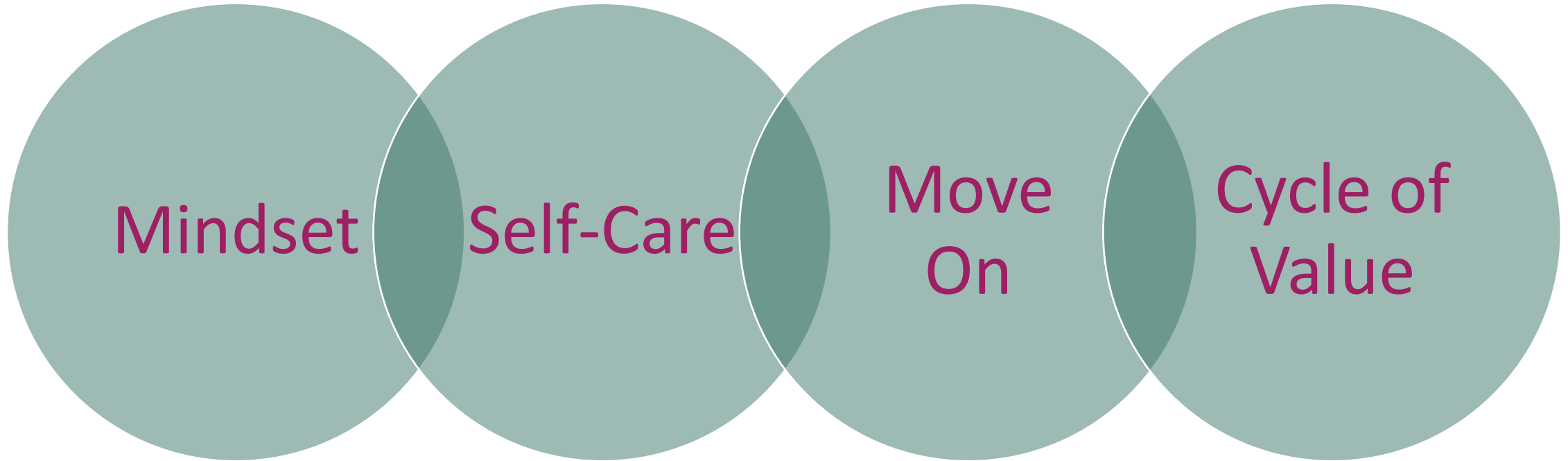


Coronavirus, Fires, and Economic Distress - Oh My!

How Your Organization Can Flourish
in Challenging Times



Resilience



MINDSET



- Avoid negative thinking
- Work towards goals that are challenging-yet-attainable
- Practice realistic optimism
- Make it safe to experience a variety of emotions and acknowledge when things are tough

SELF-CARE



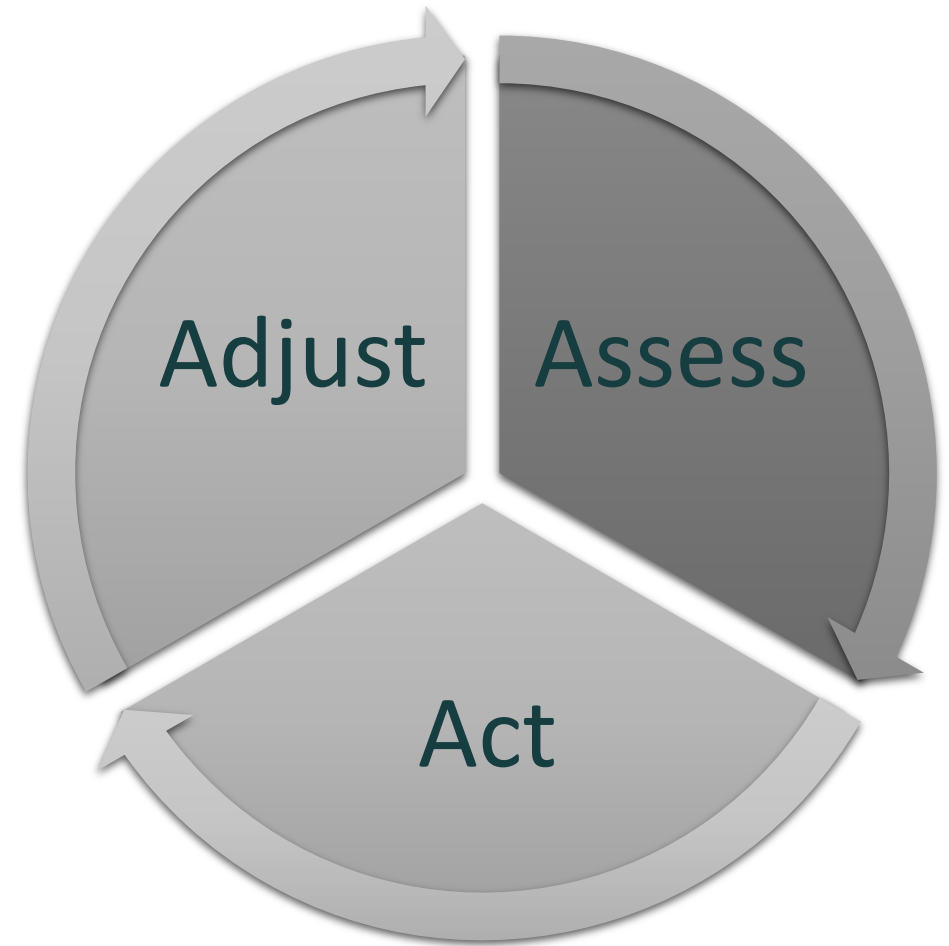
- Develop strong interpersonal connections
- Have policies and practices that allow for self-care
- Support and encourage attending to mental and physical well-being

RECOGNIZE

+ MOVE ON

- Talk about what didn't work, or what you're facing
- Identify what you learnings
- Let go
- Make adjustments and move forward

CYCLE OF VALUE

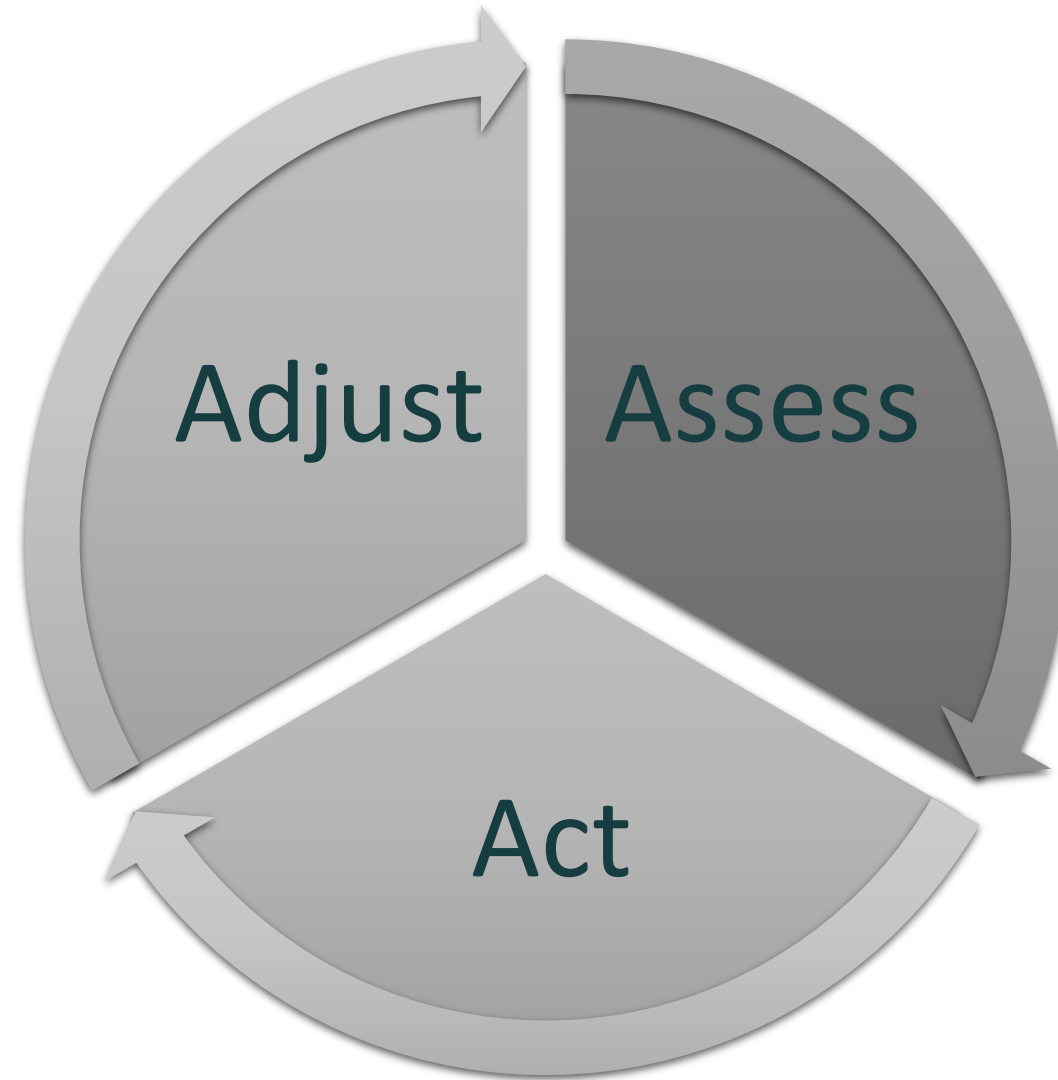


Breakout Discussion 1



- Briefly share your names and organizations
- Discuss ways your organizations are resilient and how you could improve

Cycle of Value





ASSESS

“A good leader solves problems. A great one anticipates them. Right now, nonprofit leaders must ask the hard questions, consider the worst-case scenarios, and brainstorm all the different actions they can take right now to be ready *if* that happens.”

Joan Garry

listen scan observe plan
analyze



ACT INNOVATE

“You never know what you can do until you try.”

C.S. Lewis

prototype

clarify

pilot

accountability



ACT

CENTER RELATIONSHIPS

“The value of a relationship is in direct proportion to the time that you invest in the relationship.” *Kamari aka Lyrikal*

invite

prioritize

listen

invest

ADJUST



“Remember the two benefits of failure. First, if you do fail, you learn what doesn't work; and second, the failure gives you the opportunity to try a new approach.”

Roger Von Oech

analyze
data **storytelling** **pivot**

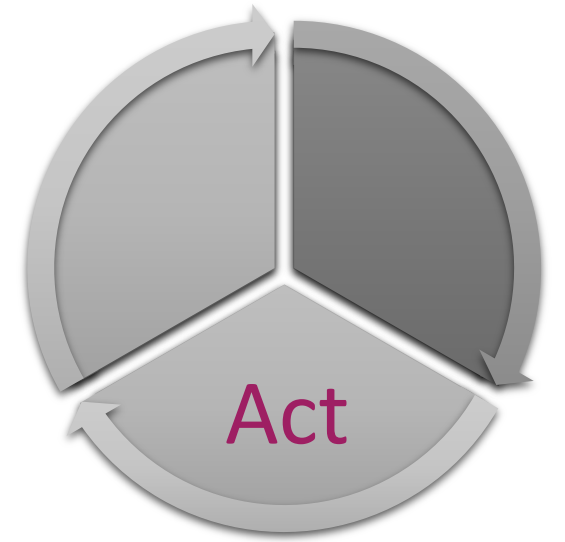
ASSESS



- Build common intent by listening and observing
- Understand the context by engaging everyone in real-time, constant environmental scanning
- Analyze the situation
- Establish a clear goal (or goals) for opportunities and pick strategies to reach those goals
- Establish a course of action to be followed if our plan falters or the situation changes



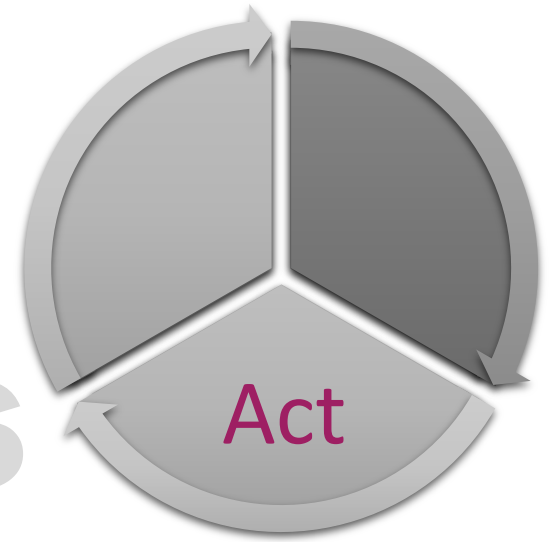
ACT INNOVATE



- Understand the need we're trying to meet
- Move fast by prototyping and piloting new services or ways of working
- Pick progress over perfection
- Ask for real-time feedback as a means to future improvement and also to co-create with our stakeholders



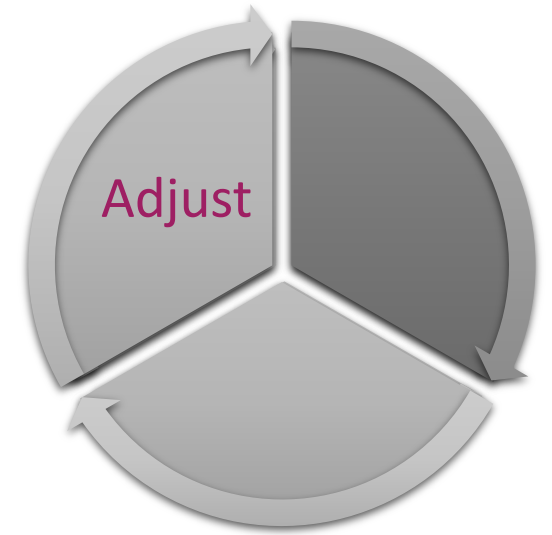
ACT CENTER RELATIONSHIPS



- Treat relationships as critical to our work
- Make relationships foundational to our organization
- Pay attention to relationships at every level
- Invite people in and spend more time listening
- Build and maintain trust by increasing communication and being aggressively transparent
- Find new ways to invest in people



ADJUST



- Use challenges and setbacks to our advantage
- Use data, storytelling and other feedback to inform
- Let new solutions come from anyone or anywhere
- Acknowledge what didn't work and communicate about what we've learned
- Be willing to pivot our strategy when our original hypothesis doesn't prove out or the environment changes
- Be nimble enough to make informed changes if a new strategy isn't required

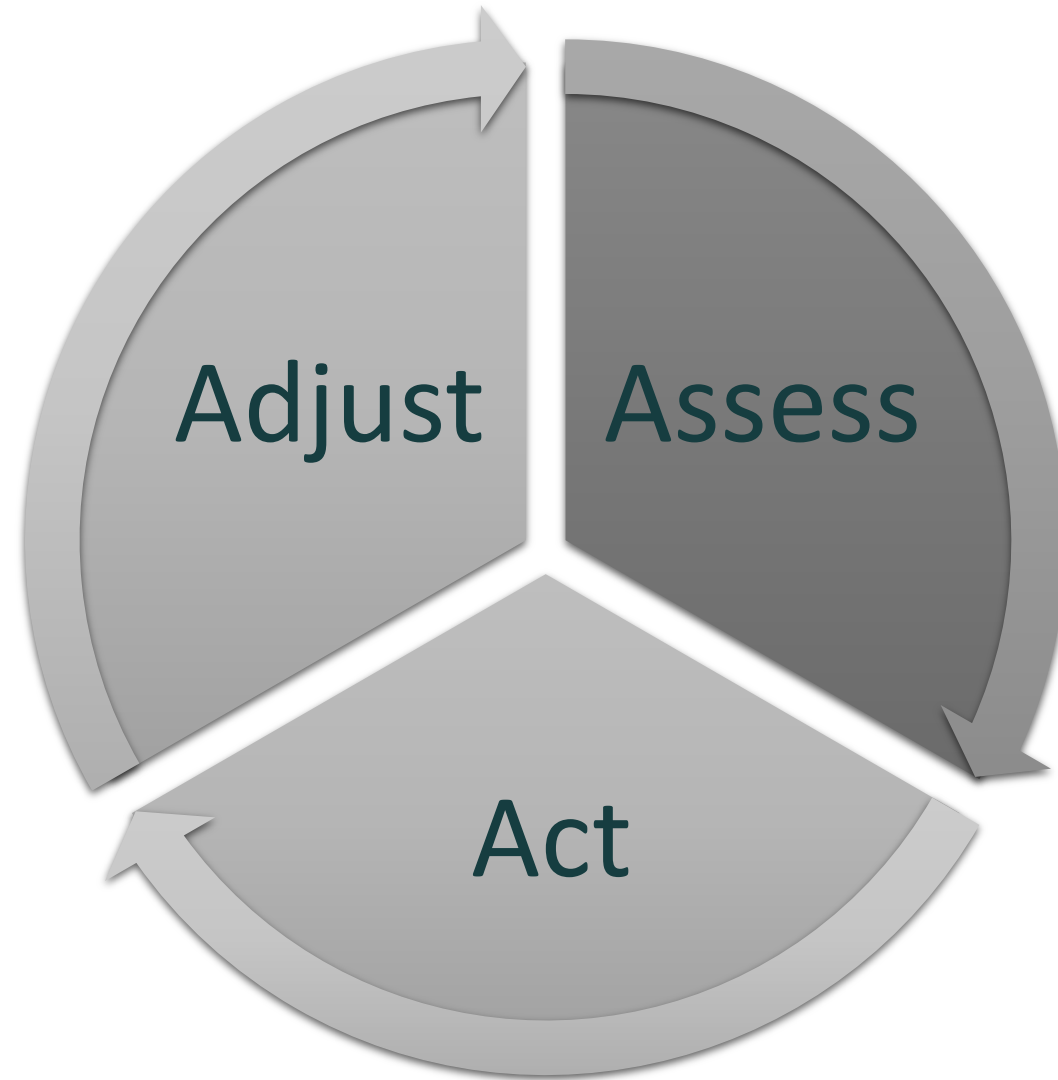


Breakout Discussion 2



- Discuss ways to engage your participants, board, staff, partners, donors and community members in the Assess | Act | Adjust cycle
- Discuss ways to center relationships when we're having to work differently because of COVID
- Discuss how you might create a culture of making adjustments

Cycle of Value





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