Ten Thousand Coffees

Mentorship Solution Overview

Build a mentorship experience that drives engagement, promotion and retention.

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Overview

Formal mentoring programs have never been more important.

For years, organizations have relied on what we call “career cupids” when organizing mentorship programs – leaders who manually match employees with one another for career guidance. The problem is that while these matches are often made with good intentions, manual processes are inherently filled with bias – or worst nepotism.

On top of this, the shift to hybrid work environments has made the organic development of mentoring relationships tougher. The result? Organizations must be more intentional about how their employees build relationships and develop their careers going forward.

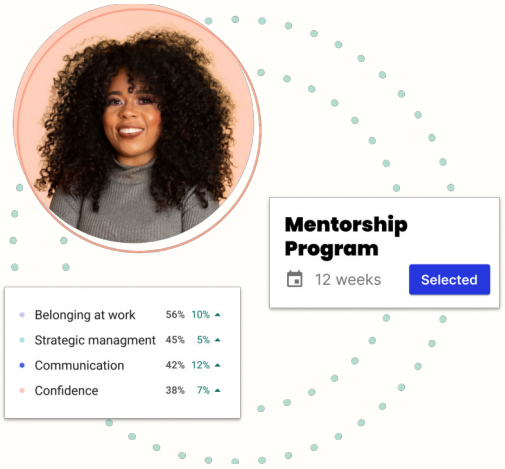
“Formal mentoring programs provide talent – especially diverse talent – with the skills and relationships needed to advance in their careers and create a sense of belonging to their organizations.”

Dave Wilkin, Co-founder, Ten Thousand Coffees

Make mentorship your competitive advantage.

Here’s what we know:

- **62%** of employees would leave their employer for one that offers mentorship opportunities.
- Individuals who take part in Mentoring programs are **5x more likely to get promoted and 5x more like to receive a raise**.
- Up to a **+24%** increase of diverse talent at management level with a mentoring program.



The problem? Traditionally, mentoring programs aren’t scalable or measurable. Existing practices are manual, time consuming – and *inherently biased*.

Solution

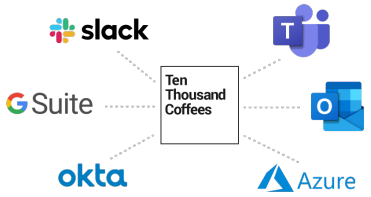
Ten Thousand Coffees is an enterprise software platform for mentoring, networking, and informal talent development experiences.

Our technology helps *every* employee get the skills and relationships they need to succeed through:

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

MEANINGFUL CONNECTIONS
Create high impact mentorship programs, through high quality matches by delivering 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 mentoring program or curriculum? Use our platform to deploy it at scale.

REWARDS PARTICIPANTS
Our platform recognizes the mentors that are advancing 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

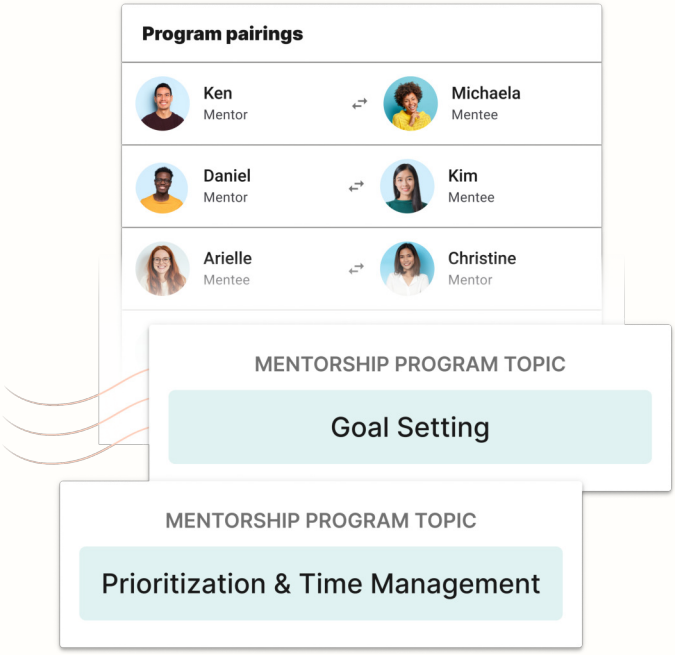
88% said the program helped them make progress towards their development goals

93% want to be notified about future program offerings

How it Works

Create an engaged community through high impact mentorship experiences.

10KC Features



1. Mentorship 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

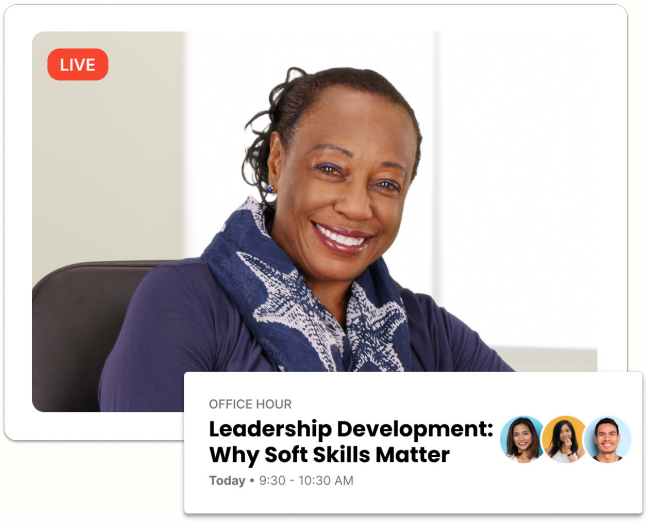
2. Group Matching with Office Hours

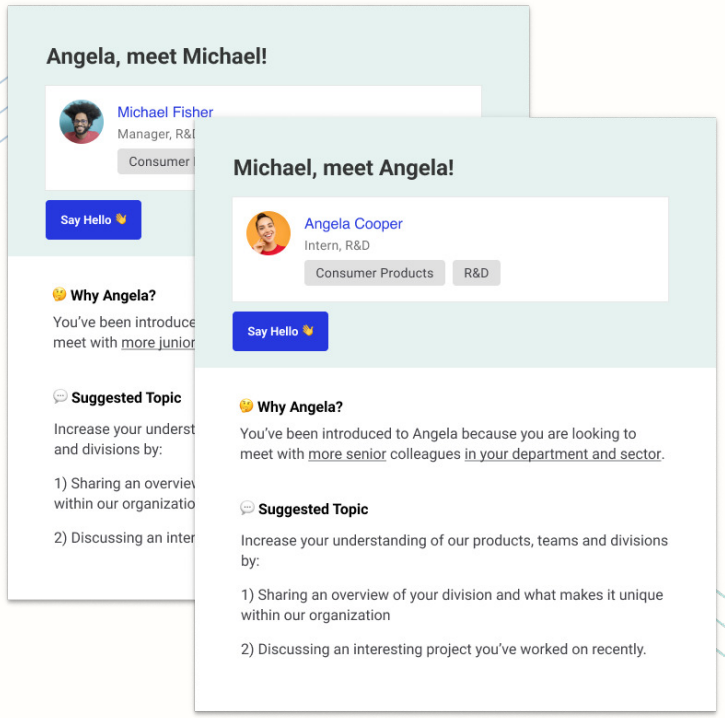
An interactive format for leaders to provide group mentorship to employees.

Office Hours also provides employees opportunities to learn from subject matter experts to drive critical skill development.

Outcome(s)

↑ Access to senior leaders
↑ Skill Development
↑ Sense of belonging





3. Smart Match Introductions

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

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

Outcome(s)

↑ Career Mobility
↑ Cross-Team Collaboration
↑ Connection to Colleagues
↑ Connection to company

What makes a good mentor?

- ✓ Generous Listener
- ✓ Provides Affirmation
- ✓ Challenges Mentee
- ✓ Gives Feedback
- ✓ Intentional Role-modeling
- ✓ Personal integrity
- ✓ Empathy
- ✓ Approachability

Source: HBR

Employee Experience

Before

Michaela Fisher (she/her)
Marketing Manager at CompanyCo

Marketing | New York

Women's Alliance • Black Professionals Network

This is Michaela.

Michaela is mid-career.

She feels stuck in her role and is looking for new opportunities and responsibilities at her job.

Having a mentor could help, but she's too intimidated to reach out.

How does she get the skills and relationships she needs to advance at Company Co.?

Michaela's 12-month 10KC Experience

Mentoring and Skills Development

- For the first 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.

Access to Senior Leaders and Subject Matter Experts

- In 12 months, she'll have connected with 4+leaders and Subject Matter Experts (SMEs) for 2-way group mentoring and learning opportunities.

Smart Networking

- Once the 1:1 mentorship program is over, Michaela will receive automated Introductions to other colleagues to continue to build her network and connections within her new mentoring community.

After

Michaela feels supported in achieving her career goals.

She has found a trusted source at the company to help her navigate her career.

She's built a network of senior leaders and peers to make her more effective in her role.

She's learned the key competencies and skills needed to advance in her career.

Michaela feels like promotion is in reach at Company Co.

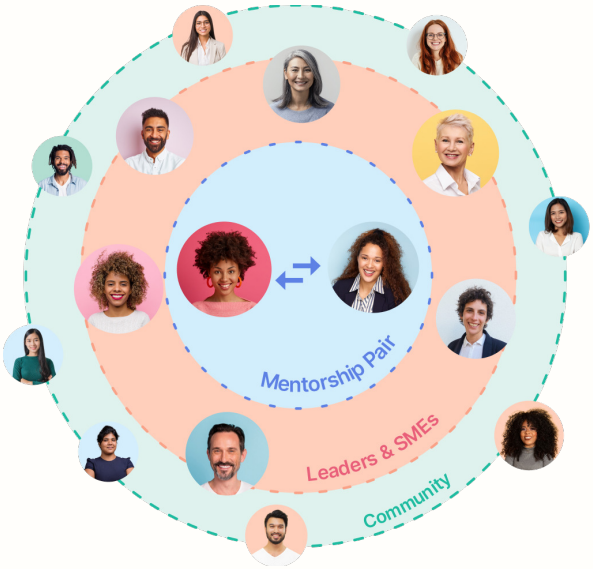
Ten Thousand Coffees is more than a mentoring program. We deliver a holistic experience.

Here's how we do it:

1. Community Approach

When employees join Ten Thousand Coffees, they're getting not only a single mentor, but connection to leaders, subject matter experts and an entire community.

Participants can build connections with peers and colleagues who are going through the program. This builds engagement across your organization and expands participants' networks beyond a single mentor.



2. Participant Resources

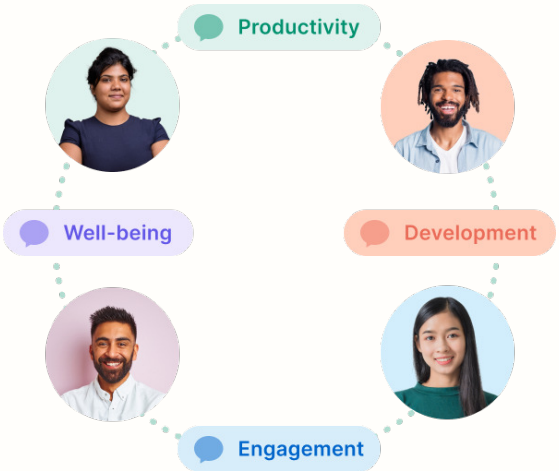
Throughout the experience, we provide the tools to turn a causal connection into a meaningful development experience.

Our program toolkits and competency building resources – everything from professional communication skills to how to set career development goals – ensure participants are set up for success.

3. Formats for Everyone

Ten Thousand Coffees' solution provides both 1:1 formats for mentorship as well as interactive roundtable formats (Office Hours) for leaders and subject matter experts to host group sessions around program themes.

This flexibility provides leaders, who might not have the time to mentor, with a scalable way to get involved and participate. For employees, it provides visibility to senior leaders as well as insight into company strategy.



Sample Mentoring Program

Meet monthly 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 7 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 Mentorship

What makes an effective mentorship program?

Winning Ideas	10KC Solution
Set clear expectations Mentees and mentors are more likely to be promoted (5x and 6x respectively) than those who do not participate in mentorship programs. But in order to ensure a mutually beneficial mentoring relationship, expectations and responsibilities must be clear and agreed upon.	**Competency building resources** We provide resources that outline expectations as well as conversation guides so everyone will feel confident in their role.
Implement formal programs Introducing formal mentorship programs are important for DEI considerations, as research shows diverse talent often lack the confidence to reach out to senior leaders and 60% of male managers are uncomfortable mentoring women.	**98% match score** Our Smart Match algorithm matches employees based on their shared interests and goals, removing biases attributed to manual matching techniques.
Create paths to sponsorship Sponsorship provides employees with opportunities like key stretch assignments and someone who advocates on their behalf. Sponsorship results in better promotion of equity-seeking groups and therefore should always be built in as an optional next step in a mentoring journey.	**20% Sponsorship rate** 20% of 10KC participants self-identify as wanting to sponsor mentees post-program, and 88% of mentees report 10KC helped them meet their development goals.
Make programs measurable Accountability mechanisms within businesses can result in positive performance outcomes. Yet, 70% of employees feel their managers aren't objective in how they evaluate their performance, resulting in poor levels of engagement.	**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.

Business & Program Outcomes

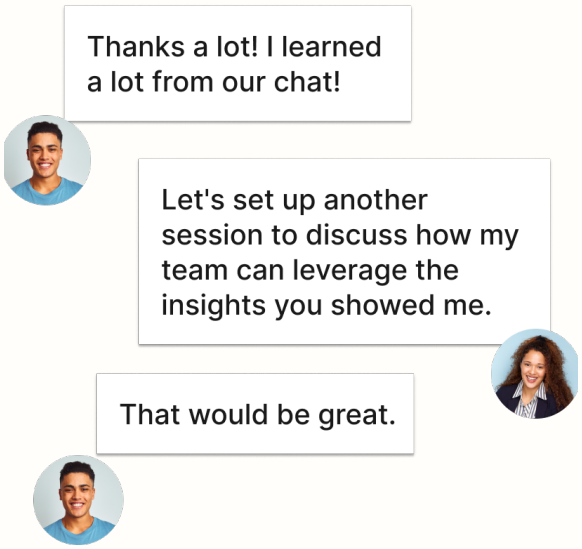
At 10KC, we pride ourselves on delivering a solution that drives measurable outcomes.

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

77% of employees correlate job satisfaction with having genuine relationships at work; creating a more productive, engaged and innovative workforce.

Source: The Institute of Leadership and Management



Key Business Outcomes

- ↑ **Engagement**
- ↑ **Productivity**
- ↑ **Retention**

Save 100s of Lost Hours

Anyone who has ever managed a manual mentorship program can attest to how time consuming they can be. In addition, they tend to break down at around the 50 participant mark due to the effort required to select, match, introduce, nudge and manage the experience.

Leverage our technology to take your mentorship program from burdensome to best in class and use that time saved to move your most strategic work forward.

$$(\underset{\text{mentors}}{300} + \underset{\text{mentees}}{300}) \times \underset{\text{connections}}{6} \times \underset{\text{emails}}{4} = \underset{\text{Touchpoints}}{14{,}400}$$

Steps to Manage a Manual Program

Participant Registration & Selection

- ✓ Create an intake form
- ✓ Market the program
- ✓ Craft compelling invitation emails
- ✓ Recruit mentors and mentees
- ✓ Confirm interest
- ✓ Select participants
- ✓ Identify matching preferences
- ✓ Define user goals
- ✓ Analyze intake data

Program Experience & Engagement

- ✓ Create program curriculum
- ✓ Send curriculum out each month
- ✓ Nudge participants to continually engage

Matching

- ✓ Build formulas to optimize matches across the entire community
- ✓ Review participant profiles
- ✓ Review matches
- ✓ Send introduction emails to pairings

Measurement & Reporting

- ✓ Send mid-program check-in
- ✓ Determine end of survey questions
- ✓ Send end of program survey
- ✓ Compile survey results
- ✓ Analyse survey results
- ✓ Do it all again for each and every program instance

Client List & Testimonials

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

IBM · EY · CapitalOne · OMERS · AIG · Cigna · McKESSON · BMO · TELUS · RBC · Labatt · corus · THOMSON REUTERS · CADILLAC FAIRVIEW · Ascend PAN-ASIAN LEADERS

"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

"It went from mentorship in smaller pockets across the company to a business-centered, application-based program that focused on creating visibility and career development opportunities for both mentees and mentors,"

Crystal Neill on How 10KC scaled Nike's Mentoring Programs
Mentorship Program Lead and Senior Program Manager of Global DEI Development

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.

Ten Thousand Coffees

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