

ASK QUESTIONS • MAKE BETTER DECISIONS •
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*Avoid
Dirth Vendors*

Disclaimer

Every reasonable attempt has been made to fully research the information presented in these pages. The pages in this Ask Better Questions series are to the best of our knowledge correct, complete and accurate.

Information presented on these pages has been gathered over a number of years from a variety of primary and secondary sources (not just via the internet).

The aim is to highlight key issues clients ought to carefully consider before making decisions about mentoring software and associated services.

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ESSENTIAL questions you must ask – here's some for matching

1. In what year did your firm first develop / design/ run formal mentoring programs full time? How many different kinds of mentoring programs has your firm developed (e.g., career development, leadership, diversity, etc.)?
2. Who developed the Matching Process you now use? Which mentoring products or tools has your firm created internally to match partners?
3. Does the software permit online synchronous collaboration of the kind found in Web 2.0 (e.g., both partners working together at the same time on the same screen /tool)?

Hidden cost scenarios to run past prospective vendors:

4. A client wants (A) its colors and logos on all screens not on just the splash page and/or (B) wants more than 3 Demographics for matching. Will it cost extra time and/or dollars to do this?
5. Other than user licenses, what other fees will a client need to pay the vendor (hosting, Help Desk, training to use the software, Coordination, etc.)?

**“Good decisions take time and attention.
Choosers are people who are able to reflect on what
makes a decision important.
It is choosers who create new opportunities for
themselves and everyone else.
However, when faced with [some] choices,
we become ‘pickers’ instead of choosers.**

~ The Paradox of Choice B. Schwartz

Read on to see one behind-the-scenes story.

Ask better questions - about matching

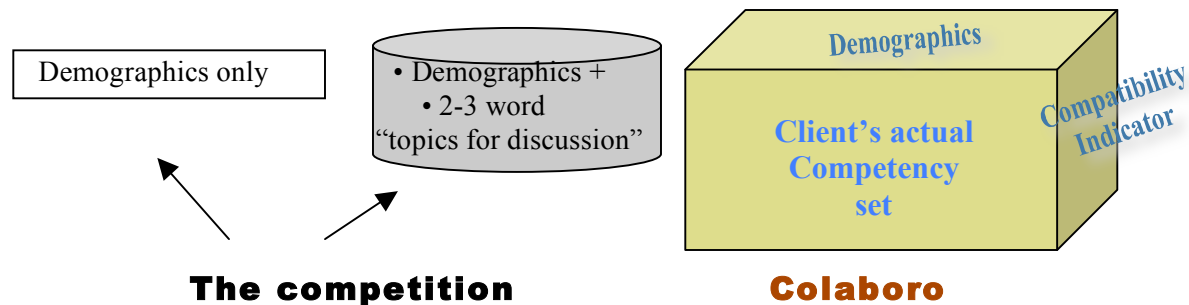
MYTH: “All mentoring software seem to match more or less the same way.” **ABSOLUELY NOT TRUE**

THE FACTS: For mentoring software, Demographics will be the commonest tool used to find partners and match (e.g., by location, years of experience in a field, and so forth). This is single-tool matching.

Demographics are not the only way to be matched. Some vendors can also supply very broad, vague 2 and 3-word categories like “leadership” or “supervision”. Almost impossible to measure results using this approach.

Compare this with **Colaboro** into which actual professionally-developed competency sets can be inserted PLUS The Mentoring Compatibility Indicator (MCI) PLUS Demographics – see diagram below. Because no client ever makes decisions about matching in isolation from other factors, choices about mentoring tools are part of our *3D Define, Design and Deliver Process*®.

Clients want a Web 2.0 application with the right tools -- accurate, proven and easy to use plus tools for actual mentoring and not for some other purpose. Right? Now look below and compare. See what you might get if you don't ask the right questions:



Given the choice, for similar fees which would you rather have: more accuracy, flexibility and robustness from us or less from DirthVendor?

Our **Colaboro** is still the **only** web based application software that can match using 3 mentoring tools combined.

➡ Choice: for similar fees, would you rather have our **Colaboro** based on decades of research on mentoring processes and in-the-field experience – OR - a “thin product” based on scant / no experience?

MORE Hidden costs – “Freebies”

At least one DirthVendor gives you the first 3 demographics “free”. However, every additional demographic must be paid for or they won't appear on the screen. **BUT**, even if you pay for extra demographics, their software can only use 3 in total for matching! So why charge you for what you can't use?

P.S. We don't charge additional if you need more than 3 demographics. **All** demographics can be used for **matching** if needed/desired!