Mentoring through Online Communities

Adeel Hussaini, TCS

April 19
Research shows that roughly 33 percent of employees decide whether to stay onboard with an organization or leave within their first 30 days of employment.

"A mentor empowers a person to see a possible future, and believe it can be obtained."

- Shawn Hitchcock

"A mentor enables new hires to smoothly adopt to the organizational culture"
Types of Mentoring

- **Transactional Mentoring**
  - This is short term in nature and is more to do with seeking information for a task/goal. e.g: Suggestions for a good restaurant or seeking someone’s advice to choose between two options. Majority of mentoring falls under this category and to do this type of mentoring, it is not mandatory to build trust in the mentoring relationship.

- **Life Changing Mentoring**
  - This is long term and changes who you are as a mentee. Unlike transactional mentoring, this is the true value adding mentoring that we should be focusing on. In this kind of mentoring, there is a sustained relationship where the mentor and the mentee invest in a relationship that is based on trust and respect. Though several people can give you advice at a transactional level, this may be useful on a short term basis but it will make little difference in the long run.
Role of Digital

Digital is not about mobile, AI and Cloud. It is not only about technology - it is about a change of perspective of a problem.

Google knows more about you than you know about yourself!

Visibility has emerged like never before. We need to combine this visibility with the ability to take action from anywhere. This is digital!

Today we can manufacture to the sample size of one.

Digital is an opportunity to reimagine everything possible.
Online Mentoring through Communities
TCS is a Global IT services provider

- $100+ BN Market Cap Apr 19
- $20,09 BN Revenue FY 19
- 143,000+ Women Associates – 35% Gender Diversity
- 2200+ Clients 55 Countries
- 230 Offices 46 Countries
- 425,000+ Employees 147 nationalities
- 97.4% Repeat Business
- 147,000+ Women Associates – 35% Gender Diversity
- $20,09 BN Revenue FY 19
- 230 Offices 46 Countries
- 425,000+ Employees 147 nationalities
- 97.4% Repeat Business

Responsible
People Caring
Innovative
Leading Brand
Customer Centric
Innovation – Use exponential power of the Ecosystem

TCS’ start-up program is organic, highly structured, and currently one of the largest among services companies.

- Mette Ahorlu
  Research Director, IDC
Mentoring Communities: Collaboration via Enablers

Mentorship through Online Communities enables knowledge, good practice and information sharing through various enablers. It gives a competitive advantage and helps develop good personal and professional relationships between stakeholders by sharing ideas.

- **Create Posts**
- **Comment & Reply**
- **Emails and SMS**
- **Live Chat**
Sample Community Learning Page
Discussion On: 'James Harding quits as BBC head of news'

By Ritish Jagapati | 10 Oct 2017 11:53

Former Times editor had been considered a frontrunner to take over as director general from Tony Hall. James Harding is to stand down as director of news and current affairs at the BBC, one of the most influential jobs in British journalism. Harding, who edited the Times before joining the BBC in 2013, said he would leave early next year to start a media company that had a "distinct approach to the news and a clear point of... Read More

TCS Lucknow

Join Now
Live Video Conferencing: One to One
Live Chat: To enable constant engagement

- Chat with Users from anywhere / anytime from Desktop / Android Phone / iPhone / Tablet / mTOP App
- Chat sync Feature to sync chats between devices
- Share files via Chat
- Chat history for users
- Sending offline messages
Gamification: To Improve participation

- Gamification to drive adoption using Badges
- Users can build reputation based on their activity in communities
- Motivation for users to engage actively with peers
- Badges hierarchy can be configured based on needs
Benefits of Mentorship through Online Communities
Sustained Engagement

- Powering peer learning with communities of learning
- Videos/learner aids

24x7 learner moderation & assist

Augment curriculum with learning repositories

6,47,668 interactions recorded
1,56,216 media uploaded
Contextual Learning

- Contextual links to real time development for content/topics/subjects
- Knowledge repositories (Information on Tap)
- Industry interaction to build relevance
- Community based structure to bring contextual relevance

63,085 blog posts uploaded in 5,090 communities
Mentoring-on-the-go

- Cloud hosted for 24X7 availability
- Online mentors for anytime query support
- Mobile supported UI for device based access

On-the-go access for the mobile generation
Mentoring in TCS

**iBelong** – A New Joiner Integration Experience Platform. It creates a sense of belonging and accomplishment leading to positive outcome for all stakeholders. 360 connect between New Joinee, Supervisor and Mentor.

**MILO** – The Mentoring Assistant. MILO, (means ‘’MEET’’ in Hindi) ‘’the mentoring Assistant is anytime - anywhere, socially enabled and community moderated which would automatically facilitate Mentoring discussions between Mentee-Mentors and also collect feedback from them periodically.

**iConnect** (connect platform) and **Inspire** (High potential program). The objective of both is to ensure our budding leaders can leverage on the wealth of experience and expertise of our more seasoned ones.
Closing Remarks

- “Completely outrageous…. Completely inspiring”. If you do not know what your ‘Mount Everest’ is, you will never achieve it!
- If you are a mentee, you should know what your ‘Mount Everest’ is. The mentor in turn helps the mentee define and crystallising his/her ‘Mount Everest’

International Mentoring Day – 17th Jan, 2018
THANK YOU