

Nomination: 6092

## Enabling Growth through Guidance

### Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

### Name of Organization/Company

Tata Consultancy Services

### Additional Contacts

I would also like to have others receive emails about the disposition of our entries.

### Page: Entry Information

### Entry Title

Enabling Growth through Guidance

### Category

B01 - B59 Achievement > B04 - Achievement in Coaching and Mentoring

### Achievement Submission Format

Written Answers

#### a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

Tata Consultancy Services (TCS) is a large scale global multigenerational organization that has exhibited exemplary business growth over the past decades. Established in 1968, it is India's largest IT / ITS & Business Consulting organization, and the second most-valued IT services brand in the world with an annual consolidated revenue of over \$25 Billion.

Since TCS' inception in 1968, executive leaders have connected with next-gen leaders to sensitize them to the organization's vision and values. This has resulted in strong organic growth, showcased by the fact that home-grown leaders occupy 95% of the senior leadership positions.

The onset of the pandemic, however, disrupted the usual ways of working. While informal mentoring / networking was the norm across physical workplaces, the avenues for the same have been severely compromised in the virtual one. This coincided with exponential increase in TCS' talent landscape (now 600,000+ employees strong) and rapid emersion of new technologies, thereby making it imperative to render personalized guidance and support to employees.

Thus, tremendous focus was given on ways of sustaining networking opportunities and knowledge sharing across TCS. The Talent Transformation team believed that leaders can successfully build upon TCS' social capital by playing the role of a mentor.

#### b. Outline the team's or organization's achievements since the beginning of 2020 that you wish to bring to the judges' attention (up to 250 words). Required

Coffee Connects, Tea Breaks, Lunch-time conversations - All these represented organic networking avenues at physical workplaces, and often were the foundation of budding professional relationships. They contributed heavily to positive employee engagement and satisfaction levels, and replacing them in the remote working model has been a herculean challenge.

TCS' Talent Transformation Team paved the way forward during these turbulent two years by designing processes and platforms that complemented the new expectations of employees and businesses. One such was 'iConnect', an in-house, digital and agile mentoring platform designed to help mentees search for global mentors of their choice and facilitate a discussion with them. The iConnect platform, launched in July 2020, enables, encourages, and empowers employees to mentor and get mentored by leaders from diverse skill sets, business groups and geographies.

A Mentoring platform, however, would be incomplete without the availability of competent mentors. Thus, along with iConnect, a 'Mentor Capability Building Framework' was also designed and launched to help leaders nurture their human skills and play a dual role of 'leading' and 'mentoring' future leaders.

This Mentor Capability Building Framework is a structured program for mid-level to senior employees, and encompasses a holistic blend of self-paced WBTs, EQ Assessments, Virtual Trainings, Webinar (Neuro-Linguistic Programming) & Action Learning to develop a pool of skilled and certified mentors. The mentor learning path is successive and progressive with three levels of certifications, namely NexGen, Silver, Gold and Platinum. (Detailed view into the iConnect Platform and Certifications is provided in the annexures).

**c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required**

The launch of the iConnect platform generated a lot of excitement and value add across TCS. This intrigue and excitement resulted in an overwhelming response and adoption of the iConnect Platform and the Mentor Capability Building Framework. Some major achievements during this short time period are mentioned below-

- 30,000+ mentoring connects have been initiated in iConnect over the past 18 months, with an average closure percentage of 79%.
- 80% of these discussions have been initiated by the employees themselves and not through HR, showcasing organic growth & a pull-factor approach.
- 28,000+ mentors have shared their mentor profiles and expertise details to volunteer as a part of the TCS mentor pool.
- 11,000+ mentors have enrolled themselves in the Mentoring Certifications. 1,700+ Mentors have attained the Silver Certification in Mentoring, whereas 350+ have gone on to become Gold Certified Mentors.
- 96% of the certified mentors have been endorsed by their mentees. They awarded mentors an average feedback rating of 4.9/5, clearly showcasing the quality of discussions and the subsequent value add gained.

The iConnect platform and the Mentorship Certifications continue to positively impact employee motivation and satisfaction levels. This is evident by the fact that retention %age of employees who have been mentored is double that of those who haven't been. Through creative use of technology coupled with human skill development, the Talent Transformation team at TCS has augmented the scope of mentoring, taking it from a simple HR driven activity to a key strategic business enabler.

**d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**

**Webpage Link**

**Would you like to add an additional webpage link?**

**Supporting Document**

Download File (<https://stevies-sage.secure-platform.com/file/14744/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxNDc0NCwiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSIImInb9LRseLRFoqse8b9s6Cyo?1.%20The%20Program%20Roadmap%20-%20Our%20Ideation%20Process.pdf>)

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 2**

Download File (<https://stevies-sage.secure-platform.com/file/14745/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxNDc0NSwiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSIImInb92.%20Deep%20Dive%20into%20the%20System%20-%20Program%20Design%20and%20Structure.pdf>)

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 3**

Download File ([https://stevies-sage.secure-platform.com/file/14747/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxNDc0NiwiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSIImInb9fhVa7SEn9w806AQB22k4cowQPqxr\\_dEWTRTIE10iSw?3.%20Proactive%20Engagement%20-%20Our%20Communication%20Strategy.pdf](https://stevies-sage.secure-platform.com/file/14747/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxNDc0NiwiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSIImInb9fhVa7SEn9w806AQB22k4cowQPqxr_dEWTRTIE10iSw?3.%20Proactive%20Engagement%20-%20Our%20Communication%20Strategy.pdf))

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 4**

Download File (<https://stevies-sage.secure-platform.com/file/14748/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxNDc0NywiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSIImInb96YS6YcQk8Mg?4.%20Harbingers%20of%20Success%20-%20Our%20Achievements.pdf>)

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 5**

Download File (<https://stevies-sage.secure-platform.com/file/14749/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxNDc0OCwiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSIImInb95.%20Onward%20and%20Forward%20-%20The%20Future%20Outlook.pdf>)

**Would you like to add an additional supporting document?**

No

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