

# Ten Thousand Coffees FAQs

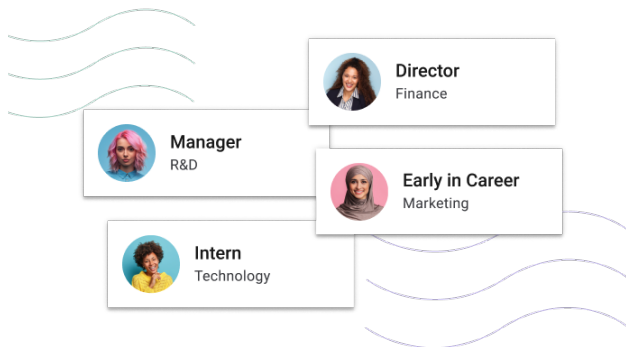
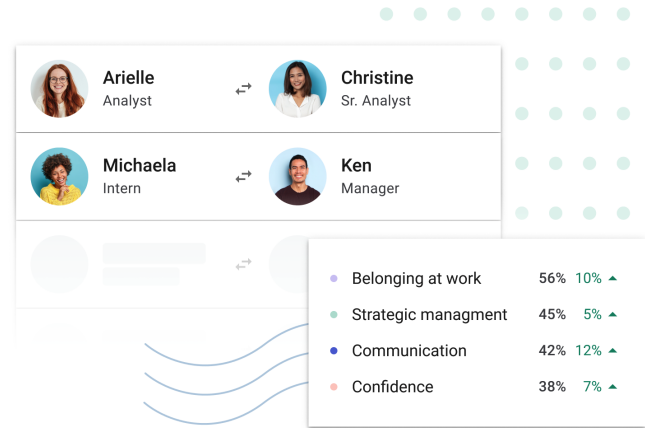
Welcome to Ten Thousand Coffees (10KC)! We're excited you're here. You've probably got a few questions before you get started—we would too. So we've answered some of the most common ones below.

## What is 10KC?

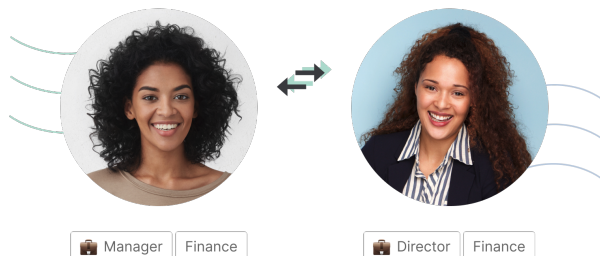
10KC is a talent development platform that helps every employee build their internal network by connecting them with peers, mentors, and leaders who can help them reach their development goals.

## Why are we using 10KC?

We've partnered with 10KC to help every employee stay engaged and connected, develop their skills, find cross-team collaboration opportunities, and uncover new career pathways.



Finding a career sponsor



## How do I join?

It's easy! You'll receive an invite directly in your inbox from the 10KC team. Open it up and click the link provided to set up your profile. Details like your name, email address, and role will already be populated for you. All you'll need to do is follow the onboarding flow to add your goals, interests, and ice breakers. Then you'll be ready for your first introduction.

## Why should I join 10KC?

So many reasons! For starters, you'll meet peers who share your goals and interests for targeted conversations that can help you develop a new skill or learn about career opportunities. Plus, you'll gain access to roundtable discussions with senior leaders across the organization on topics such as, mentorship, diversity and inclusion, or career development.

## How should I connect with my introduction?

That is totally up to you! We recommend connecting over our existing virtual meeting tools meeting tools or the old fashioned telephone. If you're meeting through video, be sure to keep your camera on so you're engaged!

## What do I do if I don't think my introduction is relevant?

It's easy to jump to conclusions. But, you never know what you might learn from a new introduction. Even if you think your introduction may not be relevant, connect anyways! Chances are you'll share more in common than you think. Who knows, maybe your expertise and experience will help them learn something new. If you truly believe your connection is not a good match, consider updating your goals and interests on your profile.

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## Why do I need to add goals and interests to my profile?

To get the most relevant matches 10KC will use the goals and interests you select to determine who you'll be matched with. The more personal and detailed your goals and interests, the more tailored your experience will be.

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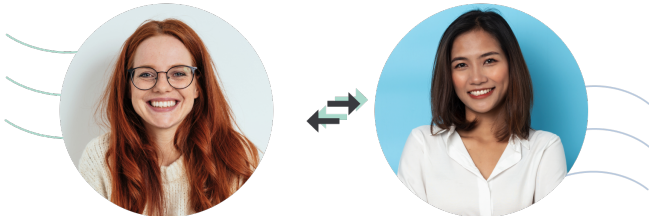
## What are Office Hours?

When a new Office Hour is scheduled, you'll receive an invite in your inbox that tells you who is hosting, when it's happening, and what will be covered. RSVP right from that email to reserve your spot. You'll have a chance to submit your own question to the event organizer to help guide the discussion. If you can no longer attend an event you RSVPd to, make sure to cancel your attendance to make room for your colleagues on the waitlist!

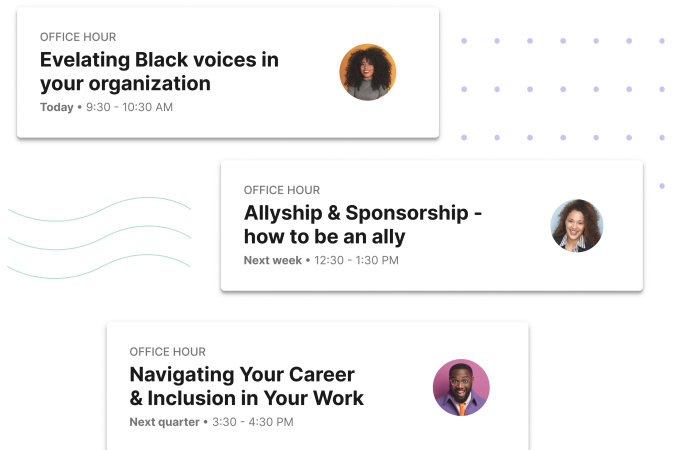
## How do I leave feedback about the program?

After every introduction or Office Hour session, 10KC will follow up with a quick feedback survey. Please take a few minutes to fill it out as completely as possible. Your feedback helps us measure and improve the success of our program.

Developing your career as a woman in tech



Data Scientist Vancouver Office Director, Architecture New York Office



## There is someone specific I want to talk to, how do I make sure we get matched?

We can't guarantee who you'll be introduced to. But, you can easily connect with other members using the member directory. Here you can search for members and start a conversation right from their profile.

## I am super busy, can I pause introductions for a bit?

Of course! We know how busy life can get. If you are feeling overwhelmed, simply log into your profile and click "Pause Introductions" on the right-hand side of the screen. When things calm down, click "Unpause Introductions" to resume connections. No hard feelings!



Didn't find the answers you're looking for?

Don't sweat it. You can reach out to 10KC directly to chat with someone from their team here: [customer-success@tenthousandcoffees.com](mailto:customer-success@tenthousandcoffees.com).