**Ten
Thousand
Coffees**

Onboarding Overview

Engage every new hire with an onboarding experience that drives productivity, belonging and retention
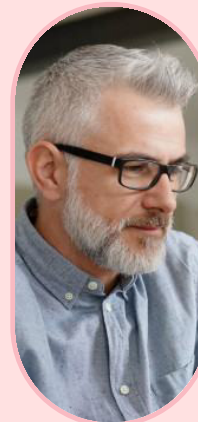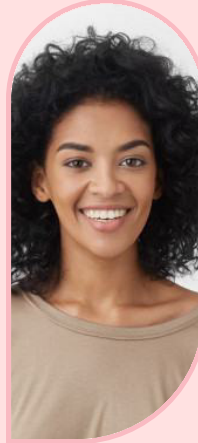
Table of Contents

Ten Thousand Coffees

Learn more about us at
tenthousandcoffees.com

Overview

Onboarding is more important than ever in a competitive talent market

We're in the midst of a war for talent - businesses are competing to secure the best talent at considerable cost to source and interview. However, candidates often have a five star experience throughout the interview process only to arrive at an onboarding experience that falls short of expectations.

Poor onboarding impacts retention, productivity and belonging and represents a huge financial cost to the business if new hires aren't retained - with estimates ranging from 50-200% of their salary (Gallup).

> *"At 10KC, we understand the weight first impressions carry at a new job. Our onboarding strategy is built with the intention of forming positive employee experiences that will bolster the likelihood of employees committing to organizations from Day One."*
>
> **Dave Wilkin, Co-founder, 10KC**

Here's what we know:

✓ Organizations with strong onboarding practices **improve employee retention by 82%.**

✓ **20% of new hires leave** for a new opportunity within the first 45 days on the job.

✓ Satisfaction among new hires **increases by 36%** when they have an onboarding buddy.

The problem? Current onboarding solutions are tedious, unstructured and far too technical. They miss the mark on providing the skills and relationships that set new employees up for success and drive an early sense of belonging.

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.

Ten Thousand Coffees

Learn more about us at
tenthousandcoffees.com

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.
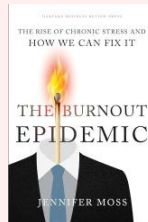
Catherine Brown
Founder,
Taybridge Leadership

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.

Learn more about us at
tenthousandcoffees.com
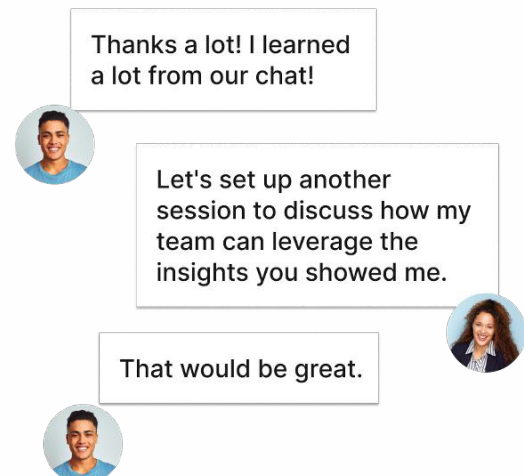
5

Business & Program Outcomes

At 10KC, we pride ourselves on delivering an onboarding 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

Key Business Outcomes

↑ **Performance**
↑ **Retention**
↑ **Engagement**
↑ **Belonging**

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.

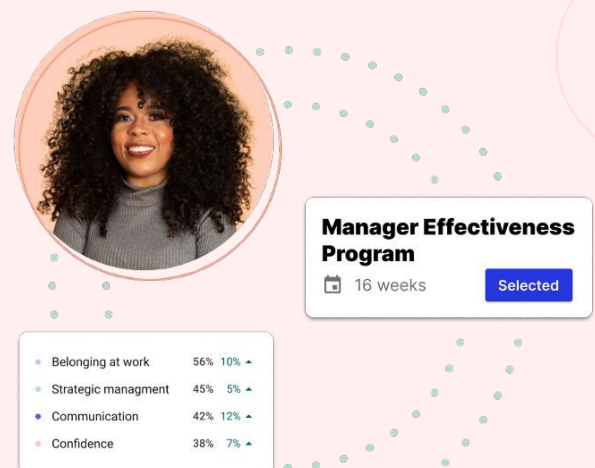## The best part? Your new hires will love 10KC.

Here's what our past participants say:

97% want to continue their relationship/connection post-program:
- **49% as a mentor**
- **29% as a sponsor**
- **50% as an informal connection**

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

93% want to be notified about future program offerings

Manager Effectiveness Program
📅 16 weeks   Selected

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

Ten Thousand Coffees

Learn more about us at
tenthousandcoffees.com

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 Onboarding 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
Onboarding Buddy Program

Office Hour
Meet the Leaders: Your Path to Success

Office Hour
Navigating Your First 30-60-90 Days

Office Hour
Building Your Network: Connecting with Colleagues and Peers

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 Onboarding Pathway, a curated blend of learning experiences all focused on preparing new hires and driving performance.
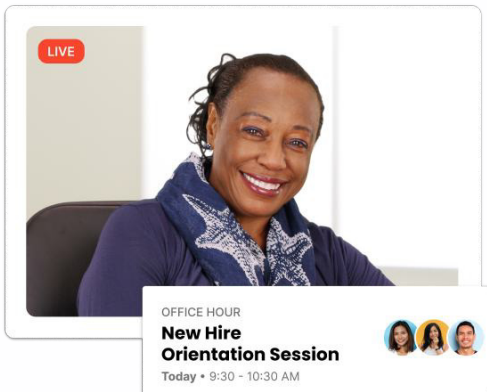

Development Programs

Initiate guided 1:1 or group conversations with a structured curriculum customized for new hires to feel supported and prepared to quicker time to productivity.

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

Outcome(s)
↑ Skill Development
↑ Role Effectiveness
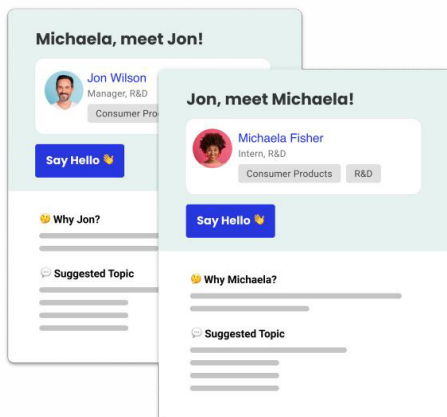↑ Onboarding Experience Satisfaction

Office Hours

Offer group learning sessions for leaders to share best practices and foster connections with new hires in the organization.

Outcome(s)
↑ Access to senior leaders
↑ Connection to company
↑ Enterprise Understanding

Introductions

Connect new hires with peers and colleagues, providing focused conversation guides to share tools and strategies for increasing productivity and collaboration.

Outcome(s)
↑ Sense of belonging
↑ Cross-team learning opportunities
↑ Connection to colleagues

Ten Thousand Coffees

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

8

Employee Experience

Employees' 4 month 10KC Experience

Mentorship

- New Hires participate in 1:1 or group Guided Conversations + Structured Curriculum with a Buddy, where they will learn the skills they need to succeed in the organization.

Sample Onboarding Program

Meeting 1	**Welcome! Let's get to know each other**
Meeting 2	**Learning Company Culture, Values & Norms**
Meeting 3	**Navigating the Organization & Building Successful Relationships**
Meeting 4	**Final Reflections & Growth Opportunities**

Group Learning Experiences

- In 4 months, they will have connected with 4+ leaders and Subject Matter Experts (SMEs) for 2-way group mentoring and learning opportunities. Attending sessions such as New Hire Round Tables, Leadership Ask Me Anything's, and more.

Networking

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

Effective Onboarding

What makes an effective onboarding program?

Winning Ideas

10KC Solution

Prioritize organization and social onboarding

Effective onboarding has 3 dimensions — organizational, technical and social (HBR). Unfortunately, 58% of organizations say their onboarding programs focus primarily on HR and technical processes (Sapling HR), while missing the organizational and social aspects of onboarding that promote engagement and retention.

A holistic experience

The 10KC solution consistently addresses all 3 dimensions through a community approach to onboarding to ensure employees are not only prepared to work, but also feel excited to be part of the team.

A direct line to leadership

Access to senior leadership helps new employees feel connected to your company's cause, vision, and mission from day one. But only 36% of employees feel like their leadership is supporting them in a way that makes them feel engaged.

Office Hours

Create a sense of belonging with our Office Hour feature, which brings together new hires and leaders for small group orientation conversations.

Form connections across teams

Employees who can reach outside their silos learn more, are more productive, and gain skills quicker. Yet, only 41% of 10KC's participants believe their organization is effective at fostering employee connections.

98% match score

Our Smart Match algorithm matches new hires with seasoned employees based on their shared interests and goals, creating more opportunity for genuine connection and mutual support.

Connections before Day One

First impressions matter. Meeting with an onboarding buddy 9x+ in the first 90 days increases feelings of productivity for 97% of new hires, and results in 36% more satisfaction with their onboarding experience (HBR).

Pre-Boarding Buddy Program

Stay connected to new hires between their offer acceptance and first day. Integrate them into your culture, ease new job nerves and reduce offer reneging.

Client List & Testimonials

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

IBM EY ascend global leaders OMERS AIG

Deloitte. pwc BMO RBC

KPMG adidas THOMSON REUTERS CADILLAC FAIRVIEW

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

"10KC became a vehicle for change for our DEI initiatives. By hosting strategic sessions between leaders and diverse talent, we were able to radically transform the way we approach topics around race and inclusion. 10KC allowed me to create these safe environments where diverse talent could share their perspectives and feel supported by leaders without fear of judgment."

Olivia Nuamah
Diversity and Inclusion Leader, PwC Canada

"The labor market is really challenging. And for really strong talent and specialized talent, they can get what you're offering in many organizations. But if they have a really deep sense of connection and belonging in the company that you work for, that's what's going to hold them."

Manisha Burman
EVP and CHRO, BCI Financial

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.

Leadership Development Pathway

Skills Communities of Practice Pathway

Integration & Transformation Pathway

360 View of Customer Pathway

Ten Thousand Coffees

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.

THOMSON REUTERS

McKESSON

EY

AIG

RBC

BMO