



# Technical Mentorship Program

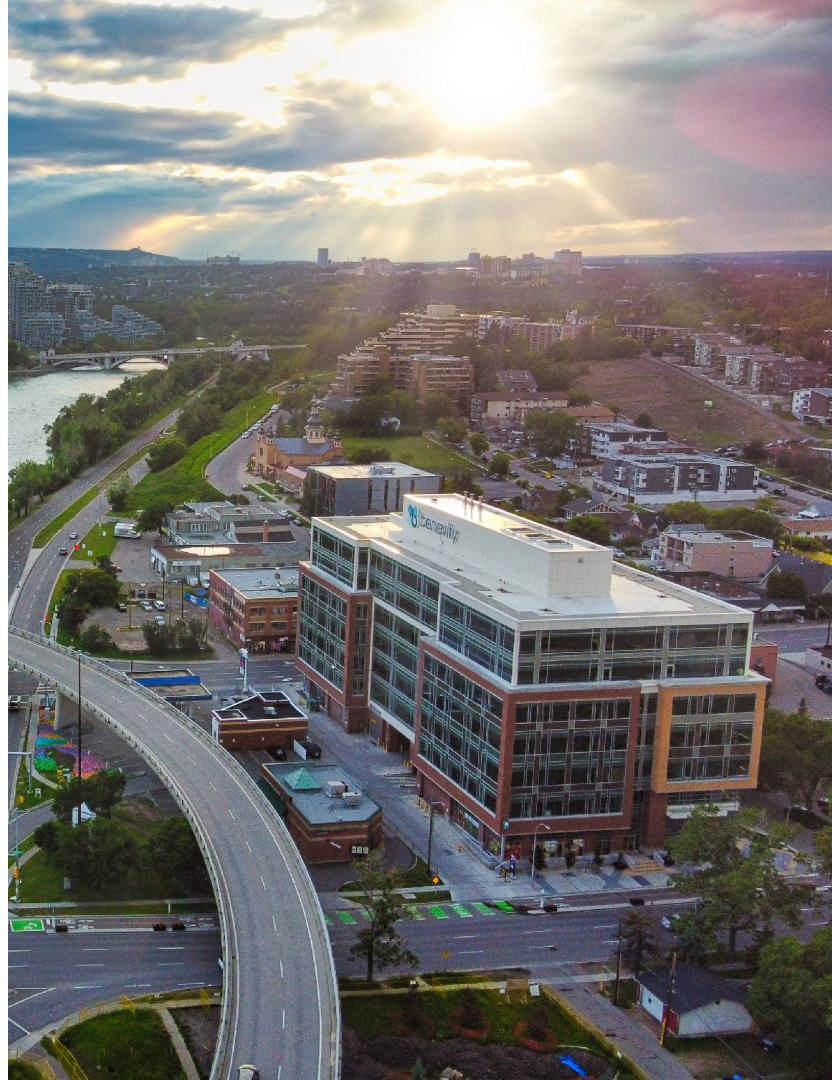
Bonnie Ting, Software Development Manager  
Cindy Fitzel, Leadership Program Advisor

# A bit about Benevity

- ✓ Global locations: **Calgary (HQ), Barcelona, London, Paris, Singapore, Geneva, Sydney**
- ✓ Employees: **800+**
- ✓ Clients: **900+**
- ✓ Changemakers: **19 million**
- ✓ Nonprofits in Benevity's database: **Over 2 million**
- ✓ B-Corp score: **112.1**



**USING  
BUSINESS  
AS A FORCE  
FOR GOOD.**





“Tell me and I forget, teach me  
and I may remember, involve me  
and I learn.” – Benjamin Franklin



“Alone, we can do so little;  
together, we can do so much.” –  
Helen Keller

# Agenda

- Why did Benevity need a Technical Mentorship Program?
- Strategic Steps in Building and Launching
- Key Learnings and Future Plans
- Q & A

# Why does Benevity Need a Technical Mentorship Program?

- High developer churn
- Strong team affinity to specific tech stacks and products
- Poor developer experience
- Perception of slow delivery of new features/projects
- Revamp individual contributor career skills definition
  - Mentorship was now an expectation of higher role levels

# Primary Goals

- **Technical skill development**
- Career growth
- Knowledge transfer



## Secondary Goals

- Knowledge sharing culture
- Networking
- Leadership
- Soft skill development



# Strategic Steps



# Technical Mentoring Steering Committee



**Bonnie Ting**  
Software Development  
Manager



**Cindy Fitzel**  
Leadership Program  
Advisor



**Aleem Mohamed**  
Software Development  
Manager



**Avery Roswell**  
Manager, DevOPS



**Camilo Rostoker**  
Director of Software  
Development

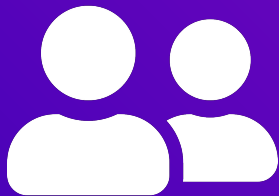


**Mani Dumpala**  
Director of Software  
Development



**Paula Blackmore-White**  
Sr. Manager, People  
Development & Enablement

# Program Structure



One-to-One



Recommended  
3-month cadence



Outcome driven approach,  
guided by mentorship  
agreement



4-6 hours  
Per month



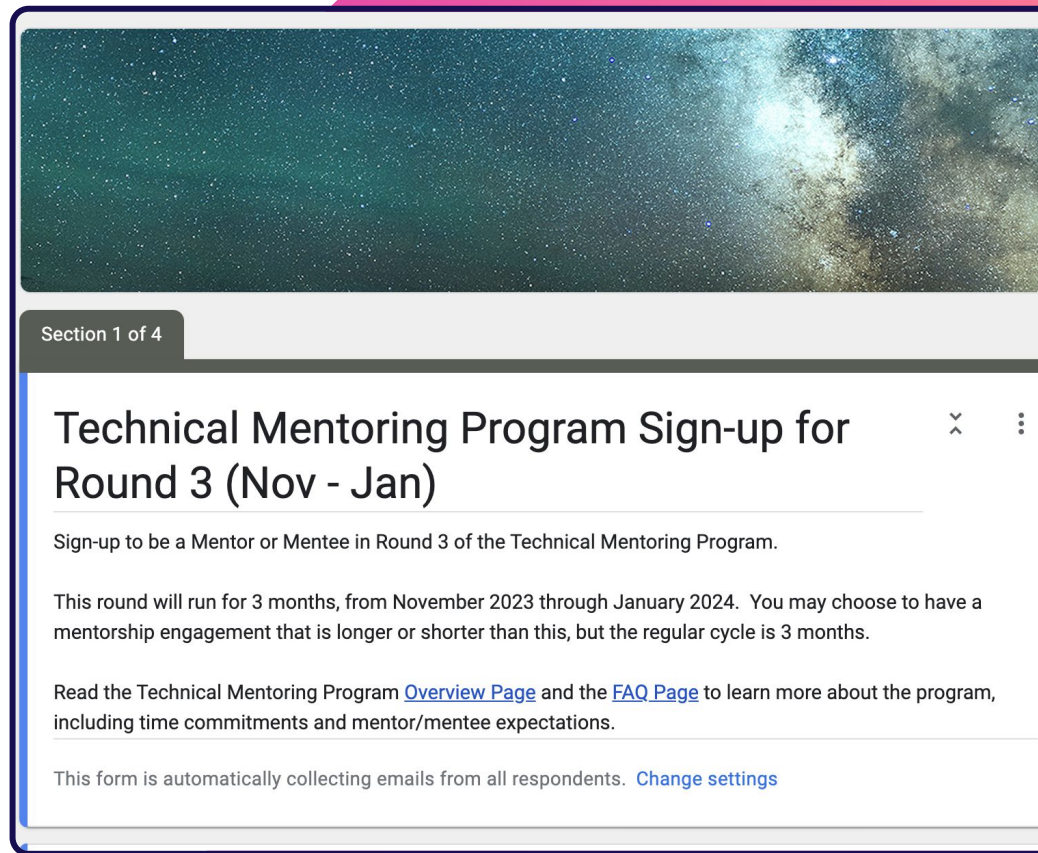
Confidential



# Mentorship Activities

# Program Launch

- Communication
- Registration
  - Role Level
  - Skills sets



Section 1 of 4

## Technical Mentoring Program Sign-up for Round 3 (Nov - Jan)

Sign-up to be a Mentor or Mentee in Round 3 of the Technical Mentoring Program.

This round will run for 3 months, from November 2023 through January 2024. You may choose to have a mentorship engagement that is longer or shorter than this, but the regular cycle is 3 months.

Read the Technical Mentoring Program [Overview Page](#) and the [FAQ Page](#) to learn more about the program, including time commitments and mentor/mentee expectations.

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# Matching Process

- Software program
- Custom algorithm
- Steering committee reviews matches before finalizing
- Mentee approved before engagement moves forward

# Resources & Support

- Program Wiki and FAQs
- Resources provided to Mentors
  - Kick off training on soft skills and how the program is run
  - Curated resources for technical and soft skills
  - Asynchronous Asana project
- Asana Project Inbox for mentorship agreements

# Feedback

- Post engagement survey to collect feedback and measure impact
  - Mentors
  - Mentees
  - People Leaders

## Technical Mentor Program

Thank you for participating in the Technical Mentorship program. We truly hope that your experience was everything you thought it would be and you received value out of it.

We want to hear your feedback so we can keep improving the program. Please fill out this survey and let us know your thoughts.

This form is automatically collecting emails from all respondents. [Change settings](#)

Did you participate as a Mentor or a Mentee? \*

- ☐ Mentor
- ☐ Mentee
- ☐ Both!

Would you recommend this program to your team mates? \*

- ☐ Yes!

# Metrics, Metrics, Metrics

# Who is in our program?

Using metrics to analyze and build our program

Participation  
Health

21%

of tech org **registered in  
the program.**

Mentees

62%

of program participants  
**are mentees.**

Mentors

47%

of program participants  
**are mentors.**

Diversity

26%

of program participants  
**identify as female.**

# Round 2: What are their results?

Using metrics to analyze and build our program

Mentee Impact

100%

of **people leaders** noticed at least some **improvement in the confidence of the mentee's learned skill.**

Mentor Impact

56%

of **people leaders** noticed at least some **improvement in the strength of the mentor's skill being taught.**

Positive Reviews

100%

of program participants **recommend** the program to their peers.

Mentor/Mentee  
Confidence  
Improvement

97%

of program participants noticed at least some **improvement in the confidence of their learned/taught skill.**



The mentorship gave me the opportunity to discuss the *[software] architecture* with an experienced developer who had valuable input. It helped me gain *confidence* when my mentor agreed with parts of my design and it helped *improve the design* when they had suggestions.

**Mentee, Software Developer**



Technical Mentorship has allowed me to develop my ability to *share technical skills and knowledge*. It has provided an opportunity to work on *soft skills* around communication, feedback and goal setting.

The engagement from mentees has an invigorating effect and motivates me to help provide guidance on their area of focus.

**Mentor, Senior Software Developer**

# Revising Our Goals

## Primary Goals

- ☒ **Technical skill development**
- Career growth
- ☒ Knowledge transfer

## Secondary Goals

- ☒ Knowledge sharing culture
- ☒ Networking
- Leadership
- ☒ Soft skill development



# Lessons Learned & Future Plans

# What we have learned

The importance of...

## Involving People Leaders

To engage their team members and use this program as a component of their development.

## Structured & Flexible

Setting guidelines on how to approach timeline and goal-setting sets pairs up for success, but flexibility in how each navigate it is key for thriving.

## Timing and Capacity Awareness

Be mindful of running the program over busy times, due to constrained capacity.

## Clarifying the Mentee Role

Help the mentee to understand how they can drive the relationship and their own development with their mentor.

# What the future looks like

We plan to...

## Leverage Leadership Team and People Leaders

To increase engagement, awareness and participation. We want to integrate this as part of how our leaders encourage development with their teams.

## Capture More Metrics

Capture more metrics to understand and build on the program.

## Program Efficiencies

We want to continue to scale the program while improving efficiencies to reduce the workload on the committee members.

## Empower Mentees

Clarify the mentee role and responsibilities and provide them support to drive their development.

**Check with Tomomi on helpful takeaway**



# Questions?



# Thank you!



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does good



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# Appendix