

Name Chatterbox
Website chatterbox.io
Year Launched 2016
Area Social Inclusion



Description

Chatterbox is a tech platform that accelerates the reintegration of highly skilled marginalized talent. Its platform matches displaced talent with online work opportunities – namely online language teaching – so that this underestimated talent can rebuild their confidence, improve their network and generate income.

Impact in Numbers

Chatterbox has already trained more than 110 marginalized coaches, which received on average €255 of extra revenue per month and up to €1785 per month.

Impact Management Project assessment

What: The Chatterbox impact model is focused on increasing the financial safety of marginalized talent through more qualified jobs with better wages while contributing to their inclusion in society.

Who: Chatterbox supports underestimated talent including migrants and refugees who are highly qualified but lack opportunities. For example, today, there are 64M forced migrants which will increase up to 1Bi in 2050 (UN, 2018), creating an impressive “talent arbitrage” in the market.

How much: In 2020, Chatterbox’s coaches made an average of €255 of extra revenue per month and up to 1785€, being all of them unemployed or in part-time work before, which makes us conclude there is a deep effect in the beneficiaries’ lives.

Contribution: Besides the financial contribution, Chatterbox has also proven to have an increase in the social inclusion of their beneficiaries. In a study conducted with the Red Cross, it was concluded that the refugees’ wellbeing increased, and that the students’ perception towards refugees had also significantly improved.

Impact Risk: Drop-off risk can occur as online learning tools experience low retention rates. This is being mitigated through B2B partnerships and innovative product design, leading to 30% higher retention rates than established competitors.

Conclusion

According to the [IMP framework](#), we classify Chatterbox as a C business (Contributing to Solutions) because their solution has a positive impact in a well-defined underserved population, with a deep effect in the beneficiaries’ lives. Additionally, Chatterbox also has a positive impact on the learners’ perception of marginalized communities, as per research done in partnership with the Red Cross.

SDG Analysis

Chatterbox is focused on the sub-goal 8.3, by promoting decent job creation among highly skilled marginalized talent. At the same time, Chatterbox is focused on the sub-goal 10.2, by closing the social and economic gap between their beneficiaries and the common citizen in Europe.

