC Features



HIGH POTENTIAL TOPIC

Embracing Change

HIGH POTENTIAL TOPIC

Personal Branding

Mentorship Programs

Create guided development programs with structured curriculum and resources tailored to build and reinforce the skills high potential future leaders need as they progress in their career.

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



Outcome(s)

- ↑ Cross-Team Collaboration
- ↑ Skill Development
- ↑ Connection to Company
- ↑ Role Effectiveness

Group Learning with Office Hours

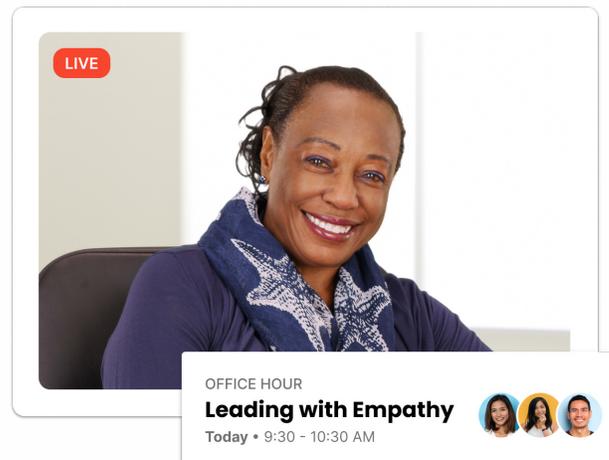
An interactive format to dive into key topics in a small group setting while providing high potentials with visibility and exposure to senior leaders.

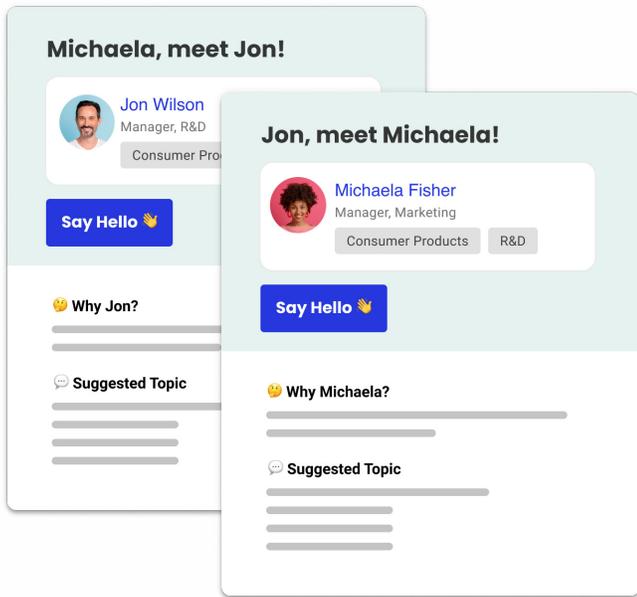
Ensure purposeful connections and conversations with solution templates curated to your leadership needs.



Outcome(s)

- ↑ Access to Senior Leaders
- ↑ Skill Development
- ↑ Sense of Belonging
- ↑ Career Development





Smart Match Introductions

Automatically match high potentials with each other and with senior leaders to build the relationships needed to lead effectively.

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



Outcome(s)

- ↑ Career Mobility
- ↑ Cross-Team Collaboration
- ↑ Connection to Colleagues
- ↑ Enterprise Understanding

The future of work calls for T-shaped talent management

“T-shaped people have two kinds of characteristics, hence the use of the letter “T” to describe them. The vertical stroke of the “T” is a depth of skill that allows them to contribute to the creative process...The horizontal stroke of the “T” is the disposition for collaboration across disciplines... T-shaped people have both depth and breadth in their skills.”

-Tim Brown, CEO of IDEO Design Consultancy

Quoted from Chief Executive.



Employee Experience



Michaela Fisher (she/her)
Marketing Manager at CompanyCo

Marketing New York

Women's Alliance • Black Professionals Network

Before

This is Michaela.

Michaela is a manager of three at Company Co.

Michaela aspires to lead a larger group and have more influence over their strategic direction.

She knows she has the drive and capacity to grow in seniority, but is unsure where in the company she can have the most impact.

How does Michaela get the tools and support she needs to become a candidate for more senior roles?

Michaela's Leadership Development Experience

Skills Development

- For the first 6 months, she'll participate in 1:1 conversations with guided curriculum with a Mentor, where Michaela will learn the skills she needs to advance to her next role.

New Colleagues across the Organization

- In 12 months, she'll meet with 8-12 new targeted connections to support her leadership training and professional development goals. Connections can be peers or leaders within or across functions, skills, ERGs and locations.

Learning from Leadership

- In 12 months, she'll have connected with leaders and subject matter experts (SMEs) for two-way learning opportunities around embracing change, personal branding, and identifying barriers to career growth

After

Michaela has accepted a promotion to manage an adjacent department.

By being selected for the HiPo program, she learned about opportunities across the business.

She's made connections across departments giving her a clear sense of direction and purpose.

She's consulted with her mentor to better understand the skills needed as a leader.

Michaela feels motivated and confident in her capacity to grow into a bigger leadership role at Company Co.

Sample High Potential Talent Development Program

Don't let potential go unrealized.

The 10KC experience pairs high potential talent with seasoned leaders in the organization for 6 modules on the most in-demand skills for leaders.

📅 Meet monthly for 8 months

↔ High Potential & Developing Leaders ↔ Seasoned Leaders

Sample High Potential Development Experience

Session 1: Goal Setting and Getting to Know Each Other

Session 2: Identifying Your Barriers and Opportunities for Growth

Session 3: Building Cross-Functional Experience and Relationships

Session 4: How to be an Ally

Session 5: How to Beat Burnout

Session 6: Reflection & Adapting to Change



Guide participants through each conversation with our cross-functional program curriculum. Each touchpoint includes a discussion guide of conversation prompts and resources focused on problem-solving, change management, and navigating relationships.

Effective High Potential Strategy

What makes an effective HIPO talent development experience?

Winning Ideas

Foster relationships

77% of employees cite building close relationships with colleagues as the most important factor in determining job satisfaction. As competition for senior level talent intensifies, organizations must be more intentional about fostering workplace connection.

Differentiated development

Differentiated development programs allow companies to tailor the building of skills and relationships based on an employee's future potential, competencies and interests.

Year round engagement

Of employees **formally** identified as high potentials, only 14% are actively seeking other employment. That number more than doubles (33%) for employees who have only **informally** been identified as high potentials.

Measure progress

To accurately measure the ROI of learning and development programs, you need to track learner progress and engagement at the individual level. It's also important to aggregate these results at the organizational and team level, to gauge overall program impact

10KC Solution

Community-powered mobility

When employees join 10KC, they're not only getting a mentor, but a community. Our community-driven approach provides high potential talent with the motivation, support and relationships needed to progress in their careers.

Career pathing through Office Hours

Our Office Hours feature provides a platform for HiPos to connect and engage with leaders and domain experts on curated subjects based on their domain knowledge, career aspirations and business objectives. Office Hours also provide HiPos with critical exposure and visibility with senior leaders.

Multi-faceted, Always-on experience

At 10KC, we provide an always-on solution to talent development. Following the development program, we provide year-round networking and community building through smart-match Introductions and Office Hours.

Real-time data

Measure the metrics that really matter - from participant engagement to the impact on their skills. We make sure you're moving closer to your business's talent development goals with access to clear data that proves ROI.

Business & Program Outcomes

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

Participant 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



“Talent is the multiplier. The more energy and attention you invest in it, the greater the yield. The time you spend with your best is, quite simply, your most productive time.”

- **Marcus Buckingham, Author**

Quoted from *First, Break All the Rules: What the World's Greatest Managers Do Differently*

Ten Thousand Coffees offers more than a leadership program. We deliver a high potential talent development experience.

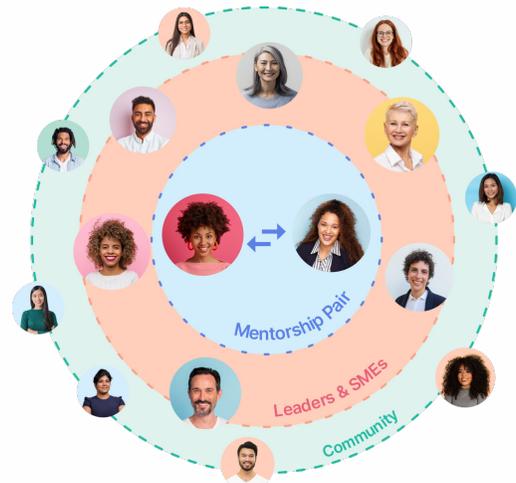
Our software provides purposeful connections and opportunities for employee engagement in both onsite and hybrid workforces by providing each individual with a genuine sense of mastery, purpose and autonomy.

Here's how we do it:

1. Community Approach

When employees join 10KC, they're getting not only a mentor or coach, but a community.

Participants have an opportunity to build connections with other peers and colleagues in their cohort. This builds connectivity across your organization and provides the relationships and network that are essential to success as a leader.



2. Participant Resources

Throughout the experience, we provide the tools to turn a casual connection into a meaningful development experience.

Each one-on-one session has nudges and discussion guides to ensure a productive meeting. Participants will have clear expectations of the purpose and outcomes for each step.

3. Formats for Everyone

10KC solutions provide both 1:1 formats for introductions as well as interactive roundtable formats (Office Hours) for leaders and subject matter experts to host group sessions around program themes.

The collective experience is what sets 10KC apart. It gives employees options of how they'd like to participate, and gives flexibility on their time commitment. It also removes the single point of failure on a single mentor or mentee.



Client List & Testimonials

Join the hundreds of organizations who use 10KC to drive engagement, promotion and retention.



The world's top organizations are using 10KC's to build culture and drive engagement.

"We're using technology to open new doors and have new conversations that we haven't had before, and break down silos. We're leveraging Ten Thousand Coffees to increase connectivity for career growth, to democratize access to opportunity and to meet new people outside of the spaces in which we normally show up."

Elizabeth Nelson,
Director, Diversity & Inclusion, Thomson Reuters



"We needed a platform like Ten Thousand Coffees to address employee feedback asking for more opportunities for professional development and understand career mobility in the organization."

Olivia Lee
Chief of Staff, AIG Investments

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**

