

Ten
Thousand
Coffees

People Manager Solution Overview

Build high performing
people managers with the
most in-demand leadership
skills for the new world of
work

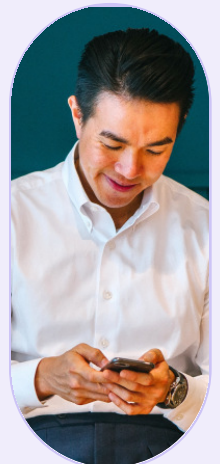


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Overview

The new world of work demands different leadership skills

Hybrid work environments, intense burnout, economic and political uncertainty have made the role of a manager in today's world ever more difficult. This, at a time when leaders are increasingly being asked to prioritize a more empathetic, inclusive, and accommodating leadership style.

And people managers are sounding the alarm, with 53% saying they feel unprepared to lead in this new world of work ([HBR](#)). To close this gap, businesses must proactively train people managers on how to lead effectively in an inclusive way that meets the demands of today's evolving workforce.



"People leaders are suffering from burnout at all time highs. To prevent this and ensure retention, companies must invest in their leadership skills, prioritize their well-being and develop their resilience so that they can succeed in a world that's in constant flux."

Dave Wilkin, Co-founder, Ten Thousand Coffees

Leadership development creates great managers, retains talent and keeps businesses competitive.

Here's what we know:

- ✓ Better career development opportunities are the leading reason people leave their jobs.
- ✓ 57% of L&D professionals say leadership and management are the highest priority skills for their organization.
- ✓ Leaders are suffering. 26% of managers suffer frequent or constant burnout.

The problem? Existing people manager training initiatives lack scale, aren't designed for the new world of work, and aren't built into employees' flow of work to ensure continuous learning.

Solution

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

We help people managers get the skills and relationships they need to succeed. We do this by providing software that delivers:

REACH & SCALE

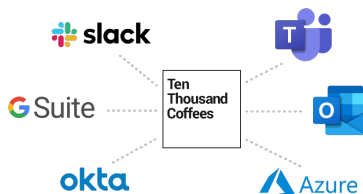
Match 1000s of employees in your organization for career development with the click of a button.

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 DEVELOPMENT PROGRAMS

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

REWARDS PARTICIPANTS

Our platform recognizes the employees that are connecting, leading 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 managers with high impact learning & development experiences.

10KC Features



People Manager Programs

Create guided development programs with structured curriculum and resources tailored to leading effectively in the new world of work.

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



Outcome(s)

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

Make Leaders More Visible with Office Hours

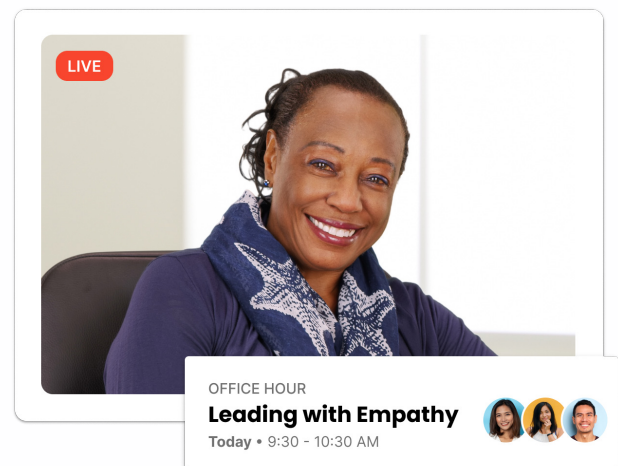
An interactive format to help current and future leaders gain new skills and exposure to management that will help them perform in their roles.

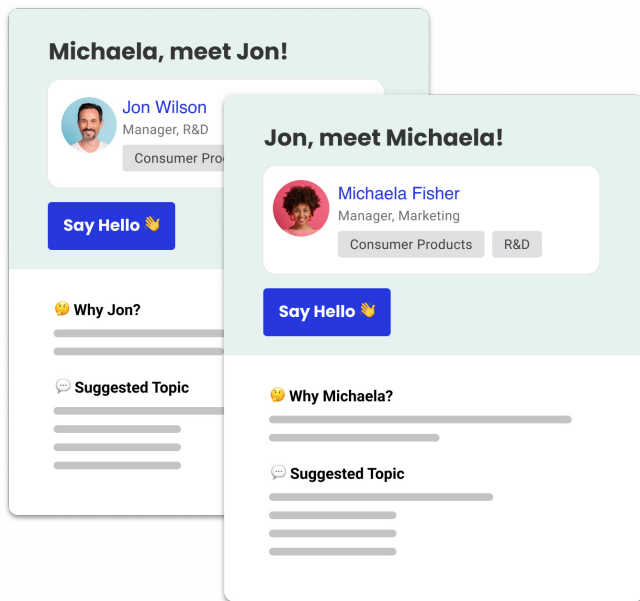
Ensure purposeful connections and conversations with solution templates curated to your leadership needs.



Outcome(s)

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





Smart Match Introductions

Automatically match employees with peers, leaders and mentors to build the network and skills needed to manage effectively in the new world of work.

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



Outcome(s)

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

Leadership Development has wide-ranging positive impacts — increasing sales, customer satisfaction ratings, productivity and work quality to name a few — while decreasing negative outcomes like absenteeism, turnover, and overtime.

Direct reports also experience the benefits of leadership development - reporting improvements like performance management, conflict management, communication and leading change (Association for Talent Development).



Employee Experience



Michaela Fisher (she/her)
Marketing Manager at CompanyCo

Marketing New York

Women's Alliance • Black Professionals Network

Before

This is Michaela.

Michaela was recently promoted to manage a team of 3 at CompanyCo.

She's never managed a team before and her current hybrid environment is making things tougher.

She's worried that her own performance will slip at the expense of managing her team.

How does Michaela get the tools she needs to lead her team at CompanyCo?

Michaela's People Manager Development Experience

Skills Development

- For the first 3 months, she'll participate in 1:1 Guided Conversations + Structured Curriculum with a Mentor, where Michaela will learn the skills she needs to create and manage a winning team.

Learning from Leadership

- In 12 months, she'll have connected with leaders & Subject Matter Experts (SMEs) for two-way learning opportunities around people management, empathy and how to build a strong company culture.

New Colleagues across the Organization

- In 12 months, she'll meet with 8-12 new targeted connections to support her leadership training & professional development goals. Connections can be colleagues also starting out as people managers or senior leaders who can share their experience.

After

Michaela no longer feels intimidated to lead a team.

She's made connections across departments that have equipped her with the tools she needs to train, engage and develop talent.

She's consulted with her mentor to better understand how to manage in hybrid work environments.

She's learned how to build a culture of trust, resilience and compassion.

Michaela feels secure in her ability to manage people at CompanyCo.

Sample People Manager Development Program

The need for strong leaders has never been more urgent.

The 10KC experience pairs developing people managers and seasoned leaders in the organization for 6 meetings on the most in-demand leadership skills.

📅 Meet monthly for 6 months

↔ People Managers ↔ Seasoned Leaders

Sample People Manager Development Program

Meeting 1: Leading in times of change

Meeting 2: Managing remote or distributed teams

Meeting 3: Resilience & adaptability

Meeting 4: Emotional intelligence

Meeting 5: Change management

Meeting 6: Mindfulness and managing stress



Guide participants through each conversation with our community-driven program curriculum. Each touchpoint includes a discussion guide of conversation prompts and resources focused on problem-solving, employee engagement, and navigating hybrid team dynamics.

Effective People Manager Development

What makes an effective people manager program?

Winning Ideas

Leverage your own bench strength

As competition for senior level talent intensifies, organizations must be more intentional about internal talent development rather than relying on expensive external hires.

Yet, a Deloitte study found that “more than 50% of people find it easier to get a job outside their organizations than inside.”

See leadership in action

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

Practical and action-oriented

Neuroscience teaches us that we retain learning best when the emotional circuits within our brain are activated through lived experiences. Leadership development, in turn, works best when it replicates lived leadership experience and context.

Measure progress

To accurately measure the ROI of learning and development programs, you need to track learner progress and real-time behavioral changes. Due to the individual nature of learning, it's also important to aggregate these results at the organizational and team level.

10KC Solution

Community-powered internal mobility

When employees join 10KC, they're getting not only a mentor or coach, but a community. Our community-driven approach provides participants with the motivation and support to enable career progression.

Two-way dialogue with senior leadership

Our Office Hours feature provides a platform for leaders to connect and engage with employees on important subjects that drive opportunity for genuine connection, humility, listening, and empathy.

Peer to peer learning

We match peers based on shared interests and goals, and provide participant resources such as conversation starter questions, guided exercises and toolkits to ensure an incredible development experience.

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 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

- ↑ Skill Development
- ↑ Enterprise Understanding
- ↑ Career Development
- ↑ Career Mobility
- ↑ Role Effectiveness
- ↑ Cross-Team Collaboration
- ↑ Access to Senior Leaders
- ↑ Connection to Colleagues
- ↑ Connection to Company
- ↑ Sense of Belonging

Key Business Outcomes

- ↑ Engagement
- ↑ Promotion
- ↑ Retention



"Leadership takes work. It takes time and energy. The effects are not always easily measured and they are not always immediate. Leadership is always a commitment to human beings."

- Simon Sinek, Optimist and bestselling author

*quoted from **Leaders Eat Last: Why Some Teams Pull Together and Others Don't***

Ten Thousand Coffees offers more than a leadership program. We deliver a holistic development experience.

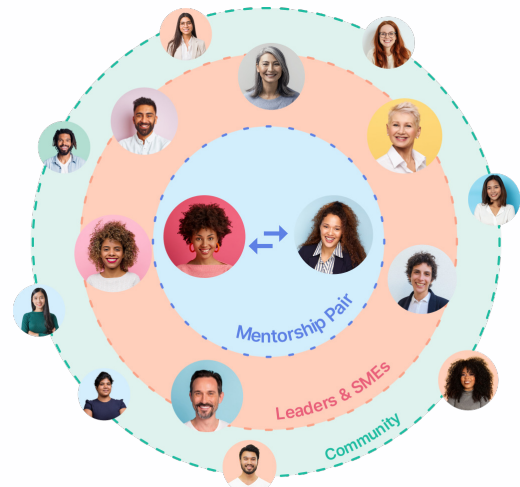
Our software provides purposeful connections and opportunities for employee engagement in both onsite and hybrid workforces by providing each individual with a genuine sense of mastery, purpose and autonomy.

Here's how we do it:

1. Community Approach

When employees join Ten Thousand Coffees, 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 critical internal networks across your organization and the relationships that are essential to a leader's success.



2. Participant Resources

Throughout the experience, we provide the tools to turn a causal 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

Ten Thousand Coffees' solution provides 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 different ways to participate and allows them to manage their time commitments.



Client List & Testimonials

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



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



"With the shift to hybrid work, our focus has turned to connecting our teams in a more organic way. 10KC allows us to recreate those serendipitous hallway conversations where employees share and learn from each other. We also use 10KC to foster open dialogue between leaders and employees on mental health. Everyone has been impacted in some way these last two years and it is important to have authentic conversations as we move towards new ways of working."

Victor Tung
U.S. Chief Technology and Operations Officer and Chief
Information and Operations Officer, BMO Capital Markets

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

