

Ten
Thousand
Coffees

Mentorship Overview

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



Table of Contents

- 3 **Overview**
- 4 **Why Choose 10KC**
- 6 **Business & Program Outcomes**
- 7 **10KC Pathways**
- 8 **How It Works**
- 9 **Employee Experience**
- 10 **Effective Mentorship**
- 12 **Client List & Testimonials**
- 13 **10KC Use Cases**

Overview

Mentoring Programs drive engagement, promotion and retention.

For years, organizations have relied on manual processes when organizing mentorship programs – leaders matching 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 and lack scale.

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.



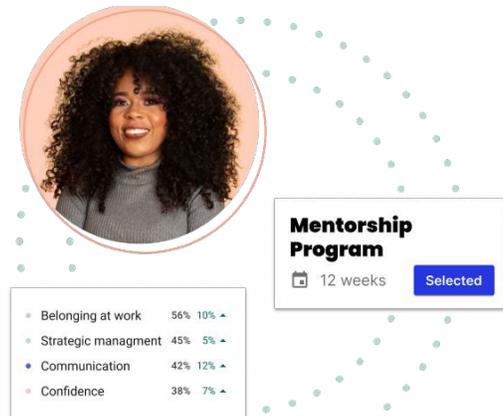
“Formal mentoring programs provide talent – especially diverse talent – with the skills and relationships needed to advance in their careers and create a sense of belonging to their organizations.”

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*.

Why Choose 10KC

10KC goes beyond simply connecting employees; we build purposeful relationships between employees to facilitate knowledge transfer and skill development. Our platform is designed to ensure employees gain the skills they need, while directly addressing the organization's objectives and driving business results. That's why we are trusted by 200+ global companies to deliver social learning at scale.

Build Personalized Learning Pathways That Drive Organizational Growth

With 10KC's Learning Pathways, you can blend a mix of engaging experiences into a tailored learning journey, automatically deliver it to specific talent groups, and track how each connection makes meaningful progress against your talent priorities. Plus, we'll do the heavy lifting with high-quality, bias-free matching algorithms that create targeted connections, automated invites sent right in the flow of work and nudges that keep everyone moving along in their learning journey.



By seamlessly integrating diverse social learning experiences into customizable pathways, we ensure that your talent development efforts drive performance, and foster a culture of continuous growth, while freeing up your administrative resources.



Diverse Learning Experiences that Reinforce Skill Development

Serve up something for everyone through a variety of social learning formats that all work together to keep skills sharp and knowledge flowing. Whether it's mentoring, group learning sessions, or networking, you can customize a mix of experiences to fit the specific needs of your talent groups and ensure everyone's engaged and moving towards your goals long-term.

Expert-informed Learning Content that Accelerates Talent Development

Propel your people and your business forward with off-the-shelf pathways designed by top industry experts. Our extensive catalog of content addresses a wide range of critical talent and business needs. Whether you choose to use our pre-built templates, customize them to your needs, or easily upload your own content, our platform provides a flexible solution to accelerate your talent development and achieve your business goals.



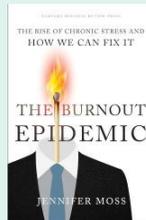
Catherine Brown
Founder,
Taybridge Leadership



Jennifer Moss
Author, The Burnout Epidemic



Rachel Williams
Chief Diversity & Inclusion Officer,
The Motley Fool



The Real Enterprise-ready Solution



Highest level data assurance

Enterprises choose 10KC because of our truly comprehensive approach and profound understanding of security, privacy, risk, and reliability. We care about it so much that we list everything your Procurement or IT team needs to know [here](#).



Seamless integrations that drive adoption

- Sync user data to get robust, real-time insights
- Enable user access across your existing tech stack to drive usage
- Engage users via notifications and reminders



Implementation and service excellence

Our support framework backed by global expertise and a dedicated customer success team, ensures your mentorship program thrives. The self-directed resource hub provide you best practices and a wealth of information to empower you to manage your program effectively.

Business & Program Outcomes

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

Participant Outcomes

- ↑ Cross-Team Collaboration
- ↑ Leadership Skills
- ↑ Networking Skills
- ↑ Mentoring Skills
- ↑ Career Insights
- ↑ Career Development
- ↑ Sense of Belonging
- ↑ See Growth Potential
- ↑ Feeling Valued
- ↑ Connection to Colleagues

Key Business Outcomes

- ↑ Engagement
- ↑ Performance
- ↑ Retention

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

The best part? Your employees will love 10KC.

Here's what our past participants say:

97% want to continue their relationship/connection post program:

- **49%** as a mentor
- **50%** as an informal connection
- **29%** as a sponsor

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

93% want to be notified about future program offerings

10KC Pathways

10KC Pathways is a powerful feature that allows you to **create and deliver customized learning and development pathways for different talent groups within your organization.**

Think of Pathways as a guided journey, where each step is a curated experience. Whether it's through mentoring, networking, or leader-led events, Pathways ensures your entire workforce gets the right learning and development opportunities at the right time.

 It's like a personalized playlist of targeted connections and critical knowledge.

Sample Mentorship Pathway

Once you select the pathway you want to implement in your organization you'll have access to a pre-set list of experiences that come with that pathway template - all customizable to your development needs!



Development Program
Mentorship Program



Office Hour
Thriving in a World of Constant Change



Office Hour
Unlocking the Power of Communication: A Workshop for Employees



Office Hour
Showcasing Your Brilliance: Making Your Work Shine



Introductions
1st Networking Introduction

Drive strategic talent development by aligning personalized Learning Pathways with individual and organizational goals, and measuring the direct impact on key business outcomes



Build

Blend together personalized experiences employees want, in a way that deliver results you want



Deploy

Blend together personalized experiences employees want, in a way that deliver results you want



Measure

Blend together personalized experiences employees want, in a way that deliver results you want

How it Works

Create an engaged community with the Mentorship Pathway, a curated blend of learning experiences focused on developing employee and driving performance.

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

Development Programs

Initiate guided 1:1 or group conversations with a structured curriculum customized for employees to feel supported and engaged in their career development.

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

Outcome(s)

- ↑ Skill Development
- ↑ Role Effectiveness
- ↑ Enterprise Understanding

Office Hours

Offer group learning sessions for leaders to share best practices and foster connections with colleagues, peers and leaders across the organization.

Outcome(s)

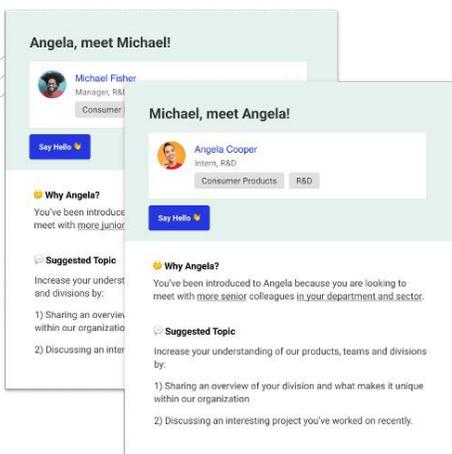
- ↑ Access to senior leaders
- ↑ Connection to company
- ↑ Sense of belonging

Introductions

Connect employees with peers and colleagues, providing focused conversation guides to share tools and strategies for increasing performance and collaboration.

Outcome(s)

- ↑ Career mobility
- ↑ Cross-team collaboration
- ↑ Connection to colleagues



Employee Experience

Employees' 12-month 10KC Experience

Mentorship

- Employees participate in 1:1 Guided Conversations + Structured Curriculum with a Mentor, where they will learn the skills they need to advance in their career.



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

Group Learning Experiences

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



Networking

- Smart networking introductions to colleagues based on shared goals and interests.

Spring Health

"10KC really made the process seamless. The curriculum was fantastic - very plug and play. The product and the platform itself is very intuitive, as far as understanding who's in the program, how matches were made. We were able to pre-determine a selection criteria which was fantastic! It was also really flexible."

Michelle Rojas
Associate Director, Diversity, Equity & Inclusion

Effective Mentorship

What makes an effective mentorship program?

Winning Ideas

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.

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.

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.

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.

10KC Solution

Competency building resources

We provide resources that outline expectations as well as conversation guides so everyone will feel confident in their role.

98% match score

Our Smart Match algorithm matches employees based on their shared interests and goals, removing biases attributed to manual matching techniques.

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.

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.

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.

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



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.



"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



"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



10KC Use Cases

10KC facilitates purposeful connections and guided conversations between employees to build key relationships, transfer critical knowledge, and develop new skills that drive performance.

Our Pathways



Transformation & Change

- Integration post-M&A / Restructure
- Onboarding New Hires & New to Role
- Leading & Navigating Change



Bench Strength

- Manager Effectiveness
- High Potential & Successor Development
- Develop Priority Talent



Exceptional Client Service

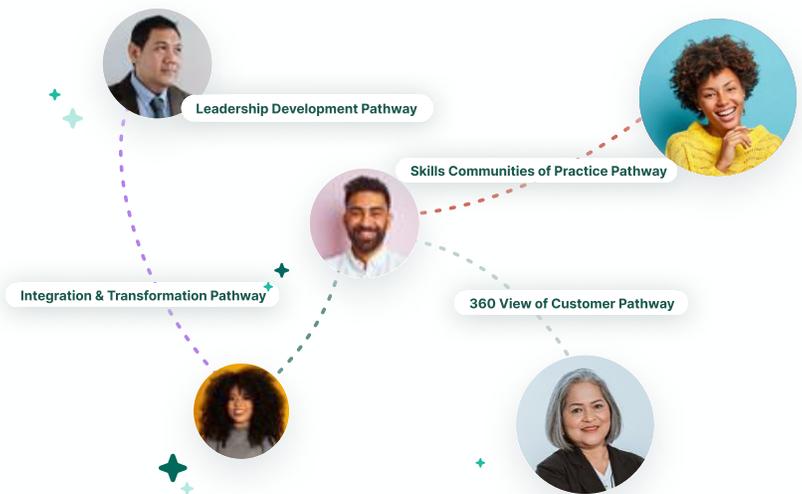
- 360 View of Customer & Cross-Sell
- Skills Communities of Practice



Employer of Choice

- Mentoring & Sponsorship
- Networking
- DEI, ERG/BRG, & Allies

Already have content you'd like to use? Use our flexible platform to automate your existing program, providing a continuous learning experience that leverages your institutional knowledge while providing visibility and insights to demonstrate ROI.



Learn more about us at tenthousandcoffees.com



Ten
Thousand
Coffees

Trusted by the world's leading employers to
create strategic social learning experiences
that drive performance.



McKESSON



BMO

