

12 Microsoft Mentors transformed a whole community in rural Kenya, while walking in the shoes of 12 very brave girls, as mentors in the Global Give Back Circle.

THE IMPACT OF EMPATHY

Empathy is a skill which is fundamental to innovators because of the way it allows us to see things from another person's perspective and broaden our frame of reference for decision-making. Enlightened decision-making leads to innovative solutions. Creating a culture of empathy drives innovation and new thought. Volunteering is a great way to flex our innovation muscles. Today, 250+ Microsoft employees are flexing their innovation muscles as they mentor girls in the Global Give Back Circle.

Global Give Back Circle is an empowerment and workforce-readiness program for at-risk adolescent girls in Kenya, Rwanda and India. It leverages a tech-driven mentoring model designed to empower girls to lean in and access education and employment opportunities, while also becoming role models for what benevolent leadership looks like as they learn how to give back to their communities in ways which ensure all rise as they rise.



Over the past ten years, Microsoft Mentors have changed the lives of hundreds girls in the program. However, their collective impact is most profoundly visible in West Pokot, Kenya, a remote rural area, where harmful cultural practices like female genital mutilation (FGM) and forced early marriage keep girls in the margins. The

Morpus Rescue Center (above), which sits on the grounds of St. Elizabeth Primary School in West Pokot County, is a safe space for at-risk girls. When girls make their way to the Rescue Center, some having traveled by foot for as long as two weeks, they are placed under child protection and provided with an education—thanks to the good work of World Vision. To date 512 girls from West Pokot have experienced 'HER Lab', a six-month economic empowerment incubator where they are trained in digital skills, coding, agribusiness, entrepreneurship, life skills and reproductive health. Equipped with fifty workstations, HER Lab is a solar-powered tech hub where mentors communicate with the girls while also exposing them to the power of the internet.

Following HER Lab, 333 girls have continued onto college, of which 151 have graduated and are entering the workforce. Others are operating enterprises with the skills they now possess. This is unprecedented in West Pokot, and it was made possible through Microsoft's strong give culture—employees volunteering as mentors have mobilized \$900,000 through the company's *My Giving Portal* to drive sustainable transformation. Not only has their volunteerism impacted the lives of the girls in the program, but it has also helped reverse the harmful cultural practice of female genital mutilation (FGM) and forced early marriage in West Pokot. As these oncemarginalized girls return to their communities as economically empowered leaders and role models, they return as a very formidable force for "No FGM!" *Most recent data shows that 92% of families in West Pokot now believe that FGM should end.* The movement is having an impact!

As a tribute to the commitment of Microsoft Mentors to the economic empowerment of women and girls in West Pokot, this year's calendar is a "West Pokot Story".



Dominiee

I was one of the lucky girls in my village, having escaped a forced early marriage by running away from home just days before my 'wedding'. I traveled by foot for days to find the Morpus Rescue Center. There I was protected and provided with an education primary school and high school.

I thought my education was going to end after high school, until I learned that Lani, a beautiful woman from Microsoft, agreed to be my mentor and my sponsor to attend college, so that I could become a teacher and play an important role in society.

College was something I knew nothing about, because no one in my family of 20 siblings had ever attended college. I am from a polygamous family where girls were not brought up to think about things like college, economic empowerment and careers. Lani really inspired me and encouraged me on my journey to independence. Now that I am a teacher, I strive to be a role model like Lani, and inspire other girls.

Because I escaped a forced early marriage, I am committed to helping girls know their rights and say NO to FGM and early marriage. Thanks to Lani, and her belief in me, my future is bright.

Dominica Teacher, Morpus Academy

JANUARY

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Mentoring Dominica has forever changed my life. It also deepened by empathy and

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19	20 Martin Luther King Jr. Day	21	22	23	24	25
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curiosity for how I can be a part of the solution. Through our communications I had to find new ways to learn more about what was going on in her life. Dominica also taught me that hope and positivity is a universal language.She left an imprint on my heart that is forever changed. She also demonstrated a courage and conviction to change her circumstances and outcome. I am forever changed as a leader and through this experience I learned that proximity, empathy, communication and courage to act are applicable in work and life.

Lani Phillips Vice President, US Channel Sales

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Esther

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FEBRUARY

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My greatest challenges in life were wondering how I was going to complete my education and wondering how I would forgive a father who abandoned us. My mentor, Robyn, helped me overcome both of these challenges through her wisdom, guidance, encouragement and college sponsorship.

I am from a polygamous family. My mother had five children. I am the first in my family to graduate high school, so when I graduated college, my educational journey became even more remarkable, because I was a girl destined to partake in a forced early marriage, a fate from which I was fortunately rescued.

Today, I am a Clinical Officer at AmpathPlus, one of USAID/PEPFAR'S HIV/AIDS partners in Kenya. This is my dream come true, and I want to be a role model in my community for girls to dream big and never give up. The digital skills that I acquired at HER Lab have equalized me with others. Being able to operate a computer and knowing how to leverage the Microsoft applications gave me an edge while in college and now in my professional life.

My goal is to bring a clinic to my village someday—a safe place where everyone can get medical services, including girls who face the kinds of challenges I once faced. Robyn has played such a critical role in my life, by guiding me and boosted my self-esteem throughout. I will always remain grateful to her.

Esther Clinical Officer, AmpathPlus Kenya



Esther's empathy has impacted my own. She gives of herself to help others who are in the situation that she was once in, before gaining an education. She is able to see herself in them and therefor she sees their potential. It has expanded my empathy just seeing her extend the same to others. It inspires me to extend that empathy in my personal life and in my work life. Having empathy with my co-workers and customers allows for more collaborative relationships. Having empathy in my community also allows for connections with new people, which allows me to learn about new and different perspectives.

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16	17 Presidents' Day	18	19	20	21	22
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Robyn McKoy Senior Technical Account Manager



MARCH

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Last year, something happened that I never thought possible. After over a decade of being forced into an early marriage, I married the man that I love and we have started a family together. My mentor, Margo, travelled to West Pokot, Kenya to participate in the wedding and presented us with a special wedding gift, a healthy cow.

Margo has been a part of my life ever since 2009 when she visited Kenya and learned about us girls who were subjected to harmful cultural practices, but had the courage to stand up for our rights, escape our circumstances and seek protection and the right to an education by making our way to the Morpus Rescue Center, a safe house for at-risk girls.

Thanks to my mentor's guidance and support, I was able to acquire invaluable digital skills, attend college and even open a business and employ others. Today, I am capable of taking care of my needs and taking care of my family. As a woman with a bright future, I believe I need to continuously give back to my community by ensuring everyone is aware that girls require equal rights to education, and that circumcision for girls is harmful.

My mentor has been my best friend. She is a voice of reason and a source of motivation for me. I hope to one day reach her level and help as many people as she has.

Lilian **Beauty Salon Owner & Employer**



When I started mentoring, my mindset was to help guide Lilian, and instill confidence in

15	16	17 St. Patrick's Day	18	19	20	21
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this young woman as she took steps to chart a new path for her life and blaze a trail for others. And while I've played that role, what I've learned is Lilian has an indomitable spirit and is excited about this uncharted adventure. She tries new experiences, meets people not of her tribe and values what she learns from them, and isn't fearful to fail. She's grounded with a deep faith in God, and her faith provides her with an assurance that God will make a way. So, I think I've learned much more from her about approaching life with an open mindset, than she from me!

Margo Day **Retired Vice President**, **US Education**



APRIL

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There was a time when I thought my life had no purpose. I even resorted to brewing alcohol, with my mum, because I could not see a bright future in my path. The day I learned I was admitted to the Global Give Back Circle was one of the happiest days of my life! I was to be given a chance to partake in the 6-month HER Lab course and become matched with a mentor who would not only walk with me on my new journey, but also sponsor my college education

My education journey prior to joining Global Give Back Circle was not an easy road. I had to repeat my final year of high school three times just to graduate with passing grades. Although I had completed high school, without further education and workforce skills, my future would have been that of brewing alcohol in my rural village and never knowing my true potential in life.

Thanks to my mentor Audrey, I am now a secondary school teacher who graduated university with 2nd Class Honors. Audrey never lets me give up and she always reminds me about how far I have come. I try to pass on her 'never give up' coaching to those in my village who feel there is no hope. I share my story of hope and survival and focus on the power of resiliency.

My passion is to help motivated students who have been raised in poverty reach their goals and dreams, too. Audrey has shown me how to feed this passion. Whenever I think of how helpful she has been, I cannot control my joy and pride. She has been like a mother, a sister and a true friend. She will always be my source of inspiration.

Elizabeth Teacher, Jimba Gende Secondary School

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When I started my mentoring journey with Liz, I had no idea how it was going to impact me

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in such a positive way. Throughout these five years, Liz has humbled me with her dedication to college and family. Despite all the challenges that life threw at her, Liz always stayed committed to her education and never gave up. She just graduated university this year and I am so proud of her. Through our discussions, I started understanding life, and it helped me realize that things we take for granted in life (a working phone, good connections, a speedy laptop) are not the norm everywhere in the world, and that we need to build technology that works for everyone, not just for the latest generation of hardware.

Audrey Colle Partner Group Engineering Manager, Azure Global



My greatest achievement is to have graduated college as an education major. Becoming a teacher has earned me respect in my community and now I am a role model to other girls who dream about being independent. I believe my role is to help people believe in their dreams and focus on the vision they have for themselves. Just like my mentor stood by me and encouraged me to strive harder, I would like to provide the same support system to girls in my community.

Coming from a polygamous family of 13 siblings in a small rural village, my frameof-reference about possibilities in life was limited. The digital skills I learned at HER Lab made it easy for me to access information and dream big. I see how people from different parts of the world live and this has greatly informed my goals for the future.

My life would have been completely different if not for my mentor CAT. Not only did CAT sponsor my education, she also helped me discover my passion for teaching. She helped me focus, prioritize and sharpen my problemsolving skills while in college, because I had to work twice as hard as others to attain passing grades.

My mentor held my hand through the most difficult part of my transitioning from a low self-esteem adolescent girl to an empowered young woman. Today, the sky is my limit. CAT has motivated me to be the best I can be.

Beatrice Teacher, St. Michael Academy

МАУ

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3	4	5 Cinco de Mayo	6	7	8	9



Throughout the course of my mentoring, I have been learning to ask questions asking them to understand my mentee's challenges, experiences, goals and dreams. Through this exercise of empathy, I have grown better at not being quick to judge, or quick to solution, with my decisions and designs for our customers. Getting to know and understand other's challenges and goals, helps us be inclusive and innovative in designing solutions.

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CAT Susch Technical Architect, New York Microsoft Technology Center

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JUNE

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I was in second grade when my father died and left our family of nine children penniless. My mother and uncles took me out of school, handed me a stick, and assigned me to a job of taking care of cattle, while plans were being made to have me undergo FGM and marry an old man from my village. I did escape the marriage part of this plan, by running away just two days before the intended ceremony.

Today, I am in my final year of university with dreams and goals for myself, my community and my country. My past has been full of angels of all shapes and forms, but it is my mentor, Maxine, who has empowered me to know and embrace my path for the future.

Maxine knows how much giving back gives me oxygen, so she helped me launch a water project in the community from which I once fled. The 'Point2Point' water project brought clean water to seven primary schools in 2018 and we are currently working on bring latrines and handwashing stations to these schools.

What my mentor has done for my life is unbelievable. She has helped me discover how to be a leader. I have embraced the fact that it is my responsibility, together with leaders in the community, to ensure all girls attend school.

Jane Founder, Point2Point, Water Project



Through mentoring Jane, I learned resilience, creative problem solving, and the most incredible sense of belief in a future you can't necessarily see, but you know must be possible. Additionally, the incredible power of seemingly tiny acts of disparate and disconnected activism and resistance all around the world lead to a tsunami of positive change. Personally, I learned that I felt more free and safe standing in one of the most rural, tribal and disconnected parts of the world, and that experience subsequently led to me making significant changes in my life.

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Maxine Edwards Director, Enterprise Support Sales

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JULY

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Growing up in my rural community, everyone looks at girls as a source of wealth. I am grateful to have a father who made sure I had an education through a barter arrangement with the high school I attended. He worked as a watchman without getting paid, to cover my tuition. Who would have believed I would be sharing this while in my final year at Kenyatta University. Coming this far is a dream come true.

On day one at university, we were required to register for classes on-line. My classmates were quick to notice how skilled I was at using the computer—skills I learned while attending HER Lab. I was happy to help those who had no computer skills, register for their classes. This boosted my success at making new friends. I was no longer seen as 'the shy timid girl from a marginalized region in Kenya.' I was the new tech geek on campus!

My journey has been made easier because of my Mentor and sponsor, Erica. We use technology to communicate with each other, e-mails, Skype and WhatsApp. Anytime doubt in myself, or in my abilities, starts creeping in, or when I am almost ready to give up, Erica reminds me of how far I have come. She exposes me to a bigger, more diverse world. She inspires me every day, to be the best version of myself.

For my Give Back Commitment, I facilitate discussions, in my village, on the importance of girls' education and saying 'No' to FGM. I am honored to be an agent-of-change and proving that so many myths are wrong, especially myths surrounding girls' education and female reproductive health. I know I can count on Erica to support me along this path. Our journey together has just begun!

Catherine Kenyatta University, Education Science Major



Mentoring Catherine has taught me empathy and how to listen and understand diverse

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situations better. We all have unique challenges, and this mentorship allows me the opportunity to view the world from a different vantage point. I hope our relationship makes me a better leader as I guide and coach my own global teams. Having a broader view of the world only makes us more empathetic and innovative in our approaches to global solutions.

Erica Marley Worldwide Leader, Customer & Field Engagement

Janey

AUGUST

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My mentor Valeria has played a pivotal role in my life by pushing me towards becoming a better version of myself. She has invested in my career as a teacher and she continues to advise me on my professional growth. When I was doing my teaching internship, she helped me rise above challenges I was experiencing from a senior teacher who believed my teaching credentials were substandard. Valeria showed me how to overcome workplace discrimination and stay motivated by focusing on the performance and improvements of the students under my care. It worked!

Valeria offers me emotional support when I feel overwhelmed and guides me on how to solve problems. This has sharpened my leadership and entrepreneurship skills while helping me to be more creative and innovative in the way I approach things.

I am grateful for the digital skills I acquired through HER Lab, and grateful that Valeria is an expert when it comes to digital skills and coaching me on how to apply them. I now see myself as part of a global network, with career options reaching as far as the internet takes me. My resume has been boosted because of all of the on-line training courses available to anyone with the will to learn and improve themselves.

I now give back to my community by coaching young women on how to solve problems which have them paralyzed. I understand how important problem-solving skills are and I want to share what I have learnt, with as many women as possible. I thank my mentor for this great gift.

Nancy Teacher, Siwot Secondary School



I am grateful for having been able to be a part of Nancy's life. As much as I may have

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helped her, I find that the benefits to me have been just as significant. When we (women) get to a certain point in our lives, it is easy to forget that once upon a time, we were all young women, with doubts, questions, insecurities, as well as a lot of energy to invest in the big unknown that is the future ahead. Mentoring Nancy was a great grounding experience, pushing me to put myself once again in the shoes of that young woman, and figuring out how to help her navigate her life challenges. That means having to think creatively, be more resourceful, and be able to see the challenges through someone else's eyes.

Valeria Struk Director of Product Management



My mentor, Janani, has been like a sister, friend and a role model. She has helped me believe in myself, and I can proudly say she has been a great impact in my life. Before joining the Global Give Back Circle and matched with Janani, I was not able to envisioned life outside my village.

If you met me today, you might not believe that I was once an introvert. My fearlessness started to show when I made the decision, at age 12, to run away from home and seek refuge at the Morpus Rescue Center. I come from a community where girls are subjected to harmful cultural practices and married off at a very, very young age. That was not going to be my fate.

Thanks to Janani, I was able to graduate college. This provided me with credentials to find employment in the hospitality industry. But, it is the digital skills I acquired at HER Lab that have had the greatest impact on my professional life to date. Having digital skills has enabled me to fit into a workforce community where digital skills are a necessity.

My mentor believed in me, even when I did not believe in myself. She helped me to think about the importance of giving back to my community. Today, I see giving back to my community as a symbol of not forgetting where I came from.

Rose **Customer Service Team**, **Club 64 Restaurant**

SEPTEMBER

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6	7 Labor Day	8	9	10	11	12



Mentoring Rose has changed how I look at opportunities and how I approach coaching my team. I listen more and I look at things from other's perspectives a lot more. All of this has led to new ways of working with people and novel ways of interpersonal communication, that has helped me establish a new way of running the team. I enjoy mentoring Rose—I feel like I learn something every time I talk to her, too.

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Janani Vasudevan **Principal Engineering Manager**

Caroline

OCTOBER

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My mentor, Dawn, has brought a lot of meaning and insight into my life. Looking back, I can clearly see how much I needed her support system to navigate everything I was going through to reach where I am today, a teacher with a college diploma. Every time I felt like giving up, she would share something that would motivate me to work harder. I am not sure she will ever know just how much her words changed my destiny.

Being one of 11 siblings in a family with very little resources, we mostly survived on one meal a day. All of us children were placed into small groups and sent out every day to look for casual labor jobs. And, my community did not support girl child education. My mentor brought hope into my life. For my give back commitment, I use my platform as a teacher to advocate for girls' education and ending harmful cultural practices.

As a teacher, having strong digital skills makes me even more effective. I used to hear about computers from visitors who travelled to West Pokot from Nairobi. It was a foreign thing to me. I did not know what I was missing until I acquired digital skills at HER Lab. I now apply digital skills to almost all aspects of my life.

My mentor supports my conviction to empower the next generation of girls, and to pave the way for them to become accomplished and capable women who will lead change in my community. She has been like a mother to me. I feel cherished.

Caroline Teacher, Chepnyal School



Building a relationship with someone can be such a catalyst for getting to know and

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understand an experience that is different than your own. Caroline and I have had the unique opportunity of sharing our experiences as mothers, which varies sometimes greatly from Kenya to the USwith examples such as the differences in prenatal care or access to technology. These conversations have helped influenced my work as I considered how we truly empower every person on the planet and I've very intentionally modified my approach when reviewing customer personas, scenarios or support call expectations. I'll forever cherish getting to know Caroline and hope to join one of the Global Give Back Circle trips to Kenya, and meet her in person!

Dawn Smith Senior Business Manager Director, Financial Services

Antoninan

When I was a girl fleeing to the Morpus Rescue Center to escape FGM, I never dreamed that one day I would be working in a hospital, utilizing advanced computer skills and being responsible for digitizing and storing the hospital's records and reports. I am the first of 17 siblings to complete high school, and the first in my community (woman or man) to graduate college.

My mentor, Meagan has helped me realize this dream. She sponsored me and kept me focused on my goals while I was studying for my diploma in Health Records at Eldoret Technical Training Institute. She helped me prepare my resume and prepare for interviews. She was instrumental in advising me how to leverage my internship so that it would lead to a permanent position at the hospital once I graduated. Most of all, she helped me believe in myself again, especially after being rejected by my father for refusing to undergo FGM.

I was very grateful to attend HER Lab in the six months between high school graduation and the start of college, because it was there I learned digital skills and I sharped other skills which made my college experience a fruitful one. I would have never thought about majoring in Heath Records if not for the resources provided at HER Lab. That on top of having the best mentor in the world!

My Give Back Commitment is now focused on educating women and girls about reproductive health. I have the knowledge and I now use the power of my voice to pay it forward.

Antoninah Health Records Manager, Chepareria Hospital



When I started mentoring Antoninah, I did so with the goal of helping her improve her

NOVEMBER

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NOV 1	2	3 Election Day	4	5	6	7
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life. What I didn't expect is the impact she would have on my life. Understanding her environment and providing her support to be strong, face adversity, and be bold and courageous, has allowed me to face similar challenges head on. We share a common faith and lift each other up. Mentoring Antoninah has helped me be a more innovative leader, both in helping my team with their challenges but also in developing future leaders within Microsoft. I highly encourage anyone looking for other ways they can give back, to consider mentorship through the Global Give Back Circle. It is life-changing!

Meagan Smith Azure Data and AI Solutions Director, Financial Services



DECEMBER

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					Chanukah (first day)	Jamhuri Day

My father wanted his four daughters to undergo FGM and get married, because this was a source of immense respect in our community. Having seen friends suffer, and even die from this harmful ritual, I ran from home when I learned that my time had come. I was only ten years old. I found welcoming arms at the Morpus Rescue Center for Girls at St. Elizabeth Primary School. Those arms protected and educated me until I completed high school.

The Global Give Back Circle came into my life at a critical time, when I had no idea what I was going to do after high school. How could I go home when everyone wanted to see me married? Instead, I was enrolled in the 6-month HER Lab program and matched with my incredible mentor, Laura. Laura mentored me as I learned digital skills and entrepreneurship skills. She helped me with my Give Back Commitment and she stepped up to sponsor me through college, a dream I never thought achievable.

I am now a graduate of Eldoret Technical Training Institute with a diploma in Community Development. I attribute my confidence, and improved self-esteem to my mentor's guidance and support. She provided a voice that encouraged me all the way.

I am no longer an outcast in my community. I am proud to report that my father is now an advocate for ending the practice of FGM. He speaks to other fathers and uses me as an example of what can happen when we allow girls to complete their education and become economically empowered. I use my mentor as an example of why we all need mentors in our lives!

Faith Assistant Program Manager, HER Lab



My connection to Faith has helped remind me about resiliency, perseverance, and how we can all have a positive impact on other people's lives, both in big and small ways. Working in technology, it can be easy to forget that not everybody in the world has access to the same resources that we do. My connection with Faith is a reminder that some of the people we strive to empower have very different life experiences than we do here in the US, and that we need to connect at a human level if we are to have meaningful, lasting positive impact.

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27	28	29	30	31 New Year's Eve	JAN 1	2
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Laura Machado De Wright Principal PM Manager (Clockwise from top) Global Give Back Circle Mentors enjoying a ceremony with HER Lab alumni; HER Lab scholars fetching water for their showers; Lilian dancing at her wedding with her mentor, Margo Day. (Next page, top) Mentor, Erica Marley, meeting the family of her mentee, Catherine.

> My mentor has been my best friend. She is a voice of reason and a source of motivation for me. I hope to one day reach her level and help as many people as she has.

- Lilian





	J	ANU	ARY	20	21		FEBRUARY 2021								MARCH 2021								APRIL 2021						
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Thank you for supporting the Global Give Back Circle. From the very beginning, our belief was that everyone, all over the world, wants to give back. Giving back is not just meant for people of privilege. It is quite the opposite. When it comes to giving back, we are all privileged.

We also believed that there were women in the world who wanted to give back in time and talent as mentors, but needed a structure to be able to do this in a country which was oceans away. The internet has flattened the world and today a woman sitting in her office in Seattle, New York or Chicago, can mentor a girl in some of the world's most remote areas, via email, Skype, WhatsApp and other communication platforms. There are now over 1,200 mentors in the Global Give Back Circle.

In Kenya, Rwanda and India, the Global Give Back Circle is implemented by a team of alumni—empowered young women who at one time 'were that girl'. In addition, the program's beneficiaries are now stepping up to be benefactors and mentor the next generation of girls. As we enter our 14th year, the Global Give Back Circle is coming full circle as we all exercise the privilege of giving back.

Thank you again and have a spectacular 2020!

Sincerely, The Global Give Back Circle Team

globalgivebackcircle.org globalgivebackcircle f/GlobalGiveBackCircle GlobalGiveBackCircle