

Global Mentoring at Fortune 500 Financial Services Provider

River Unifies Employees Across 18 Global Locations and
Creates Employee-Driven Learning

River Metrics*

4,375 Participants

1,013 Active Engagements

15% of all employees are involved in the mentoring program

**Program metrics as of April 2012*



THE CHALLENGE:

Launch an enterprise-wide mentoring program, unifying 18 localized programs into one, while also creating an employee-driven learning program.

At a large, global Fortune 500 financial services provider, innovation and strategic insight are key. The company constantly looks for ways to improve employee engagement, retention, management skills, and career and personal development opportunities as a way to stay ahead of the competition. They understand the value of mentoring and wanted to make this practice available to all 29,800 employees across the enterprise. Many longstanding mentoring initiatives at this organization occurred on a local level, with private programs in place at various locations, but these disparate programs were isolated and small in scope. They wanted to transition the private, local programs from across their 18 global locations into one unified mentoring program for the entire organization.



THE SOLUTION:

Use web-based River to unite their mentoring programs and create a single, central platform for enterprise social learning.

This company chose River as a way to provide mentoring and social learning to all employees around the world. “We chose River for two main reasons. One, the software is capable of supporting all 29,800 global employees, which was critical to us. Two, the River team’s broad and modern view of mentoring (as a deep form of social learning) aligned well with our desire to push mentoring as a development and learning option available to each employee for more than just traditional career advancement,” said a key stakeholder of the program. On a global level, River allows their employees to connect, learn from, and support one another while also advancing the company’s talent development initiatives.



THE RESULT:

A successful merger of programs into one that is employee-driven, with 15% of employees currently involved in mentoring on a global level.

The organization piloted River for three months with 1,350 participants from several select groups that were geographically dispersed and where management had expressed a strong interest in promoting the mentoring software. The program coordinators sought input from program managers of the existing local mentoring initiatives to gain their perspective on who should be part of the pilot. This collaborative approach helped them educate and gain support from key stakeholders and influencers.

With River, this organization puts the control of learning into the hands of their employees, creating an employee-driven rather than organization-driven process. “We know that empowering people to take charge of their own learning and mentoring will allow them to address their own unique learning needs, positively impacting their job performance and satisfaction with the company. We want employees to be able to find learners and advisors who best fit their needs, regardless

of locations, job functions, seniority and other typical barriers,” said their administrator.

This global, inclusive and company-wide audience has been very receptive to River, with participation numbers reaching 15% of the organization. During the Q1 2012 goal setting period, more than 8,000 employees incorporated the program into their performance planning with their managers. “We point to River as an integral tool for employees to use to manage their career and personal development needs,” said the program administrator. “The fact that we have a single solution for everyone drives home the message that we are all connected, and makes people feel like a part of the company, regardless of factors that may otherwise divide us.”

All of this helps build more diverse, widespread and comprehensive learning networks within the organization, supporting the corporation’s development strategy.

BUILDING MOMENTUM



During our pilot, we received numerous requests from employees outside of the pilot audience who had heard about the program and who wanted to participate. After our pilot, we used this interest and built upon this momentum to make River available to all of our employees, regardless of level, location, length of service, etc. This feature has been vital in unifying our culture and creating an inclusive program where people can find knowledge resources within the company’s community who can positively impact their jobs and performance.

- Program Administrator



River is an award-winning social learning platform.

A SaaS solution, we have helped hundreds of Fortune 1000 companies and SMBs enable modern mentoring, peer learning, coaching and social learning.

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