

The Symba logo features a stylized teal icon of a person with arms raised, followed by the word "Symba" in a bold, dark grey sans-serif font.

CAPITAL HERITAGE
CONNEXION
PATRIMOINE CAPITALE

CUSTOMER SUCCESS STORY

How Capital Heritage Connexion Increased Productivity and Saved Time Managing Its Mentorship Program



OVERVIEW

Using Symba, Capital Heritage Connexion was able to **save time managing its mentorship program by 5 hours/week or a total of 120 hours throughout the whole program**, enabling their team of two to focus on the bigger picture: creating valuable experiences for the future leaders of the heritage sector.



Symba was absolutely invaluable to Capital Heritage Connexion's Mentorship Program. It was such a lifesaver."



Natalie Hart
Program Manager

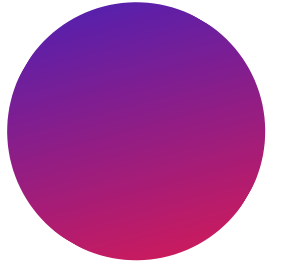


ABOUT CHC'S PROGRAM

Capital Heritage Connexion (CHC) is a nonprofit charity organization operating out of Ottawa, Canada. Its mission is to connect, promote, and strengthen Ottawa's and its surrounding region's heritage and history communities. They collaborate with museums, historical and genealogical societies, cultural communities, and more as well as act as liaisons between the government and cultural institutions.

CHC runs a 6-month mentorship program of 8 emerging professionals who are paired with experienced members of the heritage sector, such as managers at national museums. Emerging professionals are primarily in university or college. However, the program is also open to recent grads as well as individuals who may be a few years into their careers but are finding it difficult to access high level positions.

THE CHALLENGE

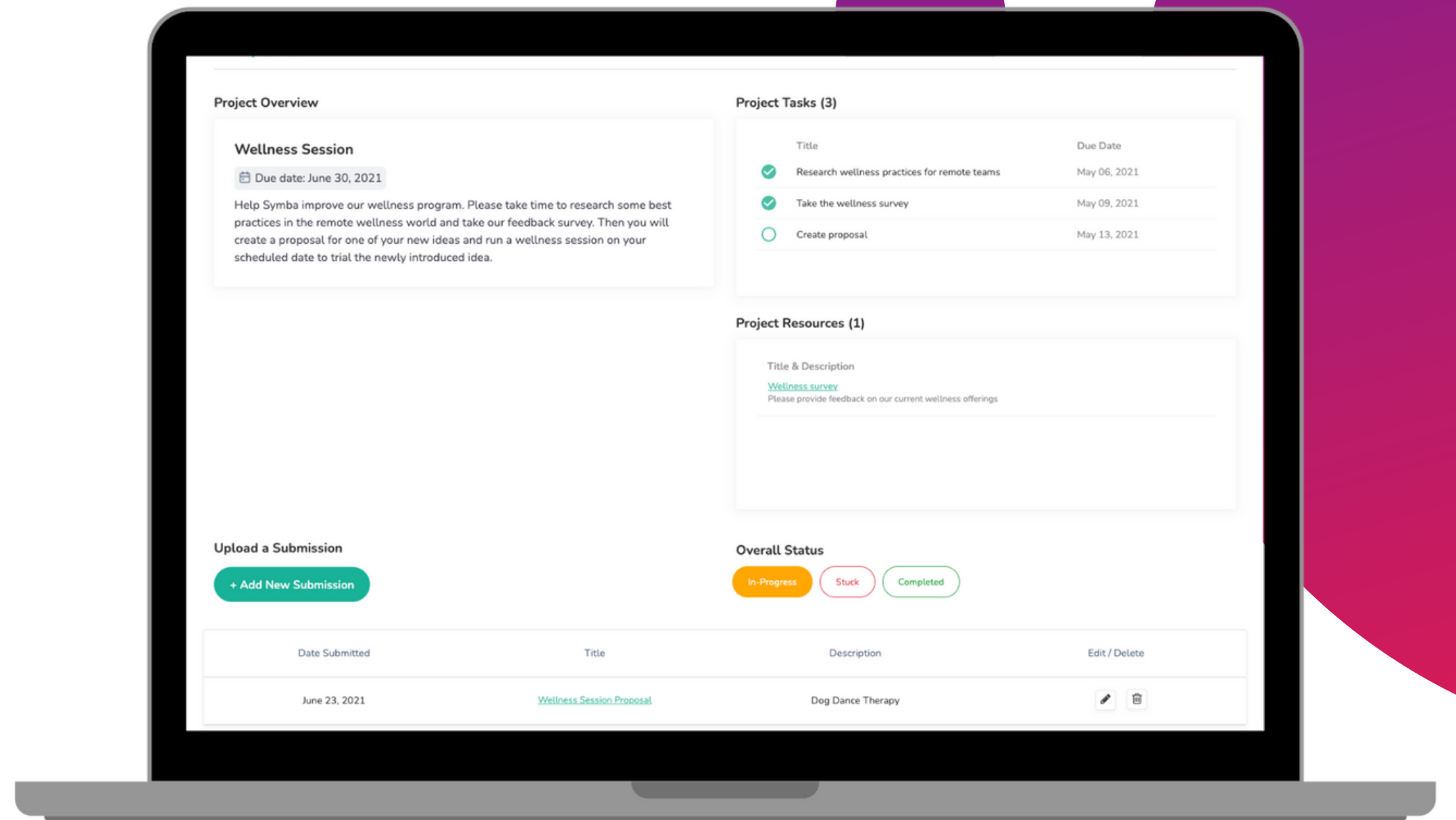


As a small team, Natalie Hart, CHC's Program Manager, and her colleague, Catherine Lindquist, CHC's Executive Director, have limited bandwidth and were looking for a solution that could help them streamline the management of their mentorship program.

In addition, because CHC had to quickly pivot to hosting an online program, **Natalie was experiencing challenges in cultivating a sense of community online and organizing resources for her program participants.**

HOW SYMBA HELPED

Using Symba, Natalie was able to **increase productivity and make CHC's program more efficient**. It was the first year that they incorporated assignments into their program, so **Symba's Projects feature was instrumental** in keeping these assignments organized.



HOW SYMBA HELPED

In addition, **CHC's program participants found the Launchpad very helpful and were able to access all their resources in one place.** This eliminated the time consuming burden of emailing mentees back and forth with resources.

Natalie also liked that mentees were able to add interests and skills to their Symba profiles as well as answer "get to know me" questions, all of which **helped in building a virtual community.**

CONCLUSION

Natalie was able to save time in managing CHC's mentees, reduce stress, and optimize her mentorship program. In a time of need, Symba's platform facilitated Capital Heritage Connexion's transition to a remote program. Even as the program returns in-person for future cohorts, Natalie continues to see the value in using Symba.



Symba is THE platform for the program manager who has a million things to do at once. It helps you to have your resources, assignments, and community building all in one place!"



Natalie Hart
Program Manager

About Symba

Symba, a female-founded tech startup, powers global workforce development programs, including remote, hybrid, and in-person internships, bootcamps, accelerators, apprenticeships, and more, with its management platform.

Using our platform, you can:

- 1. Manage Your Entire Program In One Place**
- 2. Easily Track Insights and Measure Success**
- 3. Foster Community and Engagement**

Want to see how Symba can power your workforce development program?

[Schedule a Demo](#)