OPENMENTORING®

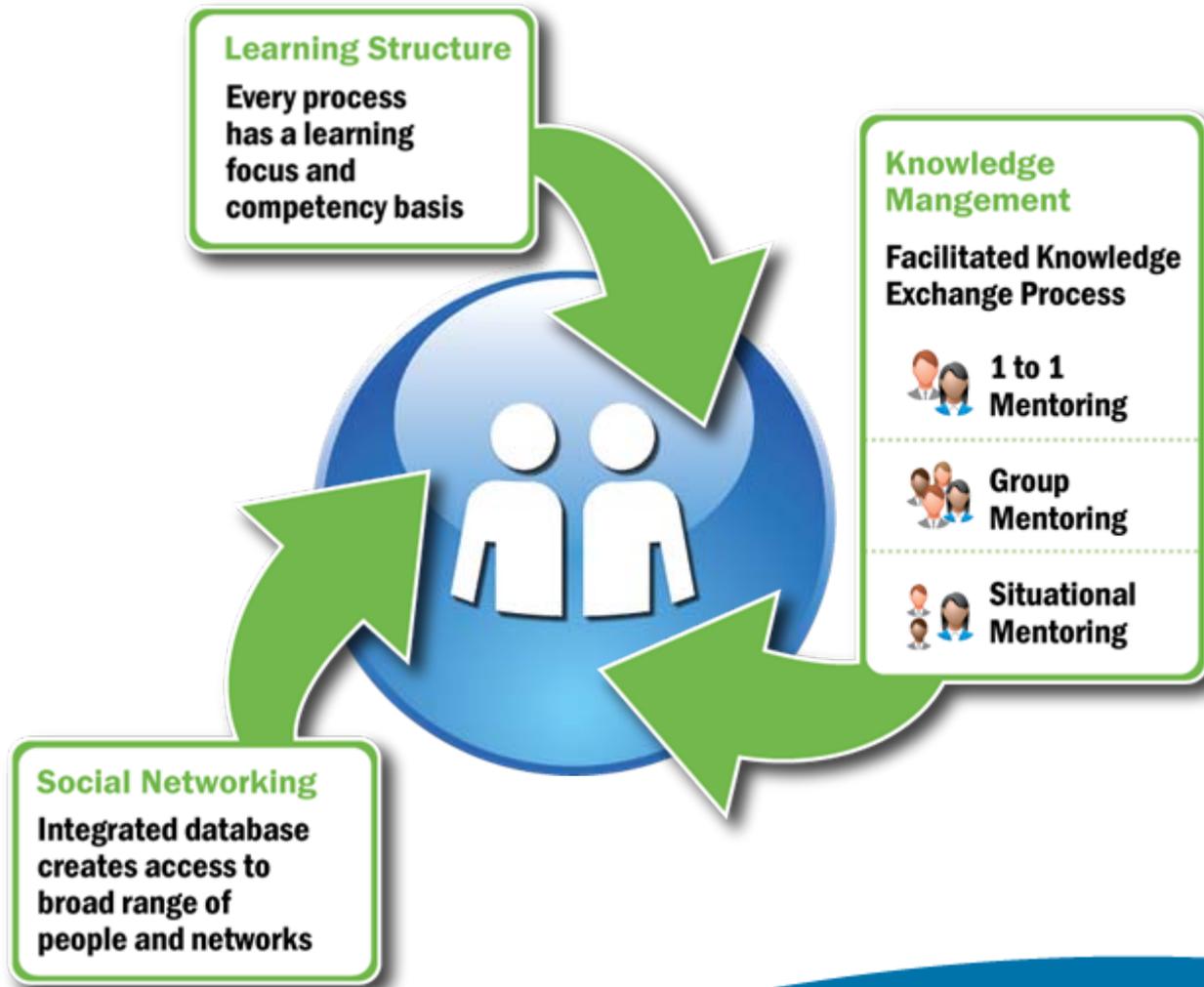RECYCLE YOUR KNOWLEDGE™

ANU
THE AUSTRALIAN NATIONAL UNIVERSITY

and
Open Mentoring®

- Open Mentoring is a social learning management system that supports the three main elements of social learning:

  1) *Learning Structure* – Every e-mentoring interaction has a learning focus and competency basis.

  2) *Knowledge Management* – A facilitated knowledge exchange process occurs through one-to-one, group, and situational mentoring.

  3) *Social Networking* – An integrated database creates access to a broad range of people and networks.

- It allows organizations to match, manage and measure one-to-one, group and situational mentoring relationships built around customized learning projects.

- The solution provides the resources, technology and consulting to create an effective mentoring culture across geographical distances.
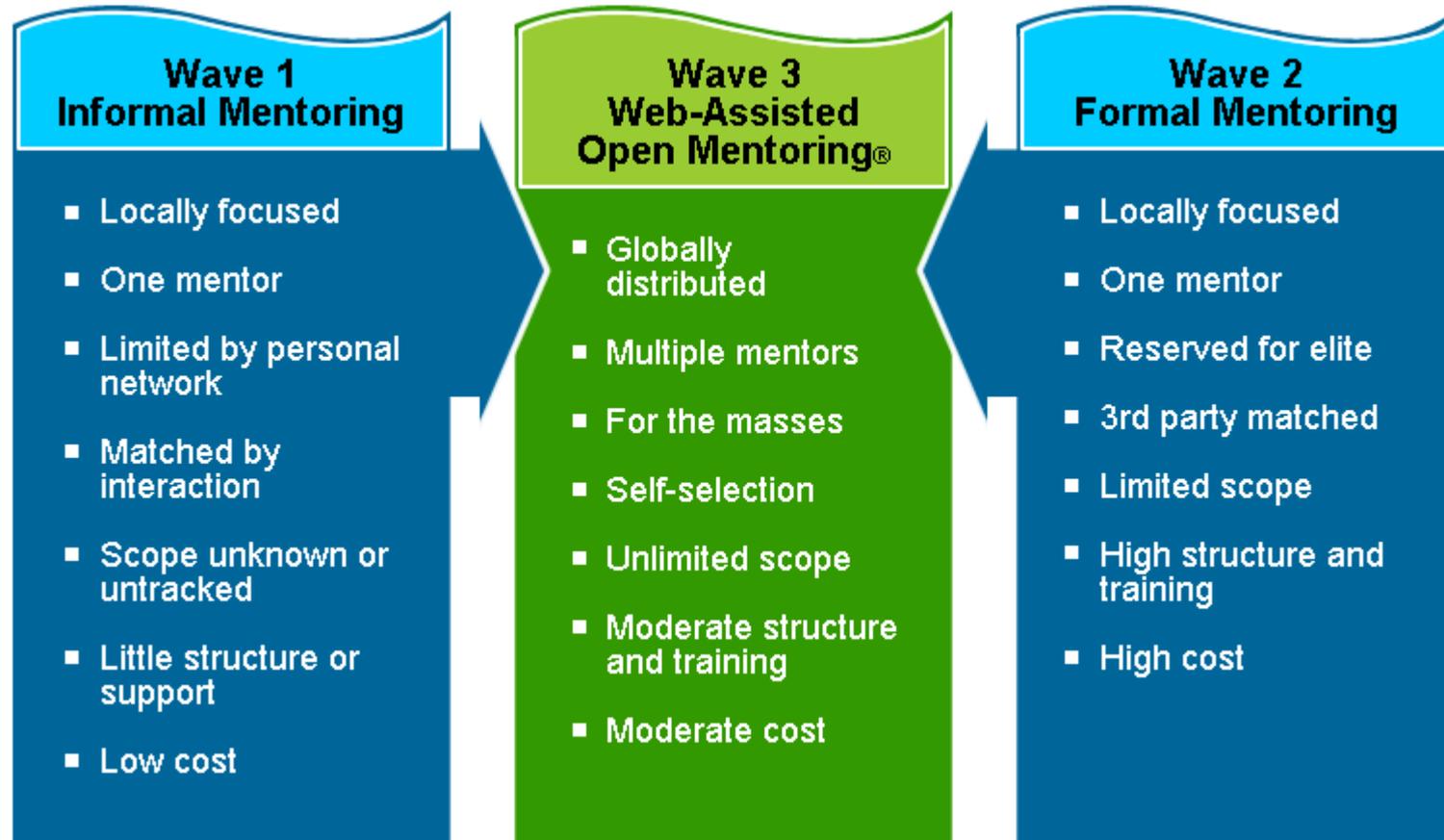
OPEN**MENTORING**®

BY TRIPLE CREEK

Learning Structure

Every process has a learning focus and competency basis

Knowledge Mangement

Facilitated Knowledge Exchange Process

1 to 1 Mentoring

Group Mentoring

Situational Mentoring

Social Networking

Integrated database creates access to broad range of people and networks

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User Mindset
Executive Support
SUCCESS
Program Integration
Mentoring Momentum
Measure Progress

- Develop the right user mindset

- Sustain senior executive support

- Integrate mentoring with other programs

- Expand mentoring momentum

- Measure program progress

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BY TRIPLE CREEK

Wave 1
Informal Mentoring

- Locally focused
- One mentor
- Limited by personal network
- Matched by interaction
- Scope unknown or untracked
- Little structure or support
- Low cost

Wave 3
Web-Assisted
Open Mentoring®

- Globally distributed
- Multiple mentors
- For the masses
- Self-selection
- Unlimited scope
- Moderate structure and training
- Moderate cost

Wave 2
Formal Mentoring

- Locally focused
- One mentor
- Reserved for elite
- 3rd party matched
- Limited scope
- High structure and training
- High cost

Open Mentoring® uses 3 levels of mentoring:

1. Information: Resourcing, Advising, Enlightening

    The accountability, intensity, and trust in the relationship are minimal.

2. Skill: Teaching, Coaching, Modeling

    The accountability, intensity, and trust in the relationship are moderate.

3. Advocacy: Guiding, Consulting, Sponsoring (typical mentoring)

    The accountability, intensity, and trust in the relationship are maximized.

This process also facilitates an opportunity for mentees to develop mentoring relationships outside of their vertical silos.

- Users access the tool through a customized web portal

- Easy to use interface increases adoptability

- Resources and support are available to all users

How Mentoring Works

Mentoring is a personal enhancement strategy through which one person facilitates the development of another by sharing known resources, expertise, values, skills, perspectives, attitudes and proficiencies. It allows the learner to build skills and knowledge while attaining goals for career development. Conversely, it provides the opportunity for the experienced individual to further enhance his/her skills and knowledge areas by continuously reassessing and building upon those areas.

This web-based mentoring process guides the mentee through assessing his/her development needs, finding a suitable mentor from a dynamic database, and creating a mentoring agreement. It also supports the participants through utilities such as messaging and calendar functions, allowing for collaborative discussions and easy planning and scheduling.

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1. Mentors and mentees assess areas of expertise and learning goals.

2. Mentees and mentors connect using the robust matching system.

3. Champions and administrators measure progress and outcomes.

1.

2.

3.

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BY TRIPLE CREEK

- Quickly view all relationships, whether as a mentor or mentee.

- Easily view all archived (past) relationships.

- Based on their role and permissions, mentors and mentees can participate in one-to-one, group or situational relationships.

Create Your Account Information

Please provide the following information.

First Name: John

Last Name: Doe

Email Address: jdoe@3creek.com

(i.e. someone@OMTour.com)

Username: jdoe

Sorry, that Username is associated with an existing user. Please enter another, or Log In as an existing user.

The User Name must meet the following criteria:
- Use between 1 min. - 20 max. characters.
- Only letters and numbers in your User Name.
- Special characters will not be accepted (e.g., & % $ @ # *)

Password: ••••

The password must meet the following criteria:
- Only letters and numbers. No special characters (e.g., & % $ @ # *).
- Use between 1 min. - 50 max. characters.

Confirm Password: ••••

OM Tour User Group Code: 100000

Need your Group Code? Contact Support

Business Unit: Department

Corporate HR

Business Unit

Corporate HR - TALENT MANAGEMT

Time Zone: (-7:00) Mountain Time (US and Canada)

Country: United States

State/Province: Colorado - CO

City: Denver

Primary Phone: 303-707-0800

Secondary Phone: (Optional)

Job Specific Information:

Functional Expertise: Select Your Functional Expertise
- Administration
- Communication
- Customer Service
- Finance

(To select multiple items, hold down the "Ctrl" key and click your selections.)

Job Level: Senior Manager

Years Before OM Tour: 4-6

Total Years of Experience: 10-14

Job Title: Talent Acquistions Manager

Diversity Infomation:

Gender: (Optional) ⊙ Male ○ Female ○ No Selection

Ethnicity: (Optional) Select Your Ethnicity
- African-American
- Asian or Pacific Islander
- Caucasian
- Hispanic

(To select multiple items, hold down the "Ctrl" key and click your selections.)

Languages: (Please select all languages in which you are fluent) (Optional)
- Dutch
- Efik
- English
- Estonian
- Faeroese

(To select multiple items, hold down the "Ctrl" key and click your selections.)

Upload Picture: (Optional) [Browse...]
(.gif, .jpeg, .jpg file formats only)

Submit

Please Note: For security purposes, your session will time out after 60 minutes unless you click the "Submit" button.

Troubleshooting

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- Open Mentoring is configured with client competencies.

- Mentors identify their areas of strength.

- Mentees identify their areas of learning need.

- Open Mentoring uses these selections to suggest the best match for a mentee.

Self-Select Matching Feature

- Provides mentees with a pre-qualified list of mentors

- Allows mentees to further sort mentors based on specific criteria

- Saves administrators time and resources compared to hand-matching

- Provides mentors with a list of mentees that they may be best suited to help

- Allows mentors to further sort on mentees based on specific criteria

- Mentors can then invite a mentee who they would like to work with

- Administrators can match mentors and mentees by program.

- Administrators can sort potential mentors by various criteria to find the best match.

- Matching can be done all at once, or over a period of time.

Ming, Lisa (project: Executive Development Group: XYZ Mentees)

| Project Goals | Mentee Profile | Request Details |

- ✔ Build Relationships
- ✔ Get Results
- ✔ Think Strategically
- ✔ Manage Change
- ✔ Decision Making

I will have a complete understanding of:

The various degrees of leadership in the organization.

I will be able to:

Select a Mentor (✱ – over mentee cap)

Mentor Name	Match	Level	Group	Business Unit	City	State	Dist. (mi)	Avail.	Curr.	Cap	Pend.
Woo, Ken	67%	Advocacy	Mentor Demo	Corp Finance - CORPORA...	Dallas	Texas	1479.7	8	0	10	2
Danson, Todd	56%	Advocacy	Mentor Demo	Legal Group - GOVMNT R...	Des Moines	Iowa	1545.3	7	1	10	2
Mayfield, Doris	56%	Advocacy	Mentor Demo	Corporate HR - TALENT M...	New York	New York	2563.7	9	1	10	0
Garfield, Stan *	67%	Skill	Mentor Demo	Corp Finance - TREASUR...	San Diego	California	458.1	0	0	1	1

☑ Hold this Match

[Cancel] [☑ Email] [View Bio] [Assign] [Invite]

- Administrators can invite or assign people to participate in a group

- Group home page shows recent messages posted, tasks added, and new documents uploaded

- Group participants can see any messages, attachments and polls in the Messaging area

- Calendar items may include meetings, events and tasks

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New Group Setup

i Use the form below to start your new group or select an existing group to duplicate the settings from.

Group Name: _____ *

Group goals and objectives: ✓

[text area]

Characters remaining: 500

Criteria for Participation: ✓

[text area]

Characters remaining: 500

Enrollment Type: *
- ○ Invitation Only
- ○ Open to all (Join Automatically)
- ○ Restricted (Must request to join)

Enrollment Period: *
- ⦿ Users may join any time
- ○ User may only join in a set period

Group Code: 172993 - Demo use only Mentees ▾

Available to Group:
No Filter
999999 - Default Mentee Group
172993 - Demo use only Mentees
100000 - Default Mentor Group
659937 - Demo use only Mentors ▾

[Next]

Support | 🖨 | Font Size: ⊕ ⊖

New Group Setup

i Enter group settings

Enrollment Start Date: _____ [📅] *

Maximum number of Group Members: 5 *

Meeting Type: ○ Physical ○ Virtual *

Physical Location: _____

i Communication defaults for the meeting events

Virtual Location URL: _____

Call In Number: _____ | > Country < ▾

Alternative Call In Number 1: _____ | > Country < ▾

Alternative Call In Number 2: _____ | > Country < ▾

Alternative Call In Number 3: _____ | > Country < ▾

Alternative Call In Number 4: _____ | > Country < ▾

Add Additional Phone

Moderator Code: _____

Participant Code: _____

i Additional Resources

✓
[text area]

Characters remaining: 2000

i Select between 1 and 5 learning descriptions below to help users find your new group

General Learning Descriptions

☐ Interpersonal Effectiveness	☐ Business Acumen	☐ Improve Processes
☐ Leverage Diversity	☐ Develop Others	☐ Retain Talent
☐ Build Relationships	☐ Value Creation	☐ Continuous Learning
☐ Get Results	☐ Decision Making	☐ Technical Expertise
☐ Market Focus	☐ Foster Collaboration	☐ Be a Team Player
☐ Leadership	☐ Think Strategically	☐ Financial Acumen
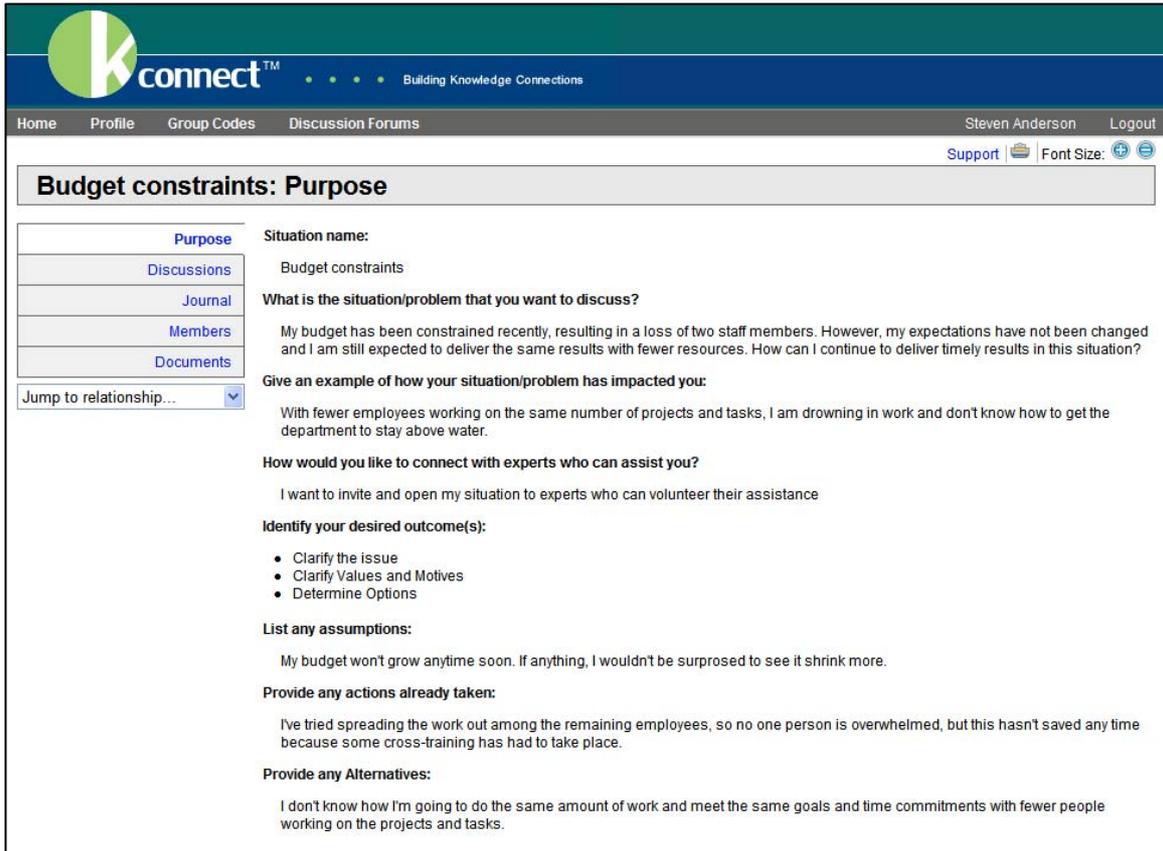
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- Situational mentoring guides users through the process of framing up a specific issue, problem or decision in a way that identifies the desired outcomes.

- Learners can search the database and find one or more people who have expertise in that area and would want to join them in a collaborative learning project.

- Experts can search available situations and offer their expertise.

- A robust set of collaborative tools within provides a platform for interaction and learning.

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New Situation Setup

i Frame up your situation

What is the situation/problem that you want to discuss?: ᴬᴮᶜ

> Provide a concise sentence that describes your main concern or dilemma. It should start with: 'How do I ...?'

Characters remaining: 500

Give an example of how your situation/problem has impacted you: ᴬᴮᶜ

> This may include key factors, stakeholders, and critical events.

Characters remaining: 500

How would you like to connect with experts who can assist you?:

○ I only want to connect with experts that I invite

○ I want to invite and open my situation to experts who can volunteer their assistance

Identify your desired outcome(s). Please select all that apply:

☐ Clarify the issue   *

☐ Clarify Values and Motives

☐ Determine Options

☐ Reach a Final Decision

Describe other desired outcome: ᴬᴮᶜ

Characters remaining: 500

i Select between 1 and 5 areas of learning that you anticipate will result from addressing this issue/situation.

General Learning Descriptions

☐ Interpersonal Effectiveness	☐ Business Acumen	☐ Improve Processes
☐ Leverage Diversity	☐ Develop Others	☐ Retain Talent
☐ Build Relationships	☐ Value Creation	☐ Continuous Learning

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Motivating Employees:

i Please review the following optional entry fields to be used to provide additional information on your situation/problem.

List any assumptions: ᴬᴮᶜ

> What assumptions are you making about yourself, others, or the outcomes?

Characters remaining: 500

Provide any actions already taken: ᴬᴮᶜ

> What have you tried so far to understand or address the issue?

Characters remaining: 500

Provide any Alternatives: ᴬᴮᶜ

> Detail all the possible actions you could take to resolve the issue?

Characters remaining: 500

Finish

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Forums

Onboarding
New employees need a resource to guide them through the first few months. This is a discussion area intended to provide that assistance for those in our onboarding group.

New Managers and Supervisors
This forum is for those employees who have recently become a new Manager or Supervisor. Please read over the discussion items as they may hold answers to questions you haven't even asked yet. Welcome to your new role!

[   ] Search

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Each client has a customized learning library which can include:

1. Downloadable self-paced workbooks for mentees and mentors
2. Topical monthly newsletters
3. A link to computer-based training

You can use Triple Creek's mentoring resources and include your own.

Just-in-time help windows are also available within Open Mentoring.

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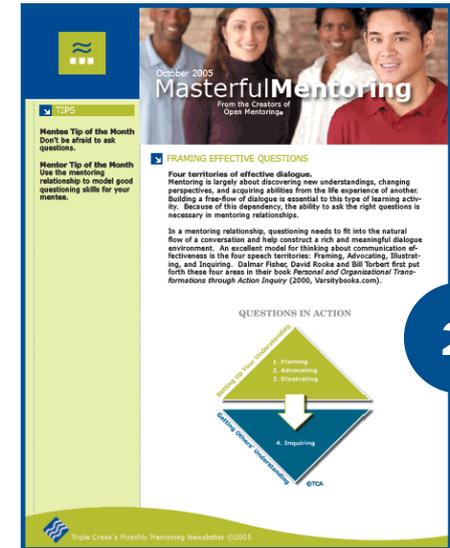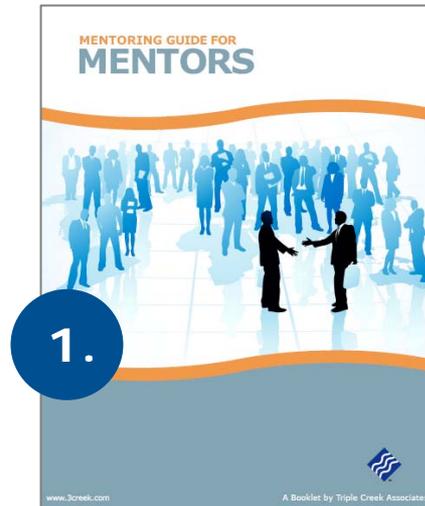
- Open Mentoring includes tools to help sustain the mentoring relationships including a mentoring agreement, document sharing and a personal journal.

- Mentors and mentees can interact via a threaded discussion platform and shared calendar.

Effective Characteristics	Always 1	2	3	4	Never 5
1. Goal-Oriented	1	2	3	4	5
2. Seek Challenges	1	2	3	4	5
3. Take Initiative	1	2	3	4	5
4. Show Eagerness to Learn	1	2	3	4	5
5. Accept Personal Responsibility	1	2	3	4	
Ineffective Characteristics	Always 1	2	3	4	Nev
1. Too Self-Promoting	1	2	3	4	
2. Too Busy	1	2	3	4	
3. Lack Passion for Others' (Mentor's) Area of Expertise	1	2	3	4	
4. Lack Focus	1	2	3	4	
5. Overly Dependent	1	2	3	4	

Based on this evaluation, are you ready to become a mentee? If not, what would need to be do
in order to get ready?

_____

_____

Participants can determine if they are ready for a mentoring relationship

Effective Characteristics	Always 1	2	3	4	Never 5
1. Spot the Potential & Believe in Others	1	2	3	4	5
2. A Networked & Resourceful Guide	1	2	3	4	5
3. Display Patience and Tolerance	1	2	3	4	5
4. Give Encouragement	1	2	3	4	5
5. See the Big Picture	1	2	3	4	5
Ineffective Characteristics	Always 1	2	3	4	Never 5
1. Too Busy to Mentor	1	2	3	4	5
2. Use the Mentee as Help	1	2	3	4	5
3. Overly Critical	1	2	3	4	5
4. Not with the Times	1	2	3	4	5
5. Ego Striving	1	2	3	4	5

Based on this evaluation, are you ready to become a mentor? If not, what would need to be done
in order to get ready?

_____

_____

Assessments help with self-reflection and mentor/mentee preparedness

OPEN**MENTORING**®

BY TRIPLE CREEK

- **Executive Support**
  Our strategic support staff works with senior level executives to create and promote the mentoring vision within your organization.

- **Strategic Support**
  We team with systems and process experts to ensure the successful implementation, rollout and ongoing expansion of Open Mentoring.

- **Administrator Support**
  We work with internal administrators who assist with promotion and recruitment activities, as well as interact with the system on a regular basis to run and analyze reports and manage mentor/mentee groups.

- **End User Support**
  Our strategic support staff provides relational advice for mentors and mentees who use Open Mentoring for workforce development.

How We
SUPPORT YOU

Executive Support

Strategic Support

Administrator Support

End User Support

Mentoring Culture
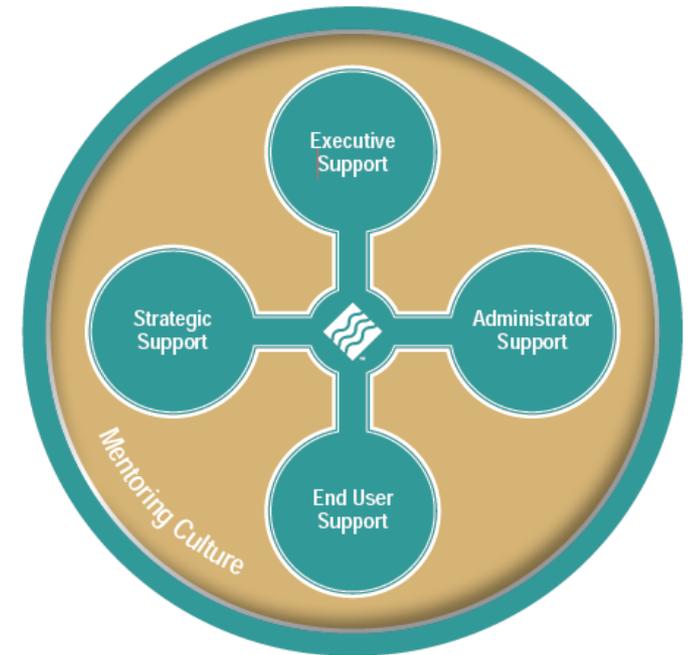
- Allows for multiple sub-programs without the need for additional websites

- Significantly decreases overall staff (or staff time) required to manage the programs

- Offers a flexible and scalable solution that can meet the needs of multiple initiatives or business groups

Open Mentoring Administration						Logged in as: Laura Francis
Home	Reports	Manage Emails	Discussion	TCA Tools		Log Out

Administer Mentee Groups for OM Tour

[Add Mentee Group] [View All Mentees] [View Mentor Groups]

3 Records Found

Code	Group Name	Limit	#	Assoc. Mentor Groups	Edit	Members
789366	Company-wide Mentees	4000	2500	Company-wide Mentors	Edit	Members
815897	Top Talent High Potentials	50	50	Top Talent Mentors	Edit	Members
250652	Zurich Mentees	250	36	Zurich Mentors	Edit	Members

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Administrators create and manage new user recruitment campaigns

- Create your own custom Asset pages as marketing tools.

- Track the effectiveness of your targeted messages.

- Spend more time and energy on strategic planning activities with targeted recruiting efforts.

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Prospecting Tool - Campaign Reports
Triple Creek Associates

Campaign Reports
Campaign Name: **Demo Mentor Sign Up** From Name: **Derek Trenda** From Email Name: **dtrenda@3creek.com**

All Messages

⬅ Return to Manage Campaigns

Email Content Launched: 03/03/2009 (subject: Please sign up to be a mentor!) (type: Asset Page)			
Delivery Metrics			
Audience Total	Email Dispatched	Error Email	Total Bounces
1	1	0	0
User Conversion			
OM Adoption			
0			

Email Content Launched: 03/03/2009 (subject: Reminder - Please sign up to be a mentor!) (type: Asset Page)			
Delivery Metrics			
Audience Total	Email Dispatched	Error Email	Total Bounces
1	1	0	0
User Conversion			
OM Adoption			
0			

Email Content Launched: 03/03/2009 (subject: Reminder - Please sign up to be a mentor!) (type: Asset Page)			
Delivery Metrics			
Audience Total	Email Dispatched	Error Email	Total Bounces
1	1	0	0
User Conversion			
OM Adoption			
0			

OPEN**MENTORING**®
BY TRIPLE CREEK

- Administrators create and manage participant surveys.

- They can use survey templates or customize their own.

- They can track results through the tool's reporting area.

- The tool allows administrators to focus attention on what questions to ask, what population to survey, when best to survey users, etc.

Survey Builder - Manage Campaigns
Triple Creek Associates

Upcoming Campaigns

GO → Create/edit a survey to get started

Mentor Satisfaction Survey -- Created 11/10/05 by Laura Francis
Edit Campaign

EDIT AUDIENCE | ADD MESSAGE | VIEW SURVEY | PAUSE LAUNCH ⏸ This Survey is SCHEDULED FOR LAUNCH.

Scheduled Date	Subject	Test Email	Edit Email	Reporting
11/11/05	Mentoring Program Survey	✓RESEND	EDIT	⊘

Past Surveys

Mentee Satisfaction Survey -- Created 11/01/05 by Laura Francis
Edit Campaign

VIEW AUDIE...

Scheduled Dat				eporting
Sent 11/01/05				VIEW

Survey Builder - Reporting
Triple Creek Associates

Campaign Reports

Campaign Name: **Mentee Satisfaction Survey**
From Name: **Mentoring Administrators**
From Email Name: **mentoring@3creek.com**

All Survey Responses   ← Return to Manage Campaigns

Mentoring Satisfaction Survey

Current View: **All Survey Responses**
Showing Survey(s): **10 of 10**

1. Please rate how effective the mentoring program was in helping you achieve your goals.

Rating	Scale	Responses	%	Chart	Avg. Rating
Very Effective	3	6	60.00 %		2.60
Somewhat Effective	2	4	40.00 %		
Not Effective	1	0	0.00 %		

2. Please rate how satisified you were with your mentoring partner.

Rating	Scale	Responses	%	Chart	Avg. Rating
Very Satisfied	5	3	30.00 %		4.20
Satisfied	4	6	60.00 %		
Neither Satisfied/Dissatisfied	3	1	10.00 %		
Dissatisfied	2	0	0.00 %		
Very Dissatisfied	1	0	0.00 %		

- Administrators can access a suite of standard reports or customize their own.

- Reports help track and monitor effectiveness of the mentoring program.

- The reports reduce the administrative burden associated with manually gathering and aggregating quality and usage metrics.

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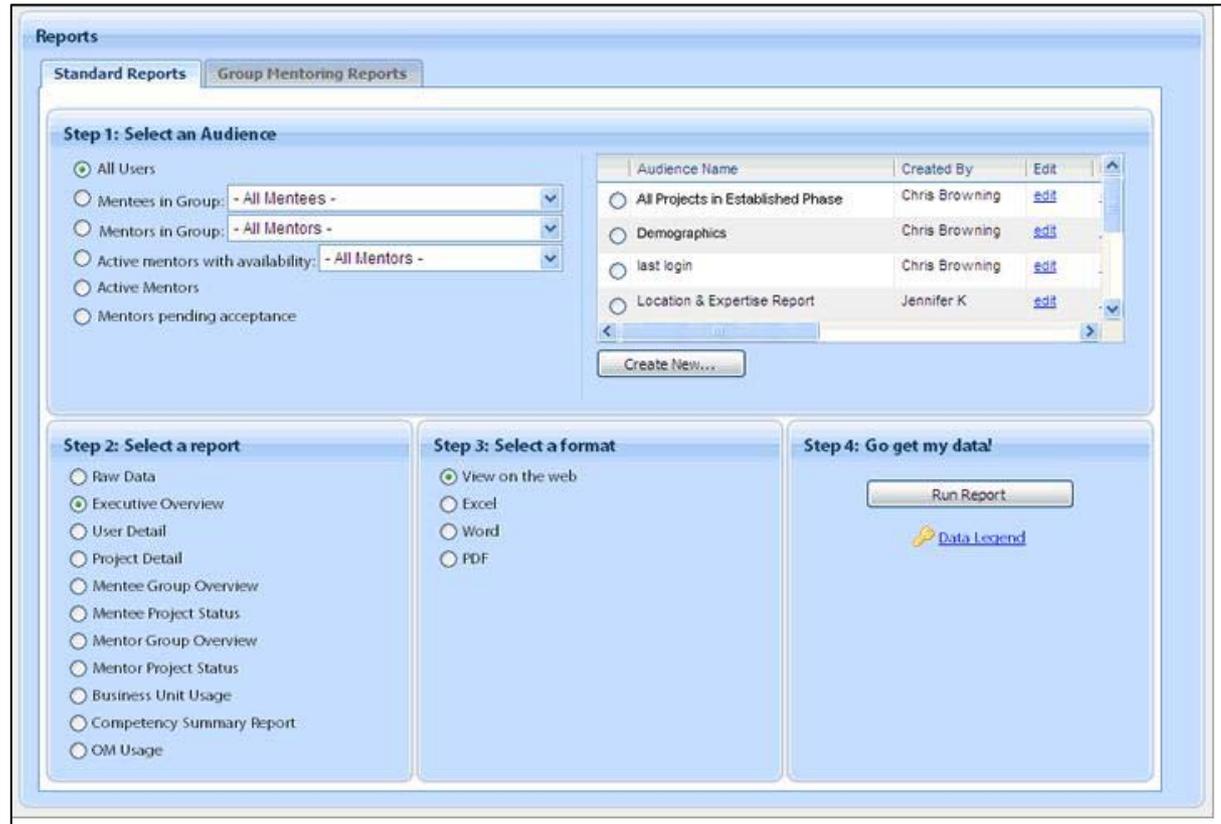
Competency Summary Report

This report provides high-level statistics of the various competencies users have selected in the Open Mentoring®® Application.

Create New Subset Query

Filter Report With: All Users ▼

Run Report

Competency	# Mentee Projects	# Mentees	# Mentors
Global Competencies			
Use Initiative	104	47	79
Continuous Learning	77	49	77
Market Focus	37	28	35
Interpersonal Effectiveness	34	26	57
Think Innovatively	93	50	73
Leadership	96	56	82
Be a Team Player	55	31	66
Value Creation	32	20	43
General Learning Descriptions			
Build Relationships	103	58	88
Get Results	73	43	63
Develop Others	38	27	71
Think Strategically	37	30	48
Financial Acumen	73	35	48
Manage Change	82	43	74
Technical Expertise	41	25	41
Improve Processes	27	18	57

Mentee Project Status - Totals: **OM Tour**

Total Number of Mentees: 97

Total Number of Projects: 138

Total Number of Groups: 28

Establish: 34 (24.64%)

 Agreement Initiated: 2 (1.45%)

 Agreement Defined: 6 (4.35%)

 Admin Match Requested: 1 (0.72%)

- Establish - Agreement Initiated: 2
- Establish - Agreement Defined: 6
- Establish - Admin Match Requested: 1
- Establish - Invited, Not Responded: 25
- Sustain: 16
- Archived - Established: 76
- Archived - Sustain: 4
- Completed: 8

Executive Overview for OM Tour

Total Number of Participants: 208

Mentees: 130 (62.5%)

Initiated an Agreement: 113 of 130 (86.92%)

Never Initiated an Agreement: 17 of 130 (13.08%)

Mentors: 125 (60.1%)   Write In Mentors: 6

Completed Bios: 109 of 125 (87.2%)

Completed Bios and Active: 108 of 125 (86.4%)

Mentored at least once: 35 of 125 (28%)

Never have mentored: 90 of 125 (72%)

Mentee Groups: 43   Mentor Groups: 39

Project Status Totals:

Total Number of Mentees: 97
Total Number of Projects: 138
Total Number of Groups: 28
Establish: 34 (24.64%)
 Agreement Initiated: 2 (1.45%)
 Agreement Defined: 6 (4.35%)
 Admin Match Requested: 1 (0.72%)
 Invited, Not Responded: 25 (18.12%)
Sustain: 16 (11.59%)
Closure:
Completed/Archived: 88 (63.77%)

 Established: 76 (55.07%)
 Sustain: 4 (2.9%)
 Completed: 8 (5.8%)

- Establish - Agreement Initiated: 2
- Establish - Agreement Defined: 6
- Establish - Admin Match Requested: 1
- Establish - Invited, Not Responded: 25
- Sustain: 16
- Archived - Established: 76
- Archived - Sustain: 4
- Completed: 8

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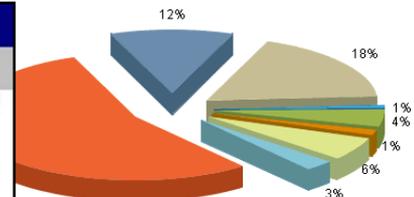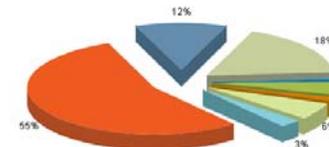
Notifications

- Emails prompt users to complete required activities

- They increase relational accountability and mentoring effectiveness for all users

Encouragements

- Emails encourage users to complete key activities

- They decrease the need for follow-up activities by administrators and increase overall utilization of the application

Subject: Invitation to Open Mentoring® from: Tamara Jackson
To: Doris Mayfield
From: Open Mentoring® Administrators

Dear Doris,

You have been invited to be Tamara Jackson's mentor for project: **1st Development**.

To view and respond to the invitation, please use this Project Link to log in. Once in the project, please provide feedback on the five sections of the agreement.

Regards,
Open Mentoring® Administrators

This is an automated message. Please do not reply to it. Contact your mentoring partner or the system administrator via the program.

Customizable

- Emails may be customized including company specific language and contact information

OPEN**MENTORING**®

BY TRIPLE CREEK

- Triple Creek provides unlimited end-user support.

- Our experts can be the first point of contact for all technical and relational questions.

- We create an Escalation Policy with you, so you control how your end-user questions are handled.

OPEN**MENTORING**®
BY TRIPLE CREEK

- Open Mentoring includes an online community aimed at bringing organizations together to share experiences, learning and knowledge around mentoring, coaching and expert knowledge sharing programs.

- This community offers a venue for administrators from myriad organizations to find one another, discuss common problems and ideas for solutions, share best practices and success stories, and support one another through their common experiences and innate understandings.

- Open Mentoring® is scalable for global mentoring programs.

- Current clients have users in 54 different countries on 6 continents.

- Administration can be done from one central location or by global region.

Argentina	Greece	Portugal
Australia	Hong Kong	Russia
Belgium	Hungary	Singapore
Brazil	Kuwait	South Africa
Canada	India	Spain
China	Indonesia	Switzerland
Costa Rica	Ireland	Taiwan
Czech Republic	Italy	Turkey
Egypt	Japan	United Arab Emirates
El Salvador	Malaysia	United Kingdom
France	Mexico	United States
Germany	Peru	
Grenada	Pakistan	
	Philippines	
	Poland	

	Percentage of Clients Using Initiative
Creating a Mentoring Culture	80%
Skill Development	77%
Leadership Development	67%
Diversity Initiatives	63%
Retention	63%
Distance Mentoring	60%
Career Management	57%
High-Potential Development	50%
Employee Morale	47%
Workforce Development	47%
Voluntary Participation	47%
Talent Management	43%
Connecting Departments/Divisions (Cross Silos)	40%
Knowledge Management	40%
Sharing Best Practices	37%
Performance Management	37%
Executive Development	33%
Global Mentoring	30%
Improving Productivity	30%
Large, Enterprise-wide usage	27%
Onboarding/New-Hire	23%
Training Follow-up	20%
Succession Planning	20%
Mentoring w/Intact Work Groups	17%
Transitional Orientations	10%

*September 2005 TCA client survey

OPEN**MENTORING**®
BY TRIPLE CREEK

- Founded in 1994 with a focus on organizational development and integrated solutions

- Released Open Mentoring® in 2000

- Triple Creek has more than 100 clients in 52 different industries

    - 56 clients are Fortune 1000® or Global 500®

    - More than 40 clients use Open Mentoring® for global programs

- Clients have users in 54 different countries on 6 continents

- Met 100% of expectations of time to implement

- Our integrated mentoring process includes technology and strategic consulting to assure client success

OPEN**MENTORING**®
BY TRIPLE CREEK

Energy and Chemicals
  CITGO Petroleum Corporation
  Dow Chemical Company
  Monsanto
  Suncor Energy

Engineering, Construction and Transportation
  Bechtel Corporation
  Norfolk Southern Corporation
  Washington Division of URS Corporation

Financial, Insurance and Professional Services
  Aon Corporation
  Credit Suisse (USA), Inc.
  Ernst & Young
  Fannie Mae
  Fidelity National Financial
  Guardian Life Insurance Company
  Interpublic Group (IPG)
  Marshall & Ilsley Corporation
  Merrill Lynch
  Northern Trust Corporation
  Royal Bank of Scotland
  Standard Bank
  US Bank

Food and Beverage
  Brown-Forman
  McDonald's Corporation
  MillerCoors
  PepsiCo
  Sodexo, Inc.
  Yum! Brands

Government and Defense
  Academy Women
  BC Public Service Agency
  Defense Finance and Accounting Service (DFAS)
  Federal Aviation Administration (FAA)
  Interior Health Authority
  MITRE Corporation
  Rockwell Collins
  U.S. Border Patrol
  U.S. Coast Guard
  U.S. Department of Education – Office of Inspector General (OIG)
  U.S. Department of Energy – National Nuclear Security Administration (NNSA)
  U.S. Navy - Naval Network Warfare Command
  U.S. Navy - Naval Sea Systems Command
  U.S. Navy - Naval Surface Forces

OPENMENTORING®
BY TRIPLE CREEK

Healthcare and Pharmaceuticals
Amgen
Catholic Healthcare Partners
DaVita
McKesson Corporation
M. D. Anderson Cancer Center
Merck
Novo Nordisk
Owens & Minor
Seton Family of Hospitals

High Tech and Research
Agilent Technologies
Applied Materials, Inc.
CDW Corporation
KLA-Tencor
SunGard
Verizon Business

Higher Education and Associations
American Association of Museums (AAM)
American Public University System
Asian Health Care Leaders Association
Association of Public Health Laboratories
Australian Mentor Centre
Capella University
Chicagoland Chapter of the American Society for
Training & Development (CCASTD)
Cosmetic Executive Women
Minority Corporate Counsel Association (MCCA)
Oncology Nursing Society (ONS)
Society for Human Resource Management (SHRM)
University of Texas at Austin

Manufacturing, Consumer Goods and Services
Bridgestone Americas
Chrysler
Ecolab
Goodyear
LeasePlan USA
Saint-Gobain
Thomson Corporation

A November 2008 client survey revealed:

98%	are satisfied with the quality of Open Mentoring®.
98%	say Triple Creek provides quality strategic support and expertise to help move their program(s) forward.
98%	say Triple Creek Account Managers help push them to expand their thinking about their organization's mentoring vision.
98%	agree that Triple Creek provides quality End User support.
98%	say Triple Creek addresses technical issues in a timely manner.
90%	are making good progress toward the established goals of their mentoring program(s).
85%	are pleased with the quality of their organization's mentoring program(s).
85%	are willing to serve as a reference for Triple Creek to prospective clients.
79%	are willing to collaborate with Triple Creek on a case study and/or article.