

Nomination: 8070

Wells Fargo Mentoring Program

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

Wells Fargo

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Wells Fargo Mentoring Program

Category

B01 - B64 Achievement > B05 - 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

The Wells Fargo Mentoring Program began in 2014, emerging from independent silos across groups such as lines of business, Employee Resource Networks, and Diversity & Inclusion councils. By 2016, the Consumer Lending Diverse Mentoring Program had grown significantly, representing over 60% of all formal mentoring programs with ~2500 participants. This program demonstrated positive impacts on retention and engagement, prompting HR to evaluate and consolidate the numerous mentoring programs. The evaluation revealed that many programs lacked structure consistency due to lack of programmatic content. Consequently, all formal HR-operated mentoring programs were dissolved, and Talent Planning was tasked to create a unified mentoring strategy.

In 2017, the transition to an enterprise-wide mentoring strategy began, introducing self-directed modules and piloting selection-based programs for top talent. The pandemic temporarily halted some initiatives, but in 2021, CEO Charlie Scharff set a new mentoring goal for managers, which revitalized the program. This led to the implementation of a new Mentoring Enrollment and Matching System in 2022, despite initial technical setbacks. In August 2023, the program relaunched with MentorcliQ, a third-party solution that brought higher levels of automation and reporting. Since then, the program has seen significant growth and streamlined processes, enhancing employee development and engagement.

b. Outline the team's or organization's achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required

The Mentoring Program has made significant strides in mentoring, fostering growth and collaboration among employees. Since the beginning of 2022, there was remarkable progress in the engagement and impact of the mentoring initiatives. By restructuring and formalizing our program, Wells Fargo created a supportive environment that encourages professional development and meaningful connections. Here are some key achievements that highlight our success:

- Increase in Participation: In 2023 nearly 15,000 employees enrolled in the Mentoring Program across 57 Lines of Business and Employee Resource Networks, demonstrating widespread interest and involvement. This remarkable growth highlights the program's success in attracting and retaining employees.
- Rise in Employee Resource Network engagement: Participation grew from 450 to 2,778, reflecting the strong impact and reach of our program within these groups. This surge underscores the program's effectiveness in fostering inclusion and leveraging diverse perspectives.
- Active Community Involvement: Many Mentoring Program participants volunteered to mentor college seniors at Historically Black Colleges and Universities through the Thurgood Marshall College Fund Career Mentorship Program, extending our impact beyond Wells Fargo. This initiative supports the professional growth of students, strengthens our ties to the community, and reinforces our commitment to diversity and inclusion.

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 Mentor Program's achievements are noteworthy, set us apart in the industry, and reflect our dedication to fostering a culture of continuous learning and professional growth. By adopting innovative strategies and ensuring inclusivity, we have created a Mentoring Program that significantly enhances employee engagement and development. Here's why our achievements are unique and significant:

- **Unified Strategy:** Transitioned from over 80 fragmented programs to a cohesive mentoring framework that incorporates best practices, driving consistency and quality. This streamlined approach has led to more effective mentoring relationships and improved participant experiences.
- **Innovative Approach:** Adopted a unique turn-key franchise, customizing our technology solution to align with the unique needs of Wells Fargo and participants.
- **Enhanced Coordination:** Established structured support with authorized mentoring Chapters and targeted Branches, facilitating seamless coordination within and across groups. This structure allows for tailored mentoring experiences while maintaining overall program integrity.
- **Consistent Training:** Provided annual training for co-leaders, offering prepopulated implementation plans, playbooks, and templated communications to enhance the mentoring experience. This training equips co-leaders to effectively support participants and facilitate successful mentoring relationships.
- **Accelerated Growth:** Launched the MentorcliQ platform in August 2023, surpassing enrollment estimates by October due to streamlined processes and a tailored matching algorithm. This rapid growth demonstrates the program's appeal and the effectiveness of our implementation strategy.

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

Stevie Awards_Wells Fargo Mentoring Program_Overview (.PDF)

- **Slide 2 - Why We Encourage Mentoring:** We promote professional growth by fostering trusting relationships between employees of diverse backgrounds. Our goal is to help employees understand the pathways to success at Wells Fargo, thereby cultivating the next generation of leaders and creating a workplace that inspires engagement and advancement.
- **Slide 3 - Spectrum of Relationship-Based Development:** This slide clarifies the distinctions between various developmental approaches such as training, networking, learning networks, coaching, mentoring, and sponsoring, illustrating how each contributes uniquely to employee growth.
- **Slide 4 - One-Stop Mentoring Shop:** The homepage is organized into three key sections:
 - 1) Roles and benefits of mentoring.
 - 2) Guidelines for informal mentoring (how to independently find or become a self-directed mentor).
 - 3) Formal mentoring opportunities through Chapters and Branches.
- **Slide 5 - Mentoring Playbooks:** This slide highlights the central resource of the program's curriculum, featuring links to over 100 related documents that support mentors and mentees.
- **Slide 6 - Menu of Monthly Session Topics:** Mentees can choose from a variety of session topics that align with their interests and goals. They also have the option to suggest additional topics not currently listed.
- **Slide 7 - Matching Methodology:** This slide outlines the rules and criteria used to create high-quality mentor/mentee matches, promoting compatibility and effective mentoring relationships.
- **Slide 8 - MentorcliQ Presents Potential Matches:** Here, the process of presenting potential matches by MentorcliQ is described, with the final pairing decisions made by the program's co-leaders.

Webpage Link

Would you like to add an additional webpage link?

Supporting Document

Download File (https://stevies-sage.secure-platform.com/file/19812/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxOTgxMiwiaWYxsb3dOb3RTaWduZWVcmwiOiJGYWxzZSIImInbm9yStevie%20Awards%20Nomination_Mentoring_Attach2_Testimonials.docx)

Would you like to add an additional supporting document?

Yes

Supporting Document 2

Download File (https://stevies-sage.secure-platform.com/file/19820/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxOTgxMiwiaWYxsb3dOb3RTaWduZWVcmwiOiJGYWxzZSIImInbm9yAQffS-Ri0L76mKqde78TOLV11qLIUpbJmpQ0?Stevie%20Awards%20Nomination_Mentoring_Attach1_Program%20Overview_Final.pdf)

Would you like to add an additional supporting document?

No

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